

TMNA Services Strengthens Digital Experience Monitoring Across a Distributed Insurance Enterprise



INDUSTRY

Financial Services (Insurance)

PRODUCTS

Endpoint Monitoring

Synthetic Monitoring

SOLUTIONS

- + Distributed monitoring that replicates real-world user experiences
- + Proactive issue identification before end-user impact occurs
- + Multi-carrier testing and vendor performance validation
- + Unified visibility across critical infrastructure and monitoring platforms

SUCCESS BY THE METRICS

- + Full issue identification before end user impact can occur
- + Multi-carrier monitoring and testing capabilities in place
- + Monitoring solutions for AppDynamics, Cacti, ServiceNow, and SolarWinds data

KEY OUTCOMES



Data-rich reporting to support SLA compliance auditing at sister organizations



Immediate vendor issue escalation via ISP-level troubleshooting



Ability to replicate end-user experiences by deploying nodes in specific regions

Delivering Consistent Digital Experiences Across a Complex Insurance Network

Tokio Marine North America (TMNA) Services is the shared services organization supporting Tokio Marine Group's North American operations. Part of Tokio Marine Group—one of the world's largest insurance organizations with operations spanning more than 50 countries—TMNA Services serves as the operational backbone for multiple insurance businesses across the United States, Hawaii, and Mexico.

By delivering critical services including information technology, finance, human resources, actuarial services, legal, and corporate communications, TMNA Services helps ensure consistent operations, governance, and business continuity across the region. Operating in a distributed hub-and-spoke environment, the organization is responsible for maintaining reliable access to critical applications and services across multiple offices, devices, carriers, and network environments

As user expectations increased and the organization's technology footprint expanded, TMNA Services needed greater visibility into the digital experiences of employees and customers—before issues could impact business operations.

CHALLENGE: GAINING VISIBILITY ACROSS DISTRIBUTED NETWORKS AND USER EXPERIENCES

In 2014, TMNA Services set out to improve the digital experience delivered across its organization. To accomplish that goal, the team needed deeper insight into how applications and services were performing across different locations, devices, and network providers.

Led by Pete Charlton, Associate Vice President of IT, the team sought a solution that could:

- **Improve visibility into data flows** across distributed offices and network paths.
- **Monitor application performance** across diverse browsers, devices, and mobile connections.
- **Scale monitoring capabilities** without increasing administrative complexity for a lean IT team.

Because remote offices backhauled traffic through the TMNA data center for application access, identifying the source of performance issues often required significant investigation. Limited visibility made it difficult to determine whether issues originated within TMNA's environment, with an internet service provider (ISP), or with a third-party vendor.

Why TMNA Services Chose Catchpoint

TMNA Services selected Catchpoint, a LogicMonitor company, because it provided the visibility needed to monitor digital experiences from the user's perspective while remaining easy to deploy and manage.

Key differentiators included:

- Rapid deployment and straightforward administration that minimized operational overhead.
- A broad monitoring node footprint that enabled testing close to end users.
- Flexible reporting capabilities that allowed teams to analyze performance data and demonstrate service outcomes.

“With Catchpoint, we could deploy nodes throughout our network, as close to the end user as possible, to emulate their experience.”

Pete Charlton, Associate Vice President of IT,
TMNA

KEY RESULTS



Replicate End-User Experiences Across Regions

By deploying monitoring nodes in specific geographic locations, TMNA Services can proactively test applications and services from the perspective of real users across the United States and Mexico. This allows the team to identify and address issues before they affect employees or customers.



Accelerate Issue Identification and Vendor Escalation

Multi-carrier monitoring and testing capabilities help TMNA Services quickly isolate the source of performance problems. When issues originate outside the organization's environment, the team can immediately engage vendors and ISPs with supporting data, reducing troubleshooting time and accelerating resolution.



Strengthen SLA Reporting and Service Accountability

Detailed performance reporting provides TMNA Services and its sister organizations with the data needed to evaluate service providers, validate service-level agreement (SLA) compliance, and make more informed operational decisions.



Consolidate Visibility Across Critical Monitoring Platforms

TMNA Services uses Catchpoint to monitor and correlate data from AppDynamics, Cacti, ServiceNow, and SolarWinds. Bringing these insights together enables faster troubleshooting and a more comprehensive understanding of service performance across the technology ecosystem.

REGAINING CONTROL OF THE USER EXPERIENCE

Before implementing Catchpoint, TMNA Services had limited visibility into how users experienced applications across different regions and network providers. Reviewing data center logs or monitoring a small number of locations provided only part of the picture.

Today, the IT team can proactively identify issues before end users experience service disruptions. By monitoring from the edge of the network and across multiple carriers, TMNA Services can isolate problems faster and determine whether they originate within the organization, with a provider, or elsewhere in the delivery path.

“ Now we can easily isolate an issue and escalate directly with our vendors, bypassing internal escalation.”

Pete Charlton, *Associate Vice President of IT, TMNA*

This visibility became particularly valuable as distributed and remote work models expanded. With employees connecting from a wide variety of home and regional network environments, TMNA Services gained the ability to generate targeted tests and quickly validate user-reported issues.

SCALING OPERATIONS WHILE IMPROVING SERVICE DELIVERY

Beyond digital experience monitoring, TMNA Services leverages Catchpoint to evaluate performance trends over time and demonstrate the value of IT operations to internal stakeholders.

Access to consolidated monitoring data enables the team to correlate performance metrics, identify patterns, and make informed decisions that improve service reliability.

“We didn’t have the maturity to provide this level of insight before Catchpoint,” said Carlton. “Now we can illustrate how we’ve grown as an IT organization, such as the fact that we’re running five-minute polling of applications.”

ABOUT TOKIO MARINE NORTH AMERICA SERVICES

Tokio Marine North America Services was established in 2012 as the shared services company for Tokio Marine North America. With headquarters located just outside Philadelphia in Bala Cynwyd, Pennsylvania, TMNA Services provides professional services supporting the insurance operations of Tokio Marine Group companies. TMNA Services is recognized as a top workplace both regionally and in the insurance industry.

Why This Matters for Financial Services Organizations

For financial services and insurance organizations, digital experiences directly impact productivity, customer satisfaction, and operational resilience. The ability to proactively identify issues, validate service provider performance, and maintain visibility across distributed environments is critical to delivering reliable services.

TMNA Services’ success demonstrates how comprehensive digital experience monitoring can help organizations:

- Improve access to critical business applications and services.
- Strengthen service-level accountability with data-driven reporting.
- Accelerate troubleshooting and vendor management processes.
- Enhance operational resilience across distributed environments.
- Support seamless experiences for employees, partners, and policyholders.

“ It’s a good IT practice to drive higher efficiency over time. That’s exactly what we can do with Catchpoint. And it translates into value as we observe our IT infrastructure and applications — and as our sister companies seamlessly execute their processes to satisfy policyholders.”

Pete Charlton, *Associate Vice President of IT, TMNA*

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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