EMA IMPACT BRIEF

Catchpoint Boosts Data Visualization With AI-Driven Maps and Adds Application Performance Insights

Internet Stack Maps Empower Experience-Centric Operations

Catchpoint announced its new Internet Stack Map feature, an AI-driven technology that auto-discovers all components of applications and services, including internet service providers, DNS and CDN providers, cloud providers, and more. It presents a real-time view of those components, reveals which components and dependencies are negatively impacting overall application experience, and enables drilldowns into each component for detailed analysis. Internet Stack Maps provide a global view of end-to-end services and define troubleshooting workflows for IT operations teams.

Currently, the Internet Stack Map uses Catchpoint's Internet Sonar solution, which tracks global internet performance, as its foundation. It auto-corelates those insights with the synthetic tests that individual customers' Catchpoint deployments generate to provide an operational view of that customer's applications and services. This integration with customer telemetry allows IT operations to manage application performance from the perspective of user experience. In future releases, Catchpoint will incorporate telemetry from its other solutions into the map, including its new Application Tracing capability.

Application Tracing Empowers IT Operations

Application Tracing is Catchpoint's new internet performance monitoring solution. It tracks all the service calls within a distributed application environment and it is fully compliant with OpenTelemetry, a popular standard for application observability telemetry data. This new tracing capability extends Catchpoint's overall internet performance monitoring tool into the application environment. Now, customers will be able to see true end-to-end insights into application experience, from the user edge, across the internet, and far into public and private clouds.

Catchpoint's goal with Application Tracing is to incorporate deep application performance insights into its overall internet performance monitoring solution, empowering IT operations teams to pinpoint the location of problems and collaborate better with DevOps.

EMA Perspective

Enterprise Management Associates (EMA) research has proven that most companies rely on the internet to connect their employees with applications and services, particularly as they embrace software-defined WAN, hybrid and multi-cloud architecture, and hybrid work. Moreover, digital enterprises rely on the internet to deliver services to their customers.

IT and digital operations teams are rapidly modernizing their toolsets to manage digital experience across the internet. However, they need to do so without adding to tool sprawl. They are looking for unified platforms that can deliver consolidated, end-to-end visibility into their critical applications and services. Catchpoint continues to be a leader, providing a unique suite of capabilities that reveals critical insights into internet-based application experience and service performance. With Application Tracing, Catchpoint broadened the scope of what it can reveal by looking inside applications themselves and contextualizing that with overall internet performance, something that many of its competitors cannot do. With Internet Stack Maps, Catchpoint is making it easier for IT operations teams to pull all these insights together with powerful visualizations and workflows that should accelerate mean time to resolution and enable proactive problem prevention. Catchpoint customers will welcome these platform enhancements.

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