



SUCCESS STORY

The Cedexis Application Delivery Platform (ADP) helps customers improve availability, latency, and throughput of web services using real-time data-driven optimizations of clouds, data centers, and CDNs. As a B2B tool, they require a robust Digital Experience Monitoring platform to ensure the quality of their proprietary ADP global traffic load balancer.

OBJECTIVES

One of the most important offerings in the Cedexis product suite is their Openmix load balancer, a fully customizable traffic management system that Cedexis customers can setup to automatically orchestrate global traffic through different networks in order to optimize the quality of the service delivery. This can be particularly difficult in international locations with infrastructure challenges such as South America, APAC, and Africa. As such, Cedexis utilizes Catchpoint’s expansive Digital Experience Monitoring platform to provide them with accurate, real-time performance measurements from hundreds of distinct locations around the globe.

CEDEXIS PARTNERED WITH CATCHPOINT TO:



Provide in-depth insight into performance data around the world to monitor their routing and optimization services



Identify and troubleshoot issues with latency and availability through synthetic monitoring and alerting



Highlight the impact of their DNS and optimization service offerings to both existing and potential customers



Monitor external cloud providers (e.g. CDNs, cloud computing platforms, etc.) utilized by their customers



“We’ve used Catchpoint for many years now. We’re confident in our ability to accurately configure Catchpoint monitors and hook them into our broad set of automation tools. Internally and externally, we never hesitate to pull up Catchpoint dashboards when in doubt, whether to inform an architectural improvement or to pinpoint a problem. We find it especially useful when troubleshooting and sharing information with our vendors so that we’re all on the same page.”

- ESTEBAN ESPERANZA, CEDEXIS LEAD OPS ENGINEER

“Catchpoint is a really useful tool for me as I assess the impact of changes that often have second- and third-order effects from one ASN to another. Catchpoint is especially handy in those times when an active incident is underway and the time has come to transfer on-call responsibilities. Catchpoint graphs enable us to clearly articulate key metrics that ensure our global operations team is in sync.”

- JOACHIM LAVALETTE, CEDEXIS OPS ENGINEER

SOLUTION

For more than five years, Cedexis has been able to take advantage of Catchpoint's expansive global node infrastructure, monitor types, alerting system, and charting capabilities to enable them to provide the best possible optimization services for their clients. Since their customer-facing services are primarily either DNS or HTTP-based, they make heavy use of those specific monitor types within the Catchpoint platform. This allows them to quickly home in on specific points of change in latency or availability at Points of Presence (POPs) around the world.

Using these monitors, Cedexis runs Catchpoint tests 24/7 on both their own systems as well as vendors

utilized by their clients, using the customizable alerting tool to set specific thresholds on these networks depending on the geo location and their importance to the Cedexis customer base. One of the biggest challenges that they have is their reliance on third-party vendors such as AWS, Google Cloud, and Host Virtual, as well as several CDN networks. Therefore, when there's a problem with one of these services, Cedexis utilizes Catchpoint data to pinpoint the time and impact of the observed change, which ultimately results in more efficient troubleshooting. Sharing this data with the vendor(s) is also extremely convenient thanks to Catchpoint's public URL generation system.

RESULTS

Thanks to the level of insight that it provides, Catchpoint has become an integral part of the way Cedexis's monitors their products. By using the backbone and last mile nodes that Catchpoint has placed in over 600 locations around the globe, including in remote areas such as Kyrgyzstan, Qatar, and Africa, Cedexis is able to perform sophisticated analysis over several dimensions of data. Furthermore, the Catchpoint alerting system, which is specially designed to reduce false alerts, has enabled the Cedexis operations team to maximize their workplace efficiency.



"The number of testing locations that Catchpoint has allows for a high level of insight and granularity. No other vendor we know of offers such diverse geographic locations to test from, and we've been happy with the way Catchpoint innovates in this space."

- GREG MCGILL, CEDEXIS SENIOR OPS ENGINEER

"In one recent instance, Catchpoint caught an exceptionally long response time correlated to a specific subset of requests between New York and Singapore, an inefficient route given numerous available POPs in Europe and Asia. After sharing the performance data with our vendor, response time dropped by almost 50%."

- NUATU TSEGGAI, CEDEXIS OPS MANAGER

Waterfall

GO

Test

EMEA CDN

Date *: 2/21/2017 06 UTC -

Copenhagen, DK - Telia

06:05 | 06:25 | 06:50 < >

Run Time : 02/21/2017 06:04:58 UTC Node IP : ██████████ Monitor : Direct

Public URL : <http://p.catchpoint.com/ui/Entry/PW/V/EE8-Lig-EP-YFJd-AjUVJ617zAA-JUWh.BRo84A-AVfAR13-C72Y3wt-EP>

Domain : ██████████

Response (ms) : 1,967 Error : None

LEVEL 1

Group 1

Address	Average Time (ms)	Bytes	Return Code	Error
██████████	1,967	0	None	

Query : ██████████ Type : A (IPv4 Host Address) Class : IN (Internet)

Answers

Name	TTL	Class	Type	Info
██████████	20	IN (Internet)	CNAME (Canonical Name for an Alias)	cdx.a.ap.sin.is.alive.

SETTINGS

Time Frame: Last 30 Days UTC -
From: 2/1/2017 15:17
To: 2/1/2017 18:17
Interval: 1 Hour
Double Tooltips

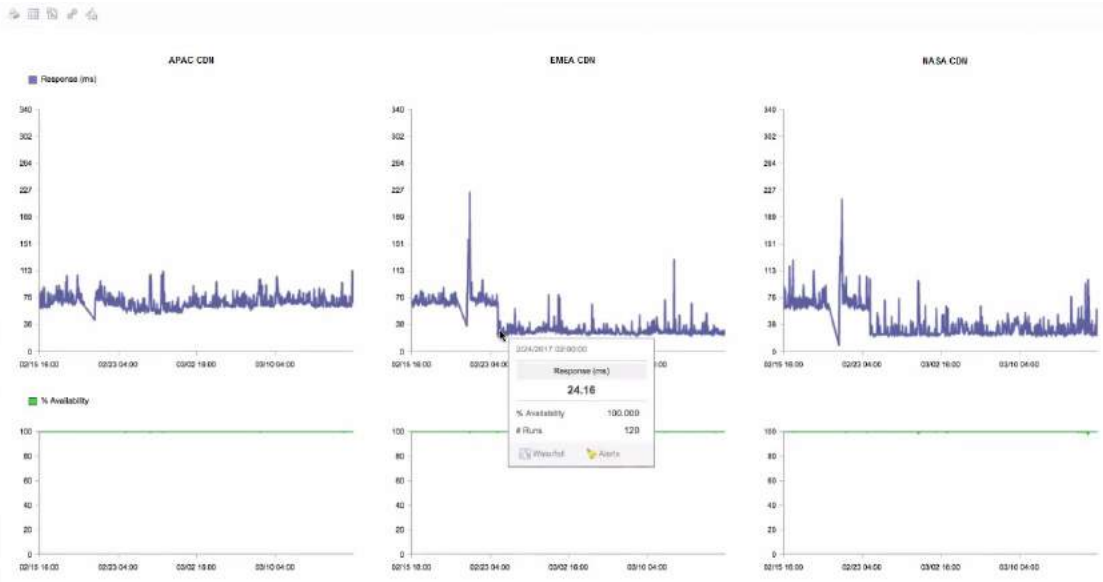
Chart Dimension: Dimension: Time Axis: X Y

Breakdown: 1st by: Text 2nd by: DC

Comparative Time

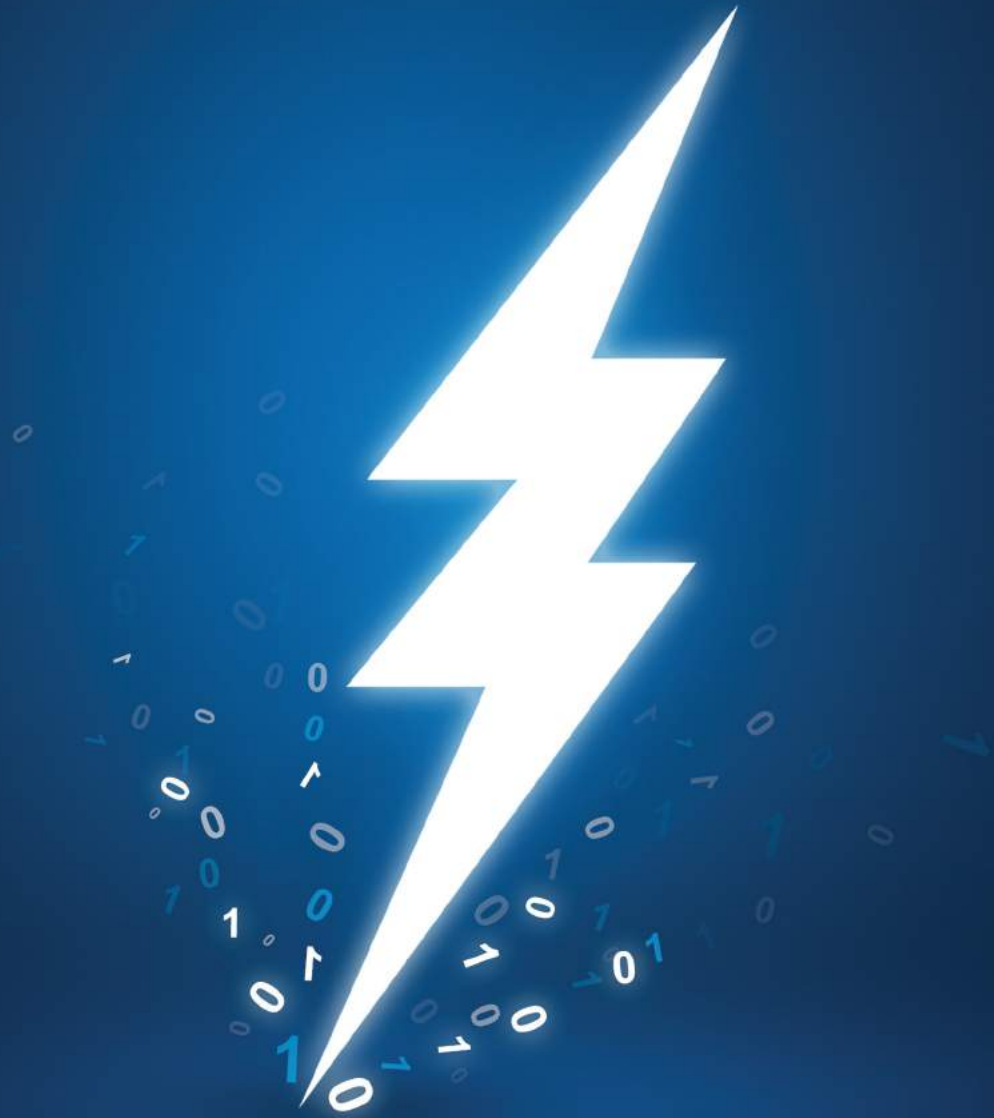
Statistical Values: Average (Avg)

Time Filtering Metrics: Time Filter IP Filter Error Filter Level Filter Level #: Location Filter Include Exclude





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