catchpoint

To learn more about Catchpoint IPM,
please visit www.catchpoint.com

SaaS Observability

Ensure you meet business requirements despite an IT environment you don't control.

How Many Hours Do You Spend Troubleshooting Issues with a Network and Application Infrastructure That is No Longer in Your Control?

Since we were teleported into a hybrid workplace, Software-as-a-Service (SaaS) solutions have been turned to by all business functions — from finance to sales — to enable flexible, agile collaboration across distributed teams. By adopting SaaS, IT can focus on outcomes as opposed to application delivery.

However, the hyper growth of SaaS has introduced many blind spots since the traditional IT environment is now outside IT's control.

Why traditional monitoring falls short

Over the last fifteen years, the technologies once owned by Enterprise IT have been outsourced:

- The device is being subcontracted to service integrators and cloud vendors.
- The cloud is the new data center.
- App development, hosting, maintenance, and support are now provided by SaaS vendors.
- And the Internet is the new corporate network for all employees working from anywhere.

Traditional monitoring approaches such as device performance monitoring (DPM), network performance monitoring (NPM), IT infrastructure monitoring (ITIM) and application performance monitoring (APM) largely worked individually inside the physical corporate perimeter, particularly when applications were owned by IT. However, these point solutions fall woefully short in this new world.

For all the modern underlying technologies that support business operations, primarily the Internet, and cloud and SaaS services, there now exists a black box outside of IT's control.

" Many parts of Autodesk's business — from customer support to operations — rely upon SaaS applications like Salesforce.com for important functions. Catchpoint's SaaS monitoring and alerting help the IT team keep our lines of business up and running."
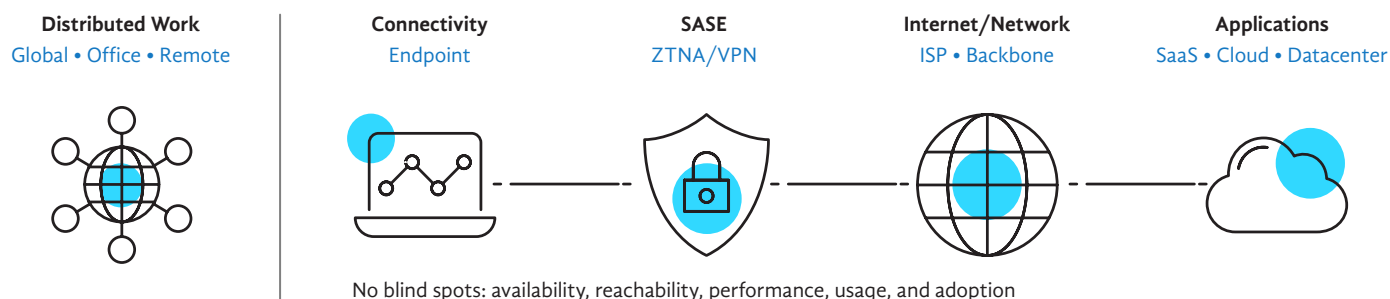
Maira Zarate, Application Monitoring Engineer, Autodesk

Let's Open the Black Box of the Modern Digital Enterprise

Catchpoint has an end-to-end SaaS performance observability solution that leaves no blind spots across endpoint connectivity, SASE/VPN clients, and the maze of the Internet and SaaS environments. Availability, reachability, performance, usage and adoption insights are at your fingertips — not only for what is happening inside your SaaS applications, but also for any third-party technology that helps deliver them.

What if you could instantaneously zoom into every employee location within the hybrid workplace?

Across the world, Catchpoint has the most comprehensive network of active observers. It's agentless and zero-touch, meaning there's no need to deploy anything in your infrastructure and you get immediate insights into the digital employee experience of your global IT services. And since there is no longer a single corporate network, but each employee is reliant on their home Internet or a public network for access, we also provide the capability to drill down to the details required to cover each office and remote user location.

Distributed Work	Connectivity	SASE	Internet/Network	Applications
Global • Office • Remote	Endpoint	ZTNA/VPN	ISP • Backbone	SaaS • Cloud • Datacenter

No blind spots: availability, reachability, performance, usage, and adoption

Key Benefits

Catchpoint is uniquely positioned to help you deliver the best quality of service in three critical ways:

1 **Improve your end-user support by identifying accurately where the issues lie.**
This type of insight is critical to enabling effective collaboration between remediation teams, closing more tickets faster, and delivering improved Digital Employee Experience (DEX) for every SaaS application used.

2 **Manage your vendor relationships across the entire journey.**
From selecting the right vendor, migrating your environment, and deploying and adopting SaaS applications... all the way to building contingency plans to ensure business continuity at those critical moments.

3 **Enable business productivity at scale.**
Become proactive at delivering the SaaS applications your employees (and business) rely on.

64 times faster resolution with Catchpoint
Learn more

Improve Your End-user Support By Identifying Accurately Where the Issues Lie

Have you heard of the watermelon effect? It looks green on the outside but is red on the inside... Many refer to this analogy to describe the Digital Employee Experience (DEX): each monitoring point solution is green, but users are still reporting issues. Ironically, these same point solutions claim to solve this problem — but how can they if they don't observe the entirety of IT services between the users and their applications?

Technology has evolved: it's time you look beyond the device and corporate network.

- Identify instantaneously and accurately where an issue lies with actionable insights, and lower MTTI (detection, alerting and triage), MTTR (pre-defined root-cause analysis workflows) and costs (fewer tickets escalations).
- Enable collaboration between IT teams (Desktop, Network, Application), and eliminate expensive war rooms once and for all: no more intermittent but never-ending IT issues that paralyse the business and immobilise IT.
- Close more tickets, faster, and be pre-emptive about addressing IT incidents before they impact the business and even before your service providers are aware there is an issue with their services.
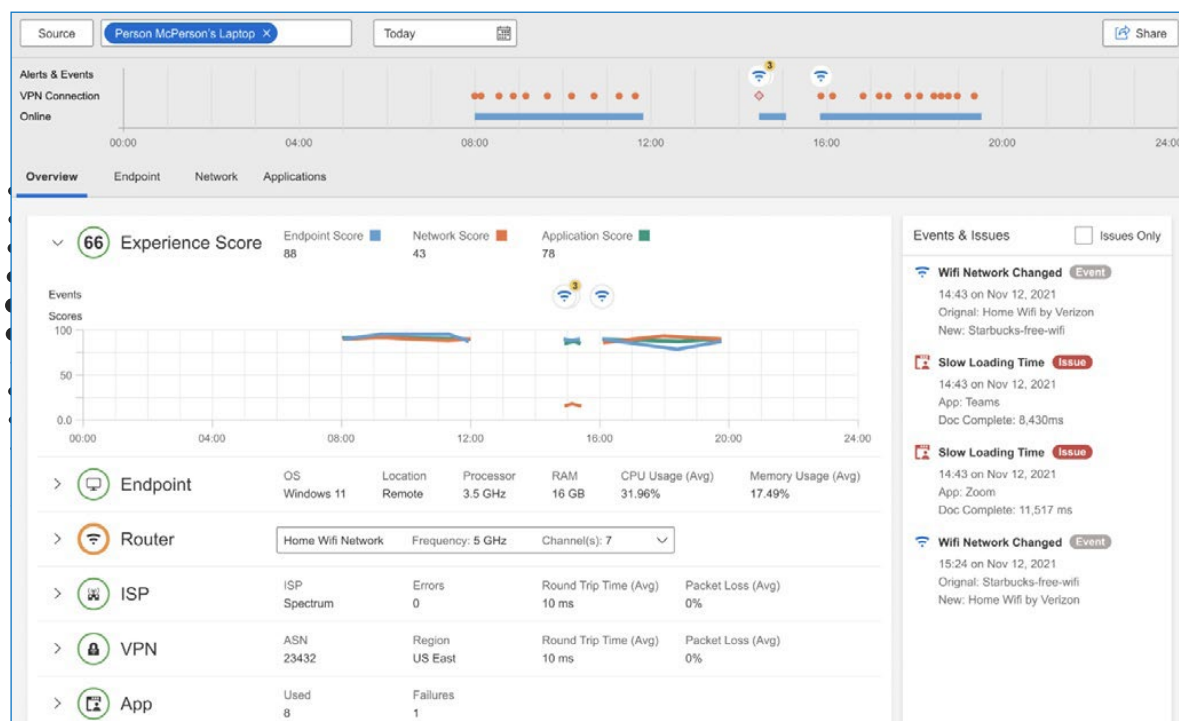

Catchpoint is unique at combining real user observability (RUM), proactive observability (synthetic) and state of the art alerting capabilities (ITSM) to provide complete and continuous end-to-end visibility from the endpoint, through connectivity (WiFi, SASE/VPN) into the Internet maze (ISPs, backbones) all the way to SaaS and cloud environments.

Manage Your Vendor Relationships Across the Entire Journey

So, your IT infrastructure, from endpoint through network to application, is being outsourced. How has it been for you to be accountable for services that are hosted and delivered by third-party providers?

Good news: we're here to help you cover your SaaS.

- Eliminate any noise associated with corporate and home networks, and measure effectively what your partners and vendors are responsible for: their own services' availability and performance. Our zero-touch global network of observers is agentless: no deployment required.
- Build Service Level Agreements (SLAs) into your contracts based on independent, vendor-agnostic and reliable evidence, and provide objective data to your partners to help them triage and accelerate remediation.
- Build and roll out contingency plans based on multi-dimensional insights (geography, on site vs. remote, wireless networks, pre-prod vs. production environments...), and ensure employee productivity and relationships with your customers are not impacted by unreliable IT services.
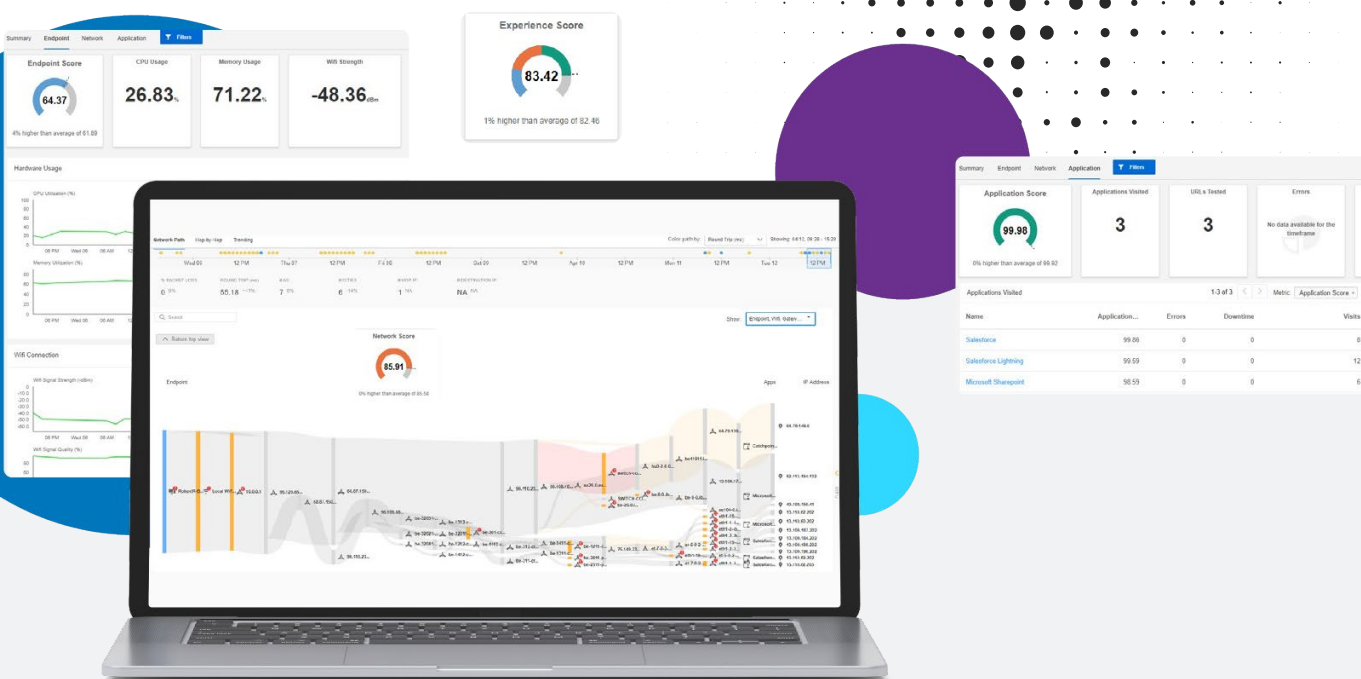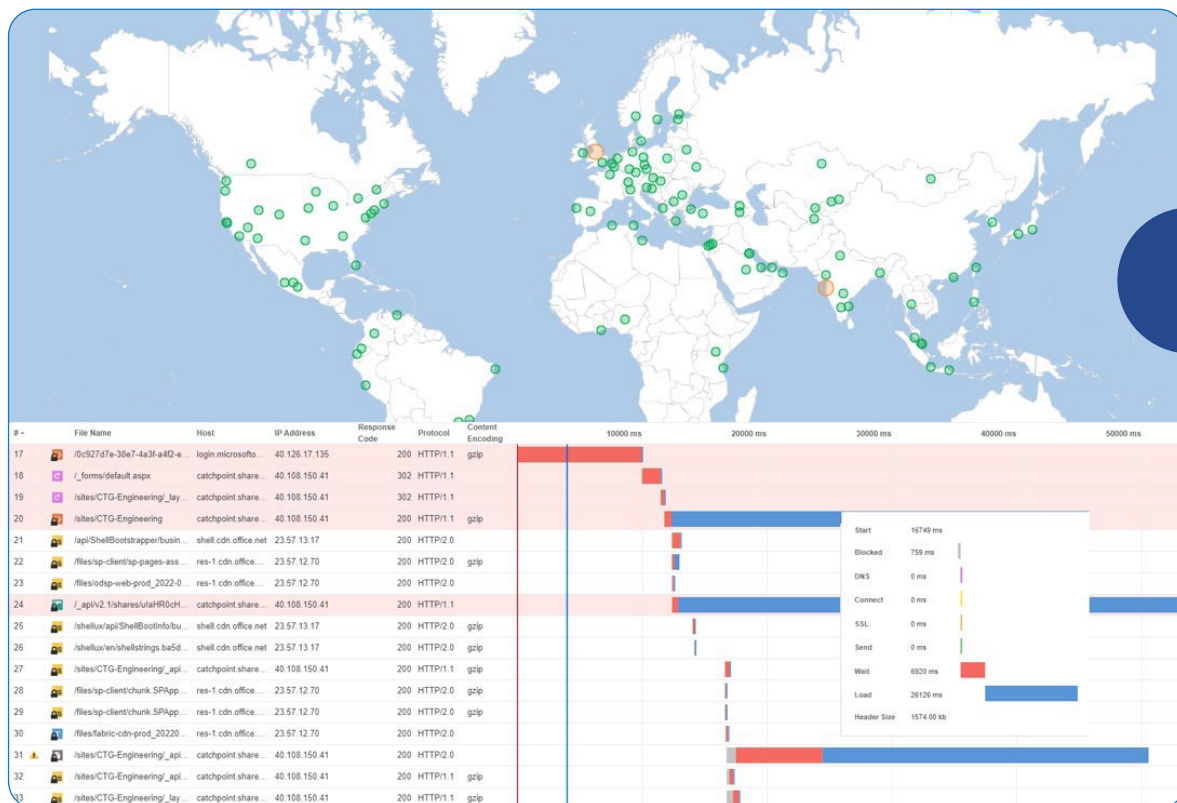

Catchpoint proactively measures the availability, reachability and performance of all third-party technologies that sit between the users and their applications. Service scores are used to track the quality of service, whilst one-click drill downs provide instant access to the real-time and historical data that service providers need to accelerate remediation.

Enable Business Productivity at Scale

80% of digital experience issues happen beyond your firewall. And the cause is often not obvious. It's not the 404 or 500 error page. It's the more subtle performance issues that occur throughout the user journey within an application: the extra seconds to open a customer record while the customer is waiting or the extra minutes to generate a report when your boss needs five before the end of the day. It's the partial page load that contains everything except the information you care about.

Let's eradicate the proverbial "death by a thousand paper cuts".

- Increase your Digital Employee Experience (DEX) and productivity by quickly identifying slow running pages, scripts, images, etc., and optimising performance.

- Simplify customer-facing activities by reducing the number of issues and troubleshoot tickets across all IT services that sit between the users and their applications.

- Drive adoption of the technology you've invested in, region by region, department by department, thanks to accurate usage metering across user attributes and time.

Catchpoint automatically and proactively measures the performance and usage of your systems that rely on third-party vendors, providing deep-dive insights into bottlenecks such as long running transactions or lack of user adoption in certain geographies/departments.

Open the black box of the modern digital enterprise with Catchpoint: www.catchpoint.com/saas

Catchpoint is the Internet Resilience Company™. The top online retailers, Global2000, CDNs, cloud service providers, and xSPs in the world rely on Catchpoint to increase their resilience by catching any issues in the Internet Stack before they impact their business. Catchpoint's Internet Performance Monitoring (IPM) suite offers synthetics, RUM, performance optimization, high fidelity data and flexible visualizations with advanced analytics. It leverages thousands of global vantage points (including inside wireless networks, BGP, backbone, last mile, endpoint, enterprise, ISPs and more) to provide unparalleled observability into anything that impacts your customers, workforce, networks, website performance, applications and APIs.

Learn more at **www.catchpoint.com**   catchpoint