

SOLUTION BRIEF



To learn more about Catchpoint IPM,
please visit www.catchpoint.com

Customer Experience

Ensure exceptional customer experiences with a solution that
monitors performance from where it matters for your organization



Catchpoint's Customer Experience solution is powered by the world's largest independent agent network, monitoring performance from close to 3,000 intelligent agents. The world's most recognizable brands, including the four leading global retailers, use Catchpoint to catch issues across their Internet Stack before they impact their business.

Catchpoint's Customer Experience solution supports several use cases, including Proactive Incident Management, SLA Management, Cloud Migration Observability and Vendor Selection and Management. Learn how these capabilities can ensure a resilient Internet, deliver exceptional digital experiences for your customers and drive the success of your business.



Incident Management



SLA Management



Cloud Migration



Vendor Selection & Management

Ensure superior customer experiences



Incident Management

Reduce the frequency, duration, and impact of incidents

Gain the advantage with actionable intelligence and prompt, clear communication during and after outages

Key benefits:

- Proactively detect issues across the Internet Stack for quick root cause analysis and triage.
- Streamline your incident management activities by drawing on extensive test types.
- Use advanced alerts with dynamic thresholds, such as trend shifts and baseline deviations to quickly detect failing components.
- Gain insights through AI-powered smartboards, pre-built dashboards, or custom visuals.
- Securely and easily share data among internal teams and vendors.
- Provide regular, transparent updates with reliable data to assure customers, partners, and investors during incidents.



Cloud Migration

Navigate the cloud through the eyes of your users

Harness the power of the world's largest and most diverse agent network

Key benefits:

- Troubleshoot across the delivery chain over key geographies to find issues during rollout and alert dependency owners for faster resolutions.
- Set baselines for end-user metrics to compare performance and availability before and after migration from an actual end-user perspective.
- Simulate user traffic before going live to validate compatibility, operations, and third-party dependencies.
- Manage your multi-cloud deployment via integrations with AI-based tooling to move cloud workloads around as needed.



SLA Management

Depend on an independent arbiter to help manage SLAs

Confidently know you are meeting customer expectations

Key benefits:

- Validate customer expectations with unbiased, third-party SLA reports.
- Track and monitor SLA performance daily, weekly, and monthly to meet SLO targets.
- Get immediate alerts for threshold breaches to manage vendors effectively.
- Easily and securely share data with vendors and partners for improved collaboration and transparency.
- Customize data frequency and granularity for specific use cases.
- Gain access to long-term raw data retention.



Vendor Selection and Management

Objectively assess your vendors – and keep them honest!

Evaluate vendors objectively with the aid of independent, high-fidelity data

Key benefits:

- Make data-driven decisions on the best vendor and design for your organization, whether comparing on-premises, public, hybrid, or multi-cloud environments.
- Use our objective data for cost benefit analysis to optimize as the vendor landscape evolves continuously.
- Don't settle for aggregate data. Gain a detailed understanding of each vendor's performance with Catchpoint's unparalleled raw data granularity, including cloud-specific metrics.
- Benefit from long-term data retention to ensure accountability over time.
- Validate vendor compliance and SLA adherence with independent monitoring data with integrity.
- Provide granular, high-fidelity data as proof in any dispute.

In today's exacting digital age, performance is paramount. The top online retailers, Global2000, CDNs, cloud service providers, and xSPs all rely on Catchpoint to ensure high performance and digital resilience by catching issues across the Internet Stack before they impact their customers, workforce or digital experiences. Catchpoint's Internet Performance Monitoring (IPM) suite offers Internet Synthetics, RUM, BGP, Tracing, performance optimization, high fidelity data and flexible visualizations with advanced analytics derived from the world's largest, most detailed, active agent network. Today's digital world requires resilience and exceptional performance, which is why The Internet Relies on Catchpoint.