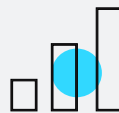


Digital Experience Reliability Checklist

80% of performance and availability issues occur outside your firewall. That's why an end-to-end observability solution is so important. Developing an observability strategy with deep visibility provides insights across the service delivery chain to enable rapid detection, identification and resolution of issues.



An end-to-end strategy



Rigorous data analysis and visualizations



Proactive monitoring for common failures

Observability Strategy Essentials

- ✓ Distributed telemetry as close as possible to the end user
- ✓ Interactive, intelligent dashboards
- ✓ An approach to observability that extends beyond the application
- ✓ Integrations with your overall monitoring ecosystem
- ✓ Actionable alerting and drill-down capabilities
- ✓ Continual optimization of observability strategy
- ✓ Combine proactive and passive telemetry
- ✓ Include the experience, network, application, infrastructure and client

Data Analysis Essentials

- ✓ Varied data sources
- ✓ Servers, networks, browsers, endpoint devices, and actual users
- ✓ Long-term raw data retention
- ✓ Metrics and indicators for each part of your reachability chain
- ✓ Shareable reporting
- ✓ Customizable data visualizations (including more than just the network)
- ✓ Multi-dimensional analytics for your multi-dimensional architectures
- ✓ High fidelity, granular data sets — including the ability to set custom KPIs

Common Reliability Issues

- ✓ Intermittent failures or degradation
- ✓ Micro outages
- ✓ Sustained downtime
- ✓ Network reachability and pathing issues
- ✓ Points of interconnection
- ✓ CDN mapping issues
- ✓ Performance volatility
- ✓ Black box third-party dependencies
- ✓ Undetected slow endpoints or servers
- ✓ Traditional monitoring limitations for SaaS applications, CDNs, and others

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