aws marketplace

Catchpoint

Reviews, tips, and advice from real users

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Product Recap

Catchpoint

Catchpoint Recap

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: https://www.catchpoint.com/

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "One of the features, the scatter plot, is very useful. It shows red dots wherever there are issues."

AnmolRai

Technical Consultant Project Lead at a consultancy with 10,001+ employees

✔ "Catchpoint helped us establish that something is in a provider network, so we could tell our customers to check their internet provider because the traffic is not getting to us. You need to be gentle when you tell them that, but the fact that we could do it was crucial."

Carl Funk

Senior Manager at a training & coaching company with 10,001+ employees

✔ "The best feature in Catchpoint is the alert or the notification my company gets frequently, in particular, every five minutes. It's the notification you get whenever a respective market has an issue. There's also a dashboard in Catchpoint that shows the markets you support, so all the markets will be highlighted graphically in the dashboard whenever there's downtime that could affect you. If there's no issue for a specific market, it will be in green, so in this way, anybody would be able to understand which market has issues and which market has no issues through Catchpoint.The tool is very useful for monitoring activities."

AnmolRai
Technical Consultant Project Lead at a consultancy with 10,001+ employees

✔ "The solution offers three different ways of slicing data to look for abnormalities."

Verified user
Analyst/ Solutions Architect at a training & coaching company with 11-50 employees

✔ "Catchpoint provides a great amount of information."

EdwardShim
General Manager at MOCOMSYS

✔ "Catchpoint's customer service and support are valuable."

Pandiarajan G

Quality Assurance Automation Lead at a comms service provider with 10,001+ employees

✔ "The most valuable features of Catchpoint are basically the transaction monitors on the API and UI."

Verified user

Director at a tech services company with 1,001-5,000 employees

What users had to say about valuable features:

"Catchpoint is very flexible and also provides logs for troubleshooting purposes. It helps us fix issues within the SLAs signed with the end users. The tool is easy to learn. ."

Akshay Manchalwar
Technical Support Engineer at Cybage Software

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"The drill-down feature of this product was very good. It allowed us to identify the exact page or area of the site that was causing our customers an issue.."

Deepshikha Choudhary
Technical Lead at Capgemini

"The product's most valuable feature is the ability to identify and troubleshoot network issues. It provides insights into problem areas and helps generate detailed reports for claims and issue resolution.."

Gabriel Alvarez
Business Development Manager at a tech services company with 11-50 employees

"One of the features, the scatter plot, is very useful. It shows red dots wherever there are issues. Another feature is regional filtering, which allows us to filter the market based on risk. For instance, suppose we want to identify issues in all markets over the last twenty-four hours. These are the two features we use most frequently.."

AnmolRai
Technical Consultant Project Lead at a consultancy with 10,001+ employees

"The solution offers three different ways of slicing data to look for abnormalities. For example, you can slice data in a graph to include X and Y metrics but also time and city metrics.

The solution allows the creation of response headers whose values can be captured with regex and compared to logs. We send different proxy performance metrics through different header values and it is important to have that information tied to our data so we can pull it by test and look at response times. ."

Verified user   Read full review ↗

Analyst/ Solutions Architect at a training & coaching company with 11-50 employees

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"Catchpoint's customer service and support are valuable. They are available and able to help us whenever we need extra features. They are clear with respect to what they can or cannot do.

I like that you can record the sessions, and you are able to test the transaction type, web-based and API based. They provide the raw APIs to pull the data.

Catchpoint's new user interface has a lot of new features enabled and many more functionalities than previous versions.."

Pandiarajan G   Read full review ↗

Quality Assurance Automation Lead at a comms service provider with 10,001+ employees

Other Solutions Considered

"We previously used Sitescope. It is a high-speed product but it was not evolving to match the technology changes that were happening in the industry, like syndicated applications, APIs, and different encryptions. It was not handling or supporting those types of things. Whereas Catchpoint supports all these things: single-page application, AJAX, different types of authentications. We wanted to move to that.."

Samy Senthivel
Enterprise Monitoring Service Manager at a tech vendor with 5,001-10,000 employees

Read full review [↗]

"Catchpoint is one of several that can perform this same function. I generally consider the raw capabilities of all these tools to be somewhat commodified at this point. They're relatively mature, and I don't see much difference.

You have an endpoint somewhere and configure a test. It runs from the endpoint and tells you if your stuff is available. That's generally what these tools do. Most importantly, we don't need people sitting in front of this tool all the time. They don't have to sit there and watch it.

We evaluated other options like ThousandEyes, and our existing product was Dynatrace, which was rebranded as Gomez. There was one more. We took the three and did a bake-off. ."

Carl Funk
Senior Manager at a training & coaching company with 10,001+ employees

Read full review [↗]

"During that time we evaluated New Relic. New Relic did not have an on-prem node. We had some internal applications, so we needed both internal and external application monitoring. The internal application monitoring was not supported, only the external application was supported by New Relic. Whereas, at that time, Catchpoint supported both, so that's one reason.

The other reason was that Catchpoint uses a scripting language called Selenium, which is very similar to our testing framework, so it was really easy. The Selenium test scripting framework was the main reason we picked it because our team, our company, is familiar with this language, the scripting language they use for all the monitoring scripts.

We also evaluated Dynatrace. Dynatrace was closer, but at that time they didn't have the same kind of on-prem node.."

Samy Senthivel   Read full review ↗
Enterprise Monitoring Service Manager at a tech vendor with 5,001-10,000 employees

"Before Catchpoint, we had a custom-scripted integration solution. We switched because it was cheaper, integration was more straightforward, and the UI was better. We were trying to create a UX that hadn't existed before because we understood the need to evolve. We felt we could lower the cost, and Catchpoint would allow us to see into provider networks.

Ironically, we ended up disabling a lot of that functionality because it became too expensive. Ultimately, we only selected basic tests to stay under our budget. But in the beginning, it was a reason we switched.

It wasn't the only reason, but we had a significant visibility issue with China. We didn't have good node coverage in China with our previous provider. The third reason relates to integration. We needed to seamlessly put products together and have them tell our end-to-end story.

One of our goals was to transition away from managing by exception to actually utilizing the tool. That's why UI became so important. It was the first time we could get teams to use it proactively. It wasn't just, "Oh, there's an alert. Let me go into the console. Okay, yeah. I know what that is. Let's go fix it."."

Carl Funk
Senior Manager at a training & coaching company with 10,001+ employees

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ROI

Real user quotes about their ROI:

"Abandoning the old solution involved switching tools and transitioning from our custom integration. I look at that holistically. Without either one of those being optimized, there would be problems.

We could deploy a test around 25 to 30 percent faster with Catchpoint than we could before them. Their test-writing language for complex cases needed work, but it was still better than we had. I can't even put a number on the ability to detect whether we were looking at a provider issue or our problem. We couldn't automate it. :

We could eventually triage and troubleshoot it, but we couldn't see it in real-time. That was a considerable return on investment. The ability to definitively tell a customer that the issue is on their end is invaluable because it helps us talk them down off a cliff. The capacity to identify those issues regionally, nationally, and globally was an unbelievable return on our investment.."

Carl Funk
Senior Manager at a training & coaching company with 10,001+ employees

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Use Case

"I use the platform for endpoint monitoring, web page monitoring, and server activity tracking. It helps diagnose issues within networks, service providers, or local data networks.."

Gabriel Alvarez   Read full review ↗
Business Development Manager at a tech services company with 11-50 employees

"Our company tests versions of international websites for our clients and we use the solution's simple node backbone to track website response metrics and waterfalls.

Our use case is unique because most companies conduct constant, proactive monitoring but we are responsive and only monitor when we experience issues. ."

Verified user   Read full review ↗
Analyst/ Solutions Architect at a training & coaching company with 11-50 employees

"We are using this for an eCommerce product for live customers. This is used to monitor business performance, checking if customers are able to make payments on time or if they encounter issues during online shopping. If there are issues in a specific market, we can monitor the entire country and identify the frequency of issues. We wait for 15 minutes and, if the frequency increases, we take quick action.."

AnmolRai
Technical Consultant Project Lead at a consultancy with 10,001+ employees

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"Our primary use case for the solution is for end vision monitoring with an endpoint solution. We also use them to create network status while focusing on the synthetic solution because of digital monitoring. Catchpoint provides a great amount of information, and customers want budgets, so they spend less on cheaper products. Catchpoint has a better chance to increase its market, but they have been focusing on the synthetic force because there is a clear advantage and digital monitoring. We deploy the solution on-premises.."

EdwardShim
General Manager at MOCOMSYS

Read full review ↗

"Currently, our organization is adopting Asawari principles. We are using Catchpoint as a marketing tool.

We create automation scripts for our applications. Those scripts are running in Catchpoint, enabling us to hit different geolocations, ensuring that prospective customers are reliable when they come to our sites.

Catchpoint provides the data for our internal dashboard which shows us the reliability of the customer.."

Pandiarajan G   Read full review ↗
Quality Assurance Automation Lead at a comms service provider with
10,001+ employees

"We're using Catchpoint for monitoring activities. From a user perspective, we're using the tool to monitor online shopping customers and support global customers. Suppose customers face issues when purchasing, we get alerts from Catchpoint. Wherever there are red alerts, there are issues in specific markets, so these are the notifications we receive in Catchpoint. Through the tool, we can further drill down to see the flows we need to validate, and we can also see the input parameters the customers are using. We can also use Catchpoint to get test data in real time and validate those quickly.

There are scatter plots in the tool where there are frequent drops or frequent notifications for specific markets, so we can just go over the scatter plots, see the time duration where we can identify, for particular markets, that the drops are consistent, and that would mean there aren't critical issues going on, so based on that information, we can take the actions we need.."

AnmolRai   Read full review ↗
Technical Consultant Project Lead at a consultancy with 10,001+ employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"The initial setup for Catchpoint isn't complex. It's straightforward. The deployment was handled by a separate team, so I'm unsure of how long the process took.."

AnmolRai   Read full review ↗

Technical Consultant Project Lead at a consultancy with 10,001+ employees

"I rate Catchpoint a solid eight out of 10 for ease of deployment. We migrated somewhere around 2,000 tests in less than a month. While it took us a few weeks, we migrated a ton of stuff in that 30 days.."

Carl Funk   Read full review ↗

Senior Manager at a training & coaching company with 10,001+ employees

"The setup was straightforward.

We worked with the support team. At that time they did not have a dedicated training portal. Now, they have come up with a dedicated training portal where we can do training. It's available for all customers and you then get certification. So they have made it easy.."

Samy Senthivel   Read full review ↗

Enterprise Monitoring Service Manager at a tech vendor with 5,001-10,000 employees

"The initial setup of Catchpoint is easy. They have all the manuals in the subscription page. By going through the documentation, it is very easy to set up.

When doing the scripting part, you have all the main functionalities that can be used in Catchpoint. The script development is already there for you to go through and utilize.

Overall, I would rate the initial setup of Catchpoint a five out of five. ."

Pandiarajan G   Read full review ↗

Quality Assurance Automation Lead at a comms service provider with 10,001+ employees

Customer Service and Support

"The solution offers an integrated help desk chat that responds quickly but is not staffed with experts. Fast escalations are provided to engineers if needed. Constant feedback is received and issues are resolved on-the-spot or within days.

I rate support an eight out of ten. ."

Verified user   Read full review [↗]
Analyst/ Solutions Architect at a training & coaching company with 11-50 employees

"I love Catchpoint support. I'd rate them 10 out of 10. They're incredibly easy to work with, and you don't need to go through layers of bureaucracy to get to people who can answer your questions. I'm connected to their CEO on LinkedIn, and I communicate with him occasionally to let him know how things are going. We never had a problem getting the answers we needed, including post-sales.."

Carl Funk   Read full review [↗]
Senior Manager at a training & coaching company with 10,001+ employees

"The thing I like most is the tech support in this company, because they have 24/7 chat support. We can chat immediately and ask them about an issue and they keep responding. They create tickets on our behalf and respond. That's the best part of Catchpoint compared to all other products. This is not a feature that is available with all of our companies. We can go to support and there is always a person sitting there and answering our questions.."

Samy Senthivel
Enterprise Monitoring Service Manager at a tech vendor with 5,001-10,000 employees

Read full review ↗

"When we started using Catchpoint there were not many features and low functionality from our project perspective. We continuously work with customer service and support, and they help us whenever we need any extra features.

Catchpoint has a very professional service team. They can help you with the scripting and other functionalities. They have a dedicated network team, so if you face any issues with the geolocations on the nodes or anything related to the network, there is dedicated support available 24 hours a day, seven days a week.

When considering the technical scripting perspective, I would rate their customer service and support a five out of five. If we are talking about the network side, I would rate them a four out of five. On the network side, they will analyze your ticket. The analysis requires them to take more time, delaying the resolution of your concern.."

Pandiarajan G
Quality Assurance Automation Lead at a comms service provider with 10,001+ employees

Read full review ↗

Other Advice

"Overall, for Catchpoint, my advice is if there is any plan for improvement, it would be helpful, and maybe the number of users will increase. I would give a rating of seven out of ten.."

AnmolRai
Technical Consultant Project Lead at a consultancy with 10,001+ employees

Read full review ↗

"I rate the solution a six out of ten. The solution is good but can be improved by focusing solely on network monitoring and improving its marketing strategy to strengthen consumer awareness of the solution.."

EdwardShim
General Manager at MOCOMSYS

Read full review ↗

"The tool provides rapid alerts, typically within five minutes. It enhances response times and improves operational efficiency.

I recommend it to others and rate it a nine out of ten. ."

Gabriel Alvarez
Business Development Manager at a tech services company with 11-50 employees

"I would recommend that new users spend time familiarizing themselves with the UI of this product, before they begin using it more fully.

I would rate this solution a nine out of ten.."

Deepshikha Choudhary
Technical Lead at Capgemini

"The product is flexible and good. We receive alerts through various channels like CRM, and directly from Catchpoint and Sumo Logic. These alerts prompt us to investigate and troubleshoot issues in real-time on our production servers. I rate it an eight out of ten for its flexibility. ."

Akshay Manchalwar
Technical Support Engineer at Cybage Software

"It is difficult for any one solution to provide consistent metrics because websites are built differently. We use basic response metrics that can identify issues such as the CDN breaking on compression.

There is a bit of a learning curve with the solution. Someone on the business side of things may prefer a solution that lays things out from a UI perspective.

The solution offers a lot of variability in the ways you can look at and graph data.
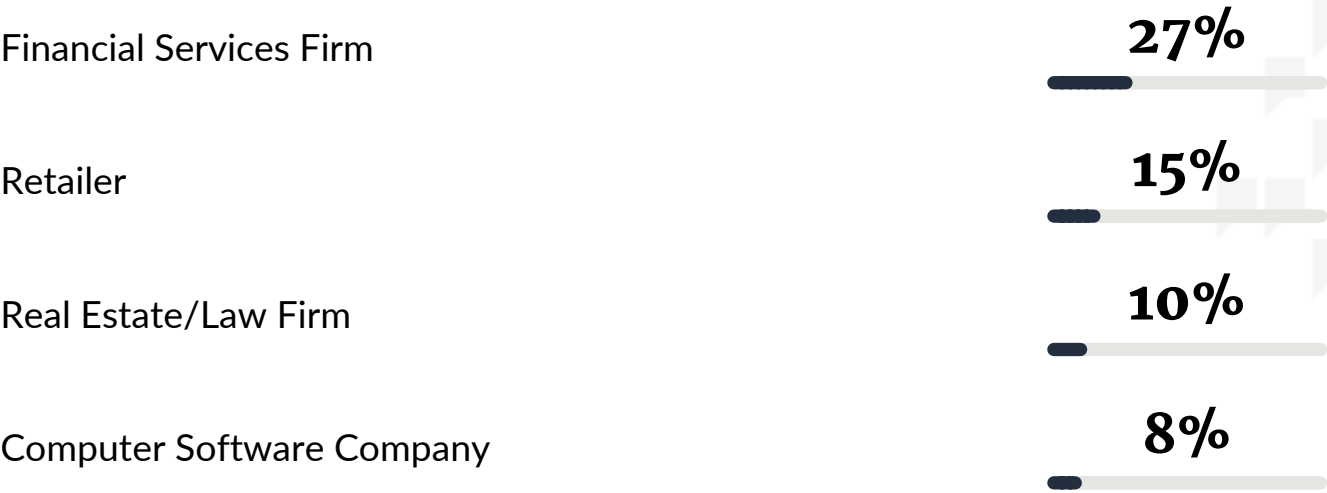
I rate the solution an eight out of ten. ."

Verified user
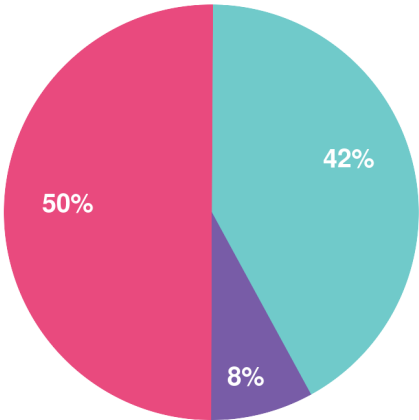Analyst/ Solutions Architect at a training & coaching company with 11-50 employees

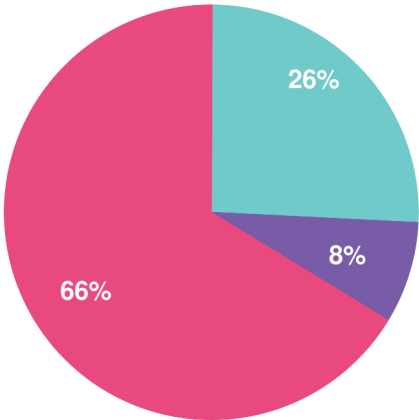Read full review [↗]

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15%

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10%

Computer Software Company

8%

Company Size
by reviewers

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8%

50%

by visitors reading reviews

26%

8%

66%

● Large Enterprise　　　● Midsize Enterprise　　　● Small Business

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