SafeSwitch Overview

The SafeSwitch program guarantees you a seamless migration to Catchpoint from ThousandEyes, legacy systems such as SiteScope, or other technologies. Gain the expertise of the most experienced Internet Performance Monitoring (IPM) Services Team in the industry, with over 15 years of creating resilience strategies for the world's leading companies. We will help you achieve your monitoring goals and mitigate potential risks with minimal effort from your organization. Migrations typically last about 30 days.

Switch With Confidence

Experienced IPM Services Team

During your first 30 days, the team will work with you to identify your needs, establish goals, and manage the migration project. Baselining tests on the Catchpoint platform ensures test and alerts are configured appropriately with no disruption to your operations.

Replication, Migration & Training

During the SafeSwitch period, your existing test configurations will be replicated in the Catchpoint environment and will run concurrently with your legacy system. Training/review sessions will be scheduled as needed to ensure your organization is prepared to make the switch.

SafeSwitch Process

Phase	Key components
Information Gathering	Key aspects of your monitoring strategy and goals for success are identified. High level information on the number of tests, types of tests, alert needs, and required reports are collected to create an estimate of the scope of the project.
Migration	Detailed information on your current tests will be required. A custom template or a detailed questionnaire depending on your legacy vendor will be provided. Migration includes creation of single URL and transaction tests, alerts, node groups, reports and custom configurations.
Activation and Training	In most instances your legacy system and the Catchpoint solution will run concurrently for at least 30 days. This time allows your organization to receive training and gain confidence in navigating the solution.
Final Review	A final review meeting is held to sign off on a successful completion of the SafeSwitch program. Our team will also issue maturity model assessment recommendations based on their expertise.

Frequently Asked Questions

Can you guarantee all our tests will be migrated?

We make our best effort to move all tests compatible with our monitoring platform as quickly and seamlessly as possible. In some instances not all tests can be migrated. You will be notified as early in the process as possible if a test will not be migrated.

What are my responsibilities during the migration?

The SafeSwitch program involves minimal effort from the client. However, we ask you to provide configuration details in a timely manner, review the tests for accuracy, attend training sessions, and sign off upon project completion.

Can I get more than 30 days of SafeSwitch?

The SafeSwitch program is for 30 days. If additional time is needed for training or migration, additional services can be purchased as needed via your customer success manager.

Can I change or add a test during migration?

Yes, contact your technical account manager or open a support request with our 24/7 staff.

Will you continue to add and maintain the scripts after 30 days?

If you would like Catchpoint to add or maintain your tests, we have a number of professional services offerings to assist you. Contact your customer success manager to discuss what is right for you.

Can the training and migration be replaced with other professional services?

No. The SafeSwitch program covers only migration and training for new customers. If you are interested in different professional services, please speak with your account manager about what options are available.

Under what circumstances would my tests not run for 30 days concurrently with the legacy system?

The majority of migrations happen within 30 days, but can be completed in as little as 7 days. Larger than normal migrations may require additional time. This information will be communicated early in the scoping process.

Trusted by the world's leading companies

> *SafeSwitch is a highly recommended service to integrate with any new contract. The professional services team can answer your questions regarding the platform and help you get the right start. If time is of the essence, SafeSwitch is a must-have."*

-L'Oreal France

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