catchpoint™

Gain Unprecedented Insights into the Digital Experience

At-A-Glance

Digitalization is revolutionizing your ability to deliver amazing experiences while staying ahead of increasingly rising customer expectations. Poor performing web, network, APIs, or infrastructure can severely degrade your website or apps and cost you millions in lost sales, negatively impact your bottom line, and trigger widespread negative brand reviews. Catchpoint enables you to get the deepest and fastest insight on performance issues before they disrupt your users' experience, achieving business goals and protecting brand loyalty.

Why Catchpoint?

Deepest, Fastest Real-Time Analytics

With Guided Intelligence, analyze every performance issue across the Internet and inside your enterprise using detailed data and an algorithmic framework to accelerate time to insight.

- Flexible analytics with custom or pre-built visualizations
- Purpose-built algorithms across all data views
- Advanced alerting with contextual troubleshooting info
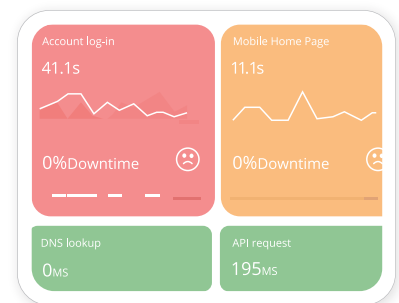
Complete Digital Experience Visibility

Monitor every aspect of your customer's experience – every interaction, every network, app, and infrastructure part – from where they are connecting to your business.

- Integrated synthetic and real user measurement (RUM)
- 600 global vantage points across backbone, last mile, and wireless networks
- 17 synthetic monitor types
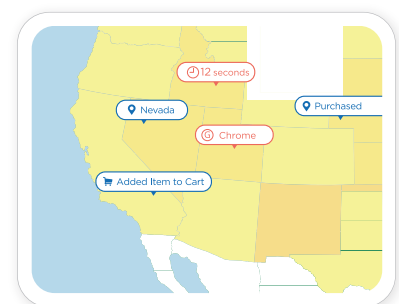
Enterprise Ready

Build your digital experience monitoring strategy to tackle the most complex, multi-cloud environments in production, in real time and at scale.

- Secure, multi-tenant software-as-a-service (SaaS)
- Feature-rich APIs to fit any use case or environment
- Single sign-on (SSO)
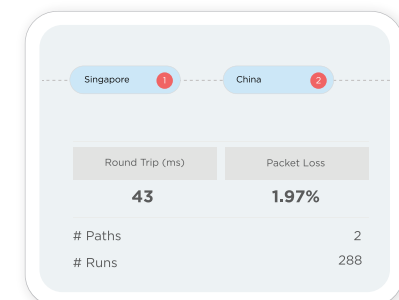
Catchpoint's Digital Experience Monitoring Platform
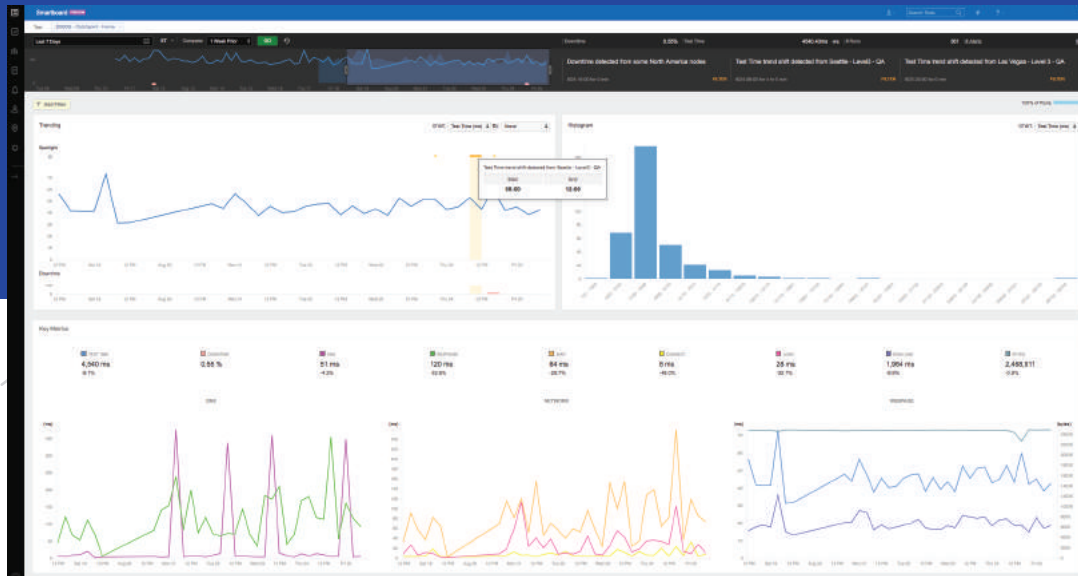
Better Business Outcomes With Actionable Insights

Improve MTTR & Operational Efficiency

Enable teams to proactively detect and resolve issues as quickly as possible

- Detect issues faster with real-time alerts and contextual troubleshooting guidance
- Zero in on the root cause in a single interactive view powered by algorithms
- Analyze further through advanced visualizations and never aggregated data

Exceed Business Goals

Correlate performance to key business metrics

- Understand impact of IT investment decisions with User Engagement Estimator
- Manage SLAs through scheduled SLA templated reports
- Gain relevant insight with customizable dashboards and reports for any role

Protect Brand Value

Ensure the company reputation is not damaged by poor digital experience

- Proactively test first and third-party components impacting service delivery
- Understand how performance affects user engagement and conversions
- Identify opportunities to optimize the digital experience across devices

Trusted by High-Performing IT Organizations

"We haven't had a single incident in the past year and a half that we didn't discover in less than 5 minutes, because of Catchpoint. Seeing a drop from 2 hours to 5 minutes is a pretty big deal to us. "

-David Gonzalez, Director of Technical Operations, Qualtrics

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