

How Hostinger Achieved 99.999% Uptime and Faster Website Performance



INDUSTRY

Digital Services

PRODUCTS

Synthetic Monitoring

SOLUTIONS

- + Synthetic monitoring across global internet pathways
- + End-user experience monitoring from worldwide vantage points
- + ISP and network performance visibility
- + Proactive issue detection and resolution

SUCCESS BY THE METRICS

- + 40% faster website speeds for Hostinger customers
- + 99.999% monitored uptime for higher-tier shared hosting clients
- + Minutes, not days, between issue alert and resolution

KEY OUTCOMES



Improved security and reduction in DDoS attacks



Rapid identification of previously-undetected regional ISP issue



Elimination of ISP-level routing issues

Hostinger Strengthens Customer Experience with Internet Performance Visibility

Hostinger is a leading web hosting provider serving more than three million customers across 150+ countries. As the company expanded its services and launched its own content delivery network (CDN), Hostinger needed a reliable way to monitor availability, performance, and user experience across a globally distributed infrastructure.

At the same time, the company was seeing an increase in distributed denial-of-service (DDoS) attacks that threatened website performance and customer satisfaction. To protect customers while maintaining fast, reliable digital experiences, Hostinger needed deeper visibility into internet performance and network health.

CHALLENGE: PROTECTING CUSTOMER EXPERIENCES AT GLOBAL SCALE

Increasing DDoS attacks were impacting customer websites and highlighting the need for greater control over performance and security.

To address these challenges, Hostinger chose to build and manage its own CDN rather than rely on a third-party solution.

By developing its own CDN, Hostinger aimed to:

- Enhance customer security
- Improve website performance
- Ensure seamless integration across Hostinger services

While Hostinger's engineering team had the expertise to build the CDN, they needed a monitoring solution that could provide visibility into real-world user experiences and help identify issues across networks, internet service providers (ISPs), and infrastructure components worldwide.

Why Hostinger Chose Catchpoint

As Hostinger expanded its CDN capabilities, the team identified several requirements for an internet performance monitoring solution:

- **Provide visibility into CDN performance**
- **Identify opportunities to improve network performance**
- **Deliver reliability and resilience metrics for internal teams and customers**

After evaluating multiple vendors, including ThousandEyes, Hostinger selected Catchpoint, a LogicMonitor company, because of its extensive global backbone monitoring network.


 *"With over three million clients in more than 150 countries, we needed a single provider that had visitor-like eyes for us to see how visitors experience our websites from different parts of the world," said Aurimas Lapiene, a software engineer at Hostinger. "On an individual level, I've been excited about the number of different test types Catchpoint offers."*

RAPID DETECTION OF PREVIOUSLY HIDDEN CUSTOMER ISSUES

Within two weeks of deployment, Catchpoint helped Hostinger identify a customer-impacting issue that had gone undetected for months.

The platform revealed that users connecting through a specific ISP in parts of France could not access certain websites. Armed with this visibility, Hostinger quickly identified affected customers and traced the issue to an ISP routing problem. The company then worked directly with the provider to restore service.

This level of visibility extended beyond a single incident. In another case, Catchpoint alerted Hostinger to downtime at a specific data center and provided insights that helped identify a network configuration issue as the root cause. Instead of spending days investigating potential causes, Hostinger could focus immediately on remediation.

 The investment with Catchpoint has already helped me and my team identify and resolve issues during incidents and provide actionable insights for our executives, too."

Aurimas Lapiene, Software Engineer, Hostinger

RESULTS

Hostinger achieved measurable improvements across performance, reliability, and incident response:

- **40% improvement in website speed** for customers using Hostinger's CDN
- **99.999% monitored uptime** for higher-tier shared hosting customers
- **Issue identification and resolution** in minutes rather than days
- **Rapid detection** of previously undetected ISP-level issues
- **Reduction in DDoS-related** performance impacts
- **Improved visibility** across global infrastructure and service providers

These outcomes help ensure that customers receive fast, reliable, and secure online experiences regardless of location.

Regaining Control of Network Performance

Before implementing Catchpoint, Hostinger often faced lengthy troubleshooting cycles when issues originated outside its direct infrastructure, including data centers and ISPs.

Today, the company has the visibility needed to identify issues quickly, understand root causes, and collaborate effectively with service providers to restore performance. As a result, Hostinger customers benefit from reliable, high-performance content delivery and website availability.

WHAT'S NEXT

With Catchpoint embedded into daily operations, Hostinger continues to expand its monitoring strategy.

"I'm currently exploring how we can expand beyond just monitoring our CDN to monitor DNS, SSL, and other elements...to ensure an even better experience of all services to our customers," said Lapiene.



The main reason we selected Catchpoint was its industry-leading number of backbone locations worldwide. We're happy with our choice."

Aurimas Lapiene, Software Engineer, Hostinger

ABOUT HOSTINGER

Hostinger is on a mission to make online presence accessible to everyone worldwide — from developers to aspiring bloggers and business owners. With their fast hosting technology, AI-powered Website Builder, and easy-to-operate hPanel, Hostinger customers can succeed online faster and easier.

Why This Matters for Digital Services Providers

Hostinger's experience demonstrates the importance of comprehensive observability for hosting providers, CDNs, and digital services organizations.

A modern observability solution provides visibility across infrastructure, networks, and user experiences, helping organizations:

- **Reduce time spent investigating incidents and false-positive alerts**
- **Improve service availability and reliability**
- **Deliver better digital experiences for customers**
- **Expand services without significantly increasing operational complexity**

As digital services organizations continue to grow globally, the ability to identify and resolve internet performance issues before customers are affected becomes a critical competitive advantage.

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 and our blog, or follow us on LinkedIn, X, Facebook, and Youtube.



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