

# How Akamai Delivers Premium Customer Experiences Through Proactive Internet Monitoring



## INDUSTRY

Cloud Computing and Infrastructure

## PRODUCTS

Catchpoint Platform

Internet Sonar

Synthetic Monitoring

## SOLUTIONS

- + Internet-wide visibility through Internet Sonar and global monitoring infrastructure
- + Proactive monitoring and alerting for high-touch customer environments
- + Historical performance analytics and customer-ready reporting

## SUCCESS BY METRICS

- + Visibility across 200,000+ global servers
- + Improved uptime for customers and reduced revenue risk
- + Faster proactive alerting and incident response

## KEY OUTCOMES



Delivered customized analytics and executive-ready reporting



Improved cross-team collaboration through shared performance data



Reduced latency-related troubleshooting and downtime risk

## Akamai: Powering Critical Digital Experiences at Global Scale

Akamai is a leading cloud computing and content delivery network (CDN) provider that powers billions of online transactions every day. With more than 200,000 servers deployed globally, Akamai helps organizations deliver secure, reliable, and high-performing digital experiences across the internet.

For customers in highly regulated industries such as banking and financial services, even brief periods of downtime or degraded performance can have significant business consequences. Maintaining uptime, performance, and resilience is essential not only for Akamai, but also for the organizations that depend on its services.

“We serve a lot of banking customers where small amounts of downtime lead to a loss of money. Keeping uptime and having a super-resilient platform is a must for us,” said Matt Roberts, Principal Security Architect at Akamai. “It’s always one of the first things that we think about.”

## THE CHALLENGE: DELIVERING IMMEDIATE VISIBILITY INTO INTERNET PERFORMANCE

As part of Akamai's security architecture team, Roberts and his colleagues are often the first point of contact when customers report latency or performance issues. To quickly determine the source of a problem, the team needs access to comprehensive performance data across Akamai's global infrastructure and internet-facing services.

Without centralized visibility into internet performance, troubleshooting required coordination across multiple teams and data sources. This made it more difficult to quickly identify whether an issue was isolated to a single endpoint, tied to a broader internet event, or occurring within Akamai's own infrastructure.

At the same time, customers increasingly expected detailed reporting, proactive communication, and data-backed explanations whenever service disruptions occurred.

"More and more customers are used to quick security mitigations and now expect robust reporting and analytics," said Roberts.

To continue delivering premium support experiences, Akamai needed a way to provide real-time visibility, historical performance data, and actionable reporting at global scale.

## THE SOLUTION: WHY AKAMAI CHOSE CATCHPOINT

Akamai sought a platform that could:

- Provide comprehensive visibility across existing systems
- Enable endpoint monitoring for high-touch customers
- Deliver historical telemetry data for reporting, analysis, and troubleshooting

The company also needed a platform capable of supporting its massive global footprint while helping teams respond faster to customer concerns.

Akamai selected Catchpoint, a LogicMonitor company, because it provided the visibility, intelligence, and reporting capabilities needed to support both operational teams and customer-facing stakeholders.

Key capabilities included:

- **Internet Sonar**, which helps teams quickly determine whether reported latency issues are isolated incidents or part of a broader internet event
- **Advanced reporting and visualization capabilities**, enabling teams to present customers with clear, data-driven insights
- **Proactive monitoring and alerting**, helping support teams identify potential issues before they affect high-touch customers

“Using a tool like Catchpoint's Synthetic Monitoring and Internet Sonar, we can collect all of that data, show detailed visualizations and a historic view to the customers, and pinpoint where something happens.”

**Matt Roberts**, *Principal Security Architect, Akamai*

## THE RESULTS: FASTER RESPONSE, GREATER TRANSPARENCY, AND GLOBAL VISIBILITY

Following deployment, Catchpoint quickly became a critical source of operational intelligence for Akamai.

The platform enabled teams to:

- **Accelerate incident identification** and response with data-driven diagnostics
- **Improve transparency** through customer-ready visualizations and reporting
- **Gain unified visibility** across more than 200,000 servers worldwide

By providing immediate access to performance data and historical trends, Catchpoint helps Akamai communicate more effectively with customers and reduce the time required to investigate and resolve issues.

The result is a more proactive support experience backed by clear, actionable data.

## BUILDING TRUST THROUGH VISIBILITY AND ANALYTICS

As Akamai continues to expand its infrastructure, services, and customer offerings, Catchpoint provides the visibility needed to support growth while maintaining the high service standards customers expect.

Beyond helping teams identify and resolve issues, Catchpoint enables Akamai to clearly explain what happened, when it happened, and how it was resolved. This level of transparency strengthens customer trust, improves collaboration across internal teams, and helps organizations communicate performance outcomes to their own stakeholders.

With Catchpoint, Akamai is able to combine proactive monitoring, comprehensive analytics, and customer-focused reporting to deliver the resilient digital experiences that modern businesses demand.



## ABOUT AKAMAI

For over 25 years, Akamai has been solving the internet's toughest challenges, working toward a vision of a safer and more connected world. Their market-leading security solutions, superior threat intelligence, and global operations team provide defense in depth to safeguard critical data and applications at every touchpoint. Akamai's full-stack cloud computing solutions deliver superior performance and affordability on the world's most distributed cloud platform. Global enterprises across every sector trust Akamai to provide the industry-leading reliability, scale, and expertise they need to grow their business with confidence.

## ABOUT LOGICMONITOR

LogicMonitor® is the AI-first platform for Autonomous IT, enabling enterprises to operate complex digital systems with greater resilience, efficiency, and confidence. By unifying visibility from user to code across infrastructure, cloud, Internet, and digital experience, LogicMonitor delivers the intelligence required to anticipate issues, eliminate blind spots, and take action automatically. Powered by Edwin AI, LogicMonitor helps IT and business leaders reduce operational toil, protect revenue, and accelerate innovation in an increasingly complex digital world. For more information, visit [www.logicmonitor.com](http://www.logicmonitor.com) and [our blog](#), or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).



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