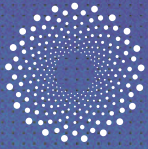


## CASE STUDY



catchpoint™

### INDUSTRY

- ▶ Technology

### SOLUTIONS

- ▶ Dedicated DNS
- ▶ Managed DNS

### POSITIVE BUSINESS OUTCOMES

- ▶ Enhance End User Application Experience
- ▶ Ensure Business Reliability
- ▶ Improve IT Efficiency & Modernize Infrastructure

“The products team went from spending 20% of their time managing DNS down to 5%.”

### CHALLENGE

Catchpoint provides a Digital Experience Monitoring Platform to pinpoint performance and availability problems users experience anywhere in the world. Catchpoint gives customers the ability to monitor their performance, reliability, and reachability from 800 points of presence globally, 24 hours a day, seven days a week. The platform leverages data to monitor applications and overall services empowering a new customer-centric IT that is optimized to deliver amazing digital experience and drive business success.

To provide 24-7 reliability and monitoring, enterprises need solutions designed to support this level of performance and availability. DNS is the entry point for all applications, and a key element for Catchpoint's overall customer experience. As Catchpoint's environment evolved and grew, so did the strategy for its DNS infrastructure, and the team made the choice to invest in NS1.

### ADDITIONAL REDUNDANCY TO GUARANTEE END USER AVAILABILITY

NS1's white-glove migration services enabled Catchpoint to complete its migration from Oracle Dyn within a week. Catchpoint's CEO, Mehdi Daoudi says, "We knew with NS1's customer success team, we would be up and running to leverage our investment quickly, and our deployment took a matter of days." After completing the migration, the Catchpoint team worked with NS1's customer success team to identify key goals including: improve performance, reduce operating costs, mitigate risk with added redundancy, and enhance the end user experience.

After experiencing a 75% reduction in maintenance workload, Catchpoint chose to rely more on NS1 by also deploying their Dedicated DNS solution. Daoudi noted, "NS1's interface is easy to use, and the platform's flexible APIs were critical to our overall automation strategy. The ability to do complex DNS configurations and not have to worry about translation from one system to the other is critical."

## RESULTS

Catchpoint quickly experienced positive business outcomes with NS1, including enhanced end user application experience, ensured business reliability, improved IT efficiency, and they were able to modernize their overall DNS infrastructure.



### ENHANCE END USER APPLICATION EXPERIENCE

Deploying NS1 improved performance and availability for Catchpoint's 20,000 end users. The reduction in latency improved their experience monitoring end user applications.



### ENSURE BUSINESS RELIABILITY

Catchpoint leverages a multi-CDN and multi-DNS strategy to ensure reliability of the Catchpoint platform. With NS1 Dedicated DNS, Catchpoint now has improved reliability and triple coverage for its DNS failover.



### IMPROVE IT EFFICIENCY & MODERNIZE INFRASTRUCTURE

Flexible APIs were critical for optimizing not only the DNS environment but also automating overall operations. Catchpoint now has parity with NS1's Managed and Dedicated DNS solutions. "We no longer need to manually maintain systems behind the scenes," says Daoudi. He also notes, "The products team went from spending 20% of their time managing DNS down to 5%. Automation allows us to leverage existing resources, and eliminates the need to hire more people."

## ABOUT NS1

NS1 optimizes delivery of the world's most critical internet and enterprise applications. Only NS1's platform is built on a modern API-first architecture that acts on real-time data and grows more powerful in complex environments, transforming DNS, DHCP, and IP Address Management (IPAM) into an intelligent, efficient, and automated system. NS1's technology drives dramatic gains in IT efficiency and application performance, reliability, and security for the largest global enterprises, including Salesforce, LinkedIn, Dropbox, Nielsen, Pitney Bowes, Squarespace, Pandora and The Guardian.

