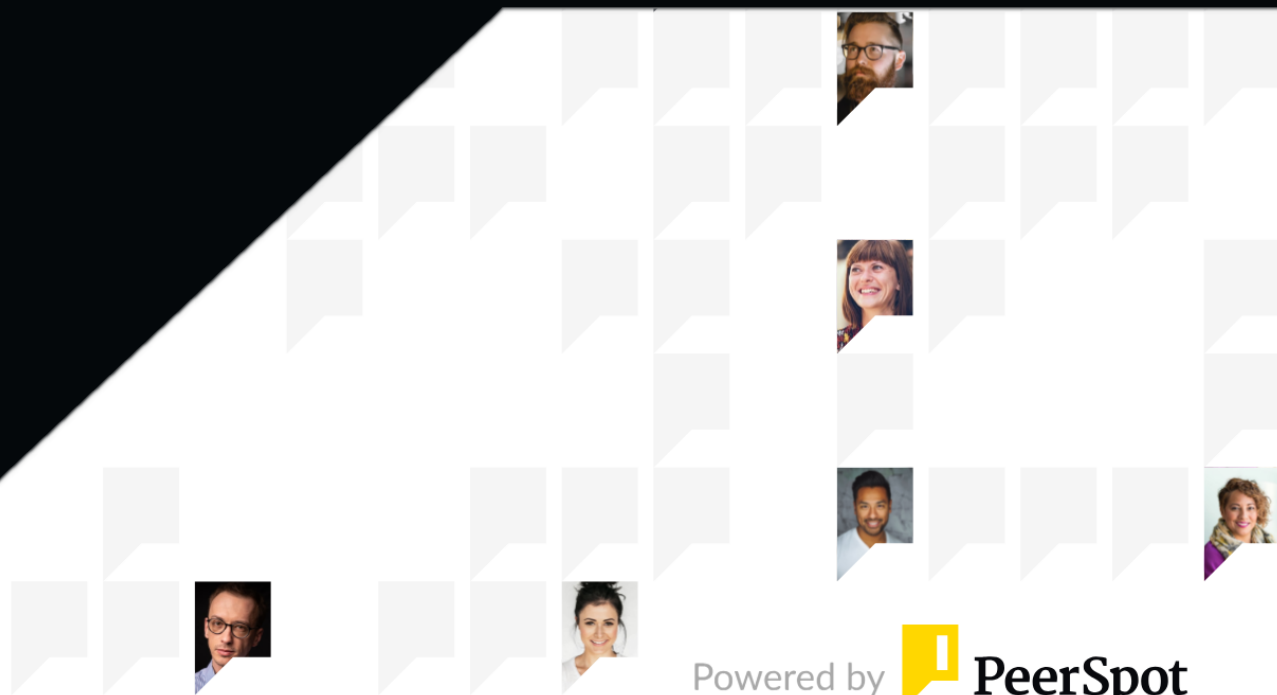




Catchpoint

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Catchpoint

Catchpoint Recap

Catchpoint is a robust monitoring solution offering synthetic and real user monitoring, network performance analysis, and root cause identification. It enhances response times, reduces downtime, and improves user experience through advanced features and support.

Catchpoint provides comprehensive monitoring capabilities that ensure application availability and improve user experience. By delivering synthetic and real user monitoring, API tracking, and cloud network performance insights, it enables companies to diagnose issues, maintain service reliability, and anticipate problems. Organizations can effectively simulate user actions, monitor endpoints, and obtain actionable insights for diverse applications and websites, supporting seamless digital transactions.

What are the key features of Catchpoint?

- **Synthetic and Real User Monitoring:** Offers comprehensive insights into performance and user interactions.
- **Root Cause Analysis:** Identifies issues quickly to minimize downtime and improve service reliability.
- **Customizable Dashboards:** Provides tailored views for performance metrics and test results.
- **Alert Notifications:** Keeps teams informed of potential issues with timely alerts.
- **Network Performance Monitoring:** Tracks cloud and local network performance for optimal operation.

What benefits and ROI should users expect?

- **Cost Savings:** Optimizes performance to reduce operational costs and enhance ROI.
- **Improved SLA Management:** Helps maintain service level agreements with reduced false alerts.
- **Enhanced User Experience:** Delivers consistent and responsive applications to users.
- **Operational Efficiency:** Automates processes for minimizing manual intervention.

Catchpoint is implemented across industries for proactive performance monitoring, ensuring digital platform reliability and superior user experience. Its tools enable companies to track application availability and network performance, utilizing global coverage to deliver crucial insights for decision-making processes.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Overall, Catchpoint has been a strong platform for us to provide proactive digital experience monitoring.”



Validated user

Observability Architect at a financial services firm with 10,001+ employees

- ✓ “After using Catchpoint, we were close to 90 percent, where out of ten incidents, just one incident came from a customer, and the remaining were detected by internal sources, especially with Catchpoint.”



Chethan Prem Singh

Manager, Observability Automation & Service Operations at a tech vendor with 5,001-10,000 employees

- ✓ “With Catchpoint, we analyze the time duration of issues to identify why these occurrences happen, allowing us to fix them quickly and provide availability of over 99.98%.”



Ashutosh Singh

Associate Consultant at a computer software company with 10,001+ employees



“We previously tried using Dynatrace, but it was really expensive for us, and when we discovered Catchpoint, we fell in love with it.”



Anna Pineda

Usher at Walmart



“Catchpoint has positively impacted our organization by providing reliable visibility into performance and availability of our Jira and Confluence environments, giving us confidence that critical user journeys are being continuously monitored.”



Gitanjali Bhainsora

Senior Software Engineer at Turing



“Catchpoint is very great software for troubleshooting APIs, websites, availability, and other third-party services such as CDNs, which makes it stand out.”



Gaurav-Bansal

Support Engineer at a tech vendor with 5,001-10,000 employees



“Catchpoint has impacted my organization positively by speeding up the process in detecting issues much earlier, even before the business reaches out.”



Validated user

Lead Embedded SRE at a financial services firm with 10,001+ employees

What users had to say about valuable features:

“The best features Catchpoint offers include the ability to program many steps in synthetic scripts, create performance reports about my sites, and an easy UI that I can clearly use without any troubles. The easy UI helps me in my daily tasks because it is very easy as a user to create and navigate the Catchpoint interface, and regarding the performance reports, we use them daily to analyze those reports and find out if we need to do some configurations or troubleshooting to improve our sites, ensuring our customers feel good about buying from us and that they complete their journey from the home page login loading to the cart or even the paid page of their cart or product..”

Anna Pineda

Usher at Walmart

[Read full review](#) 

“The dashboards and Real User Monitoring (RUM) features were the most valuable to me. They provided visibility into the performance experienced by actual users, which helped the team better understand real-world application behavior and identify potential performance issues.

Overall, Catchpoint had a positive impact by helping reduce downtime through proactive monitoring, improving visibility into application performance, and supporting a better end-user experience..”

Validated user

Senior Salesforce System Developer at a consultancy with 51-200 employees

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“Catchpoint offers several best features, including an error dashboard, successful transaction tracking, failure comparison, and the ability to set thresholds. If errors exceed the threshold, it indicates issues, and we can set alerts for any complications, allowing automatic emails or notifications to be sent to clients. We utilize both tabular and visual formats for analysis, as they provide a clear picture in the dashboard, which we can incorporate into our presentations.

Catchpoint has positively impacted our organization by saving a lot of time and preventing outages. Prior to any significant outages, we are able to identify issues needing permanent fixes and minimize reoccurrences. It enables our team to analyze data, capture detailed assessments, and streamline identification of automation and improvements, ultimately enhancing our monitoring and availability of systems..”

AshutoshSingh

Associate Consultant at a computer software company with 10,001+ employees

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In my opinion, the best features that Catchpoint offers are the regions from which monitoring is done and the graphical overview of the data.

The specific advantages I see in the fact that Catchpoint enables monitoring from different regions are that you can make country-specific queries and know in which country a site might be blocked or is slower, which is very important if the website needs to be available worldwide.

“I also appreciate that reporting is a very important and good feature, along with the dashboards.

“Catchpoint has had a positive impact on my company because we have a good overview of the worldwide availability of our sites, at least in the countries where we need to make them available.

“I can specifically tell you that we were able to meet the internal KPIs we set, since with Catchpoint we were able to confirm that the KPIs had been met. .”

Validated user

[Read full review](#) 

IT Sm & Customer Support Lead at a consultancy with 51-200 employees

“One of the features that I really use in Catchpoint for synthetic monitoring is its global monitoring footprint. We had users spread out globally at different locations, and since Catchpoint has a monitoring footprint in the end-to-end location and last-mile locations, we are using different locations provided by Catchpoint to monitor those applications from various locations where we have end users accessing them.

Catchpoint's global monitoring footprint provides excellent end-to-end visibility into user experience, the backbone networks, cloud providers, and last-mile locations. The detailed waterfall analysis and network diagnostics make it much easier to isolate whether an issue is associated with the application, DNS, SSL, or any network-related issues. I appreciate the flexibility of synthetic transactions monitoring, APM monitoring, and the ability to correlate performance across different layers. The alerting itself is very reliable, and the historical trend analysis has been useful for identifying recurring performance problems and patterns while validating infrastructure changes. Overall, Catchpoint has been a strong platform for us to provide proactive digital experience monitoring.

Catchpoint is stable..”

Validated user

Observability Architect at a financial services firm with 10,001+ employees

[Read full review](#) 

“One thing I really appreciate about Catchpoint is its synthetic monitoring capabilities. Instead of waiting for users to report issues, we could stimulate user journeys at regular intervals. That helped us identify slowdowns or failures proactively, especially for business-critical workflows. This aligns well with Catchpoint's focus on synthetic transaction monitoring and proactive digital experience monitoring.

The alerting functionality in Catchpoint provides value. We configure thresholds for response times and failures so that our operations team could be notified whenever authentication failed, APIs became unavailable, or page performance degraded beyond acceptable limits. This reduces the time needed to identify issues and begin troubleshooting. From a usability perspective, I found the dashboards useful for getting a quick overview of application health, making it easy to see trends in availability and response times over time. When an issue occurred, having historical performance data helped determine whether it was a temporary spike or part of a larger pattern.

For example, we have applied alerting on create pages on Confluence. The slowness, even if we have added a response time on our monitors, and if the page does not load in between that time or takes more than the defined time, we would be alerted. That way, we were notified about the issue before even a user responds about the slowness. We have defined thresholds for every page load or workflow in our application.

Catchpoint has positively impacted our organization by providing reliable visibility into performance and availability of our Jira and Confluence environments, giving us confidence that critical user journeys are being continuously monitored. For an organization that relies heavily on SaaS applications and wants proactive monitoring instead of waiting for end-users' complaints, I think it is a solid solution.

The improved response time is noticeable since using Catchpoint..”

Gitanjali Bhainsora

Senior Software Engineer at Turing

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Other Solutions Considered

“I wasn't involved in the evaluation or selection process, so I can't comment on which other solutions, if any, were considered before Catchpoint was chosen..”

Validated user

Senior Salesforce System Developer at a consultancy with 51-200 employees

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“We were previously using DataDog, but since we moved to the SaaS solution and needed browser-based monitoring because we do not have any instances or resources on-premise, we switched to Catchpoint as a solution..”

Gitanjali Bhainsora

Senior Software Engineer at Turing

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“Before selecting Catchpoint, we evaluated other options. Ultimately, we found that Catchpoint was the most feasible for our project within our budget, architecture, and monitoring accuracy, making it the best choice..”

AshutoshSingh

Associate Consultant at a computer software company with 10,001+ employees

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“We previously used other monitoring tools like Grafana, Prometheus, and NetAct. Those solutions proved more expensive in licensing and resource consumption, which led us to switch to Catchpoint for better accuracy and efficiency..”

AshutoshSingh

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Associate Consultant at a computer software company with 10,001+ employees

“No, I did not use a different digital experience monitoring solution before Catchpoint. Catchpoint was the first platform I worked with for monitoring the performance, availability, and reliability of websites, applications, and APIs. During my time using it, I found it to be a reliable platform that provided good visibility into application performance and helped support proactive monitoring..”

Validated user

[Read full review](#) 

Senior Salesforce System Developer at a consultancy with 51-200 employees

“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

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ROI

Real user quotes about their ROI:

“We have seen considerable returns on investment with Catchpoint, saving both money and employee time while reducing penalties from clients due to fewer outages during network deployments..”

AshutoshSingh

Associate Consultant at a computer software company with 10,001+ employees

[Read full review](#) 

“We did not track formal ROI metrics, but Catchpoint helped us save time by identifying performance issues early and reducing troubleshooting effort. I cannot provide specific numbers, but it improved our operational efficiency..”

Gitanjali Bhainsora

Senior Software Engineer at Turing

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“I believe we see a good return on investment with Catchpoint because you only need one or two people to monitor, so you do not need a larger team. This way, the license count is also reduced, and you build customer trust, which we market as a feature; that is what our organization did, indicating a positive ROI..”

Gaurav-Bansal

[Read full review](#) 

Support Engineer at a tech vendor with 5,001-10,000 employees

I have seen a return on investment. We definitely saved time by an incident commander who was monitoring the applications. We used to spend at least 30 to 40 minutes on average on a call to detect what the problem was, but that reduced drastically to around 16 to 18 minutes. That time savings has significantly improved our productivity as well as our better monitoring capability. The cost part where each engineer cost comes with the amount of time spent on an incident call or on a ticket, all three factors were included when we looked into Catchpoint.

Chethan Premsingh

[Read full review](#) 

Manager, Observability Automation & Service Operations at a tech vendor with 5,001-10,000 employees

“We started realizing the ROI within a month of Catchpoint deployment. There has been a significant reduction in major incidents observed due to the proactive alerting Catchpoint provides. In terms of exact numbers, I cannot quantify it because different efforts are involved concerning resource hours to resolve a major incident. However, there has been a significant reduction in major incidents resulting in a noteworthy reduction in the resource hours that would have been used to rectify or remediate major incident issues..”

Validated user

[Read full review](#) 

Observability Architect at a financial services firm with 10,001+ employees

“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

[Read full review](#) 

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

Use Case

“ My primary use case was monitoring the availability and performance of applications and services to help identify potential issues and ensure a reliable user experience. Although my experience with the platform was relatively brief, I found it useful for proactively monitoring system performance and supporting troubleshooting efforts..”

Validated user

Senior Salesforce System Developer at a consultancy with 51-200 employees

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“My main use cases for Catchpoint are synthetic monitoring and transactions monitoring for different applications. We have a lot of critical tier zero applications where there is a need to have synthetic monitoring in place, and that's where we are using Catchpoint as a synthetic end-to-end monitoring tool..”

Validated user

Observability Architect at a financial services firm with 10,001+ employees

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My main use case for Catchpoint is external website monitoring.

I use external website monitoring with Catchpoint in my company by checking whether websites are reachable from certain countries and what the performance of the websites is from those countries. .”

Validated user

[Read full review](#) 

IT Sm & Customer Support Lead at a consultancy with 51-200 employees

“My main use case for Catchpoint is synthetic monitoring. We use synthetic monitoring with Catchpoint to monitor the customer journey of our clients on our e-commerce sites, so we can proactively detect failures or errors that could affect our customer experience..”

Anna Pineda

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Usher at Walmart

“On the Expedia project, we have used Catchpoint for synthetic monitoring, and it is a very good tool that allows us to monitor the application synthetically and at the API level. I had a great experience with Catchpoint, and we represent all the dashboards to the leadership team as well as clients for weekly and monthly updates on any glitches or failures. Catchpoint provides excellent visibility on any failures, indicating at what time they occurred and what kind of errors were displayed, making it clear on the message.

We use Catchpoint in our daily routine tasks to monitor application levels, load, and availability of applications. At any point in the 24 hours, if an application is not available or is facing slowness making it difficult for users to access, Catchpoint captures those logs. With Catchpoint, we analyze the time duration of issues to identify why these occurrences happen, allowing us to fix them quickly and provide availability of over 99.98%. The analysis we conduct with Catchpoint proves invaluable for any upgrades, patches, or issues needing analysis.

An unexpected situation we faced with Catchpoint was when a payment gateway failed, preventing customers from onboarding or making bookings smoothly. We analyzed what was happening at that time, why the payment gateway failed, or why the application was unavailable, which allowed us to raise these issues with the leadership team before any further escalations, sorting out the cases efficiently..”

AshutoshSingh

Associate Consultant at a computer software company with 10,001+ employees

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“For Catchpoint, it has been a year since I have been using Catchpoint primarily for monitoring our Atlassian SaaS applications, specifically Jira and Confluence.

Our monitoring focused on several key areas with Catchpoint. First was authentication, where we monitored login flows to ensure users could successfully authenticate. Second was page load performance, where we tracked how long important Jira and Confluence pages took to load. We also monitored functional workflows such as opening projects, navigating spaces, and accessing commonly used pages. Finally, we covered API monitoring to validate that important backend endpoints were available and responding within acceptable thresholds.

We stimulated real user experience by using a service account that would log in to Jira or imitate the login workflow to check if the authentication login workflow is working fine with Catchpoint, and we used a browser-based authentication process.

We primarily use it to monitor Jira and Confluence, including authenticated user journeys, page load performance, functionality, and API endpoints.

We did not have to update Catchpoint monitors very frequently once they were stable. Most changes happened when the applications themselves changed. For example, when Atlassian updated the UI or changed page elements in Jira or Confluence, some of our synthetic monitors had to be adjusted because they relied on specific element locators. We would update the scripts or selectors, test them, and redeploy the monitor. Overall, it was a smooth process, although it did require some maintenance whenever the application changed significantly. Once the updates were made, the monitors continued to work reliably.

When Catchpoint detects an issue, an email triggers to our team distribution list. The first step is for the alert to notify the operations team. We review the alert details and associated metrics to understand whether it is an availability issue, a slowdown in page load, a failed authenticated transaction, or an API performance problem. If the issue is confirmed, we investigate further by checking the affected Jira or Confluence service, correlated with application and infrastructure logs, and

determine whether it is a temporary issue or something requiring immediate action. If needed, we escalate it to the appropriate application or infrastructure team. Once the issue is resolved, we verify through Catchpoint that the monitors are healthy again and close the incident.

Overall, Catchpoint met our expectations. We used it to monitor Jira and Confluence, including authenticated user journeys, page load performance, and functionality checks. The monitors are reliable, and the alerts give us early visibility into performance issues before users report them. It also provides enough diagnostic information to help us identify where the shutdown or failure is occurring. For our monitoring requirements, it performs well and meets our needs..”

Gitanjali Bhainsora

Senior Software Engineer at Turing

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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 migration and the initial days of monitoring Catchpoint involved having a dedicated TAM and a dedicated support number that could give us quick answers.

Chethan Premsingh

[Read full review](#) 

Manager, Observability Automation & Service Operations at a tech vendor
with 5,001-10,000 employees

“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..”

Anmol Rai

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

“I do not have information right now regarding how much downtime we have prevented, but I believe we have an 85% success rate in detecting website issues before they impact the client, which I think is a good metric..”

Anna Pineda

Usher at Walmart

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“My experience with pricing, setup costs, and licensing is that you just need to buy the licenses, and the team sends you the license keys, which is pretty easy. I am not sure about cost-effectiveness because that was decided by the organization, as I was the monitoring person..”

Gaurav-Bansal

Support Engineer at a tech vendor with 5,001-10,000 employees

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“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

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

“I would say the initial implementation of Catchpoint is moderately straightforward. The basic setup is fairly easy, but configuring meaningful synthetic monitors, especially for authenticated user journeys in Jira and Confluence, requires some planning and testing. We have to make sure the authentication page flows, page validates, and API checks accurately reflect real user behavior. Once those monitors are in place, ongoing maintenance is minimal, and the platform is reliable. Overall, I would not call it difficult, but there is a learning curve to getting the most value from its features..”

Gitanjali Bhainsora

[Read full review](#) 

Senior Software Engineer at Turing

Customer Service and Support

“Customer support for Catchpoint has received positive feedback, as the visualization in tabular and bullet formats effectively represents errors and glitches. This clarity aids troubleshooting and supports engineers in meeting customer satisfaction..”

AshutoshSingh

Associate Consultant at a computer software company with 10,001+ employees

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“The customer support for Catchpoint is really good; they get you on the call and will assist you if you are mixed up or blocked with some kind of coding. I would rate the customer support a 10 on a scale of 1 to 10..”

Validated user

Lead Embedded SRe at a financial services firm with 10,001+ employees

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“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

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

“Catchpoint's customer support is really helpful. I have talked to them and logged support tickets, and they would invest in it and escalate your issues. The experience was really great with them.

I would rate the customer support nine out of ten, as if they did not have the solution because of Catchpoint's limitation, they would fairly give alternatives or make the monitor work. They would literally write Playwright for you if you cannot get the element right..”

Gitanjali Bhainsora

[Read full review](#) 

Senior Software Engineer at Turing

“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

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Support was pretty good with Catchpoint. Integration was seamless. We were onboarded to Catchpoint and started testing within a couple of hours. The visualization was good and the UI was also good. In terms of the breakdown of the BGP paths or the traffic from one location to another, the UI was good. The graphical and pictorial representations of all those traffic patterns were pretty highly useful for somebody looking at it for the first time. One of my peers who was also part of the testing got going within a couple of hours, which was much better.

Customer support was good. The initial migration and the initial days of monitoring Catchpoint involved having a dedicated TAM and a dedicated support number that could give us quick answers. All of our questions were answered much faster, and a dedicated document was prepared for reviewing content. Whenever we had a problem, we looked at that document to get those answers. Beyond that, we could call a number to have the support team available for us. .”

Chethan Prem Singh

Manager, Observability Automation & Service Operations at a tech vendor
with 5,001-10,000 employees

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Other Advice

My advice for others considering using Catchpoint is to evaluate the costs carefully and evaluate the integration capabilities carefully. I would rate this review an 8.

Validated user

IT Sm & Customer Support Lead at a consultancy with 51-200 employees

[Read full review](#) 

“Catchpoint is one of the best tools in the market for synthetic and the entire digital experience monitoring. Rather than embedding everything into a single tool, which is something other tools sell as a whole package, synthetic or digital experience monitoring is a big area. Use Catchpoint to cater to the environment's needs in terms of synthetic monitoring instead of embedding everything into a single tool and later struggling to see whether we are realizing the return on investment on the tool. I would rate this review as a nine out of ten..”

Validated user

Observability Architect at a financial services firm with 10,001+ employees

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“I would rate Catchpoint **8 out of 10** overall.

My advice to organizations considering Catchpoint is to clearly identify their monitoring requirements and make use of the platform's dashboards and Real User Monitoring capabilities, as they provide valuable insights into application performance and the end-user experience. Catchpoint is a powerful platform that offers excellent visibility into the performance and availability of websites,

applications, APIs, and network services.

While my experience with the platform was relatively brief, I found it to be reliable and effective. I believe there is room for improvement in terms of user experience and making some advanced features easier to configure, but overall, it is a strong solution for organizations looking to proactively monitor their digital services..”

Validated user

Senior Salesforce System Developer at a consultancy with 51-200 employees

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“With compliance, we need a monitoring platform for our e-commerce sites, and after some research, we found that our home office in Bentonville uses Catchpoint to monitor a part of their e-commerce sites, so we added it for our market use.

Regarding resource optimization, we are currently reviewing all the performance reports generated by Catchpoint to gather ideas on how to optimize our e-commerce sites and manage costs while maintaining nice site performance.

We are currently using Catchpoint's reports for capacity planning on our e-commerce sites, setting up information to send to our provider to help make decisions about improving infrastructure or identifying issues they might have.

Currently, we do not use Catchpoint for business continuity or disaster recovery plans; we only use it for monitoring.

I do not manage Catchpoint at work, but I have seen that it has passed all our security tests, so I think it has nice governance and security configuration.

I recommend having some training before using Catchpoint, as it has many features that can help users with monitoring, reports, and other activities. If you are looking for a platform or tool that excels in monitoring or synthetic monitoring, I would definitely recommend Catchpoint. .”

Anna Pineda

Usher at Walmart

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“The reporting and analytics in Catchpoint are useful for our monitoring needs. We primarily use the dashboards and performance reports to track page load times, authenticated transactions, and API response times for Jira and Confluence. When an alert is triggered, the metrics help us understand whether the issue is related to authentication, page performance, or an API endpoint, which makes

troubleshooting more efficient. The dashboard provides enough visibility for our operations team to identify trends and investigate performance issues over time. While we did not use Catchpoint as a business analytics tool, its reporting was valuable from an operational and performance monitoring perspective.

Catchpoint's AI capabilities are great, and while I have not explored that feature as of yet, the visibility I have around it is good. The governance is intact, and it does give you the required information and helps you set up monitors more easily.

My advice to others looking into using Catchpoint would be to start by identifying your most critical user journeys and business transactions before implementing it. Focus on monitoring the workflows that have the biggest impact on your users. Spend some time designing those synthetic monitors properly, because that is where you will get the most value. Also, be prepared to update monitors occasionally when the application UI changes. For example, we have to make adjustments when Atlassian changed elements in Jira and Confluence. Once everything is configured, Catchpoint provides reliable monitoring and proactive alerts that help identify performance issues before users are affected. I have rated this review eight out of ten..”

Gitanjali Bhainsora

Senior Software Engineer at Turing

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“I rate Catchpoint an eight out of ten because of its fast resolutions, proper integrations, and effective alerts and notifications, alongside its synthetic monitoring capabilities.

I chose eight out of ten because of some restrictions in Catchpoint, such as the unavailability of detailed logs for monitoring any glitches. Customization options are also limited, and while other tools like DataDog and [Grafana](#) offer these features, Catchpoint lacks certain functionalities.

For AI governance and security, we need to improve security measures due to multiple third-party integrations. Enhancing AI security is essential to prevent threats or vulnerabilities to applications, ensuring safe monitoring of confidential network traffic.

I find that the AI-based insights from Catchpoint are trustworthy, but we still need to focus on enhancing security. For instance, we must stop external attacks or non-secure traffic and manage any hacker-related traffic that could affect application networks. The AI security insight is reliable, but continued improvements are necessary.

My advice to other vendors or organizations is to switch to Catchpoint due to its accuracy, lightweight deployment, and budget-friendly nature. It is invaluable for synthetic monitoring and captures crucial metrics reliably. With trustworthy AI security, available integrations, and customizations, coupled with clear dashboards, Catchpoint serves as a helpful tool for enhancing project communication. Our clients, in turn, are pleased with its efficiencies, leading to significant financial and time savings for both teams and clients. I rate Catchpoint an eight out of ten overall..”

AshutoshSingh

Associate Consultant at a computer software company with 10,001+ employees

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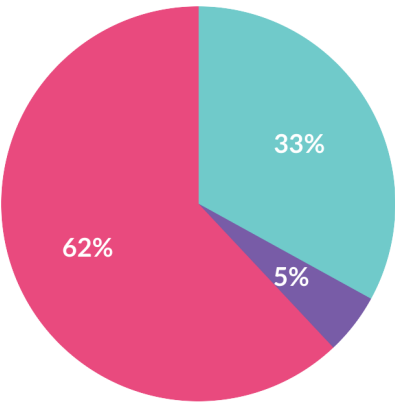
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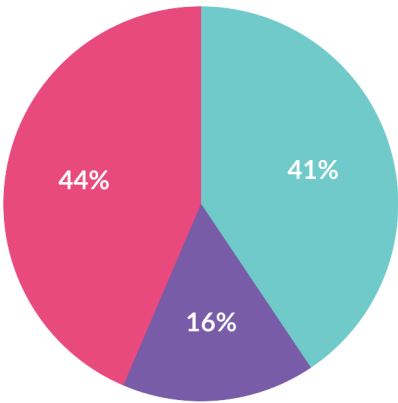


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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