

360° Observability Into End User Experience

Take back control of end user experience — even when it is dependent on a web of complex components and third-party services. With a distributed workforce and a global web, employees and customers are accessing your services anytime from anywhere. A consistent, reliable digital experience is essential for business success.

KEY BENEFITS: IT

- Gain essential visibility
- Monitor site uptime
- Correlate observer types
- Customize metrics

KEY BENEFITS: BUSINESS

- Optimize digital experience from the user point of view
- Reduce the IT to business gap
- Improve user conversions
- Ensure workforce efficiency



The digital experience is its own entity, separate and distinct from the components going into the delivery of it. Therefore, it needs to be directly observed.

Achieving an optimal user experience for your employees and customers requires reliance on a host of third-party services that are not under your control. One problem in any one of the diverse array of components involved in the content delivery process can quickly ricochet into a larger issue. Meaning anything from an employee's diminished efficiency to a regional DNS outage leading to a substantial loss of enterprise revenue.

These conditions require a next-gen observability solution that puts the end user first. globally, meaning no spend for Travel & Expenses.

\$0 Spend for T&E

A cloud-based information security company is now able to instantly replicate the end user experience

95% Reduction in MTTR

With Catchpoint, a client in the digital media industry has seen a 95% reduction in MTTR since deploying Real User Experience.

\$500k In Savings

Catchpoint helped a business management software company save an extra 160 hours of free team time per week equating up to \$500,000 in savings.

Look into the black box of the modern enterprise

Understanding only part of your user’s environment isn’t enough. User Experience Observability with Catchpoint gives you complete visibility into every layer of the digital delivery chain from the same dispersed locations as your end users.

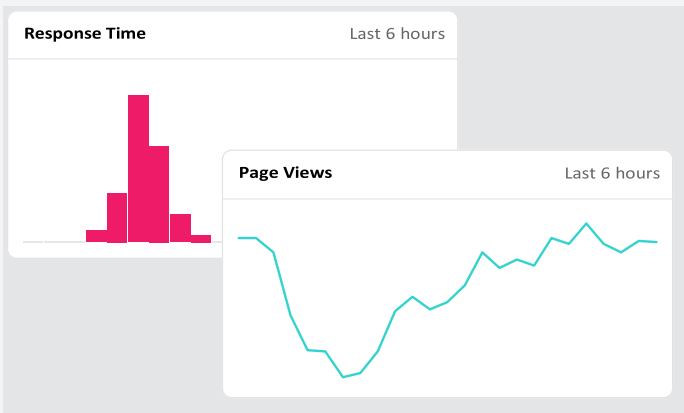
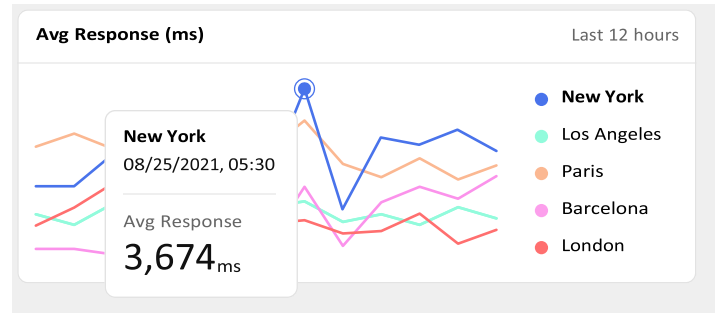
Our global observability network is the largest in the industry, spanning the globe and situated across backbone, broadband, cloud, enterprise, last mile, and wireless nodes. Catchpoint’s active observers are on 24/7, monitoring everything — from development to production — that could impact your user experience. Correlate user experience observers for a 360° view.

Web Experience

Leverage Catchpoint’s industry-leading proactive monitoring that is always on, gathering accurate, detailed data. • Gain unmatched visibility into the entire service delivery chain • Optimize frontend code to deliver exceedingly fast services

- Monitor site uptime, performance, reachability,

and reliability



Real User Experience

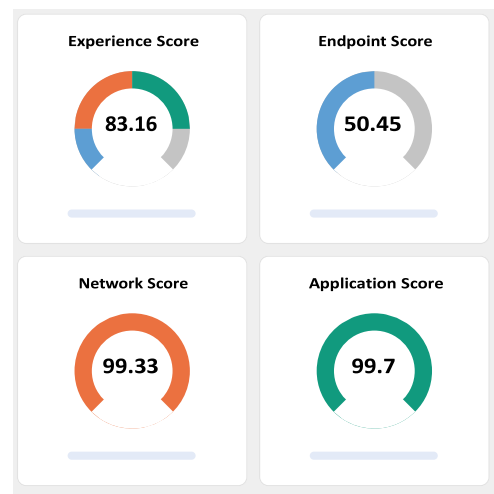
Access real-time performance data of your end users with our real user experience observability solution.

- Optimize performance through understanding actual user experience
- Correlate IT metrics with business KPIs to solve the IT to business gap
- Rely on real-time customized alerts

Endpoint Experience

Provide a consistent digital experience to your distributed workforce, regardless of work location.

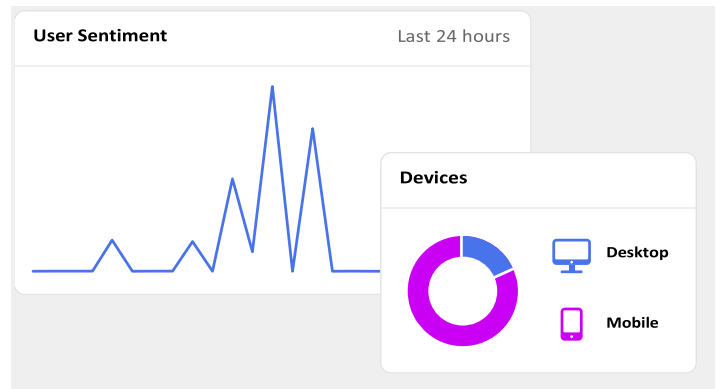
- See beyond the four walls of the enterprise
- Enable workforce efficiency
- Deploy and adopt next-gen end user technologies
- Monitor employees’ experience of everyday communication tools



User Sentiment

Track and analyze user sentiment concerns around reachability and usability concerns as soon as it is voiced.

- Build brand excellence by fully attuning to brand perception
- Improve communication and troubleshooting during incidents
- Correlate observability types and authenticate user feeling



Observe digital user experience from every angle

www.catchpoint.com/observe

catchpoint.

Catchpoint is the enterprise-proven Digital Experience Observability leader. By providing unparalleled visibility and insight, we empower teams to confidently own the end-user experience. Learn more at www.catchpoint.com.