

How Verizon DMS Improves Network Performance with Proactive Observability



INDUSTRY

Digital Media

PRODUCTS

Synthetic Monitoring

Catchpoint Platform

SOLUTIONS

- + End-to-end visibility across global CDN infrastructure and services
- + Proactive monitoring of APIs, web transactions, and network performance
- + Centralized dashboards and alerts with integrated performance and traceroute data

SUCCESS BY THE METRICS

- + Achieved 4x faster problem identification
- + Reduced false alerts by 90%
- + Reached a 99% issue resolution success rate

KEY OUTCOMES



Streamlined operations with centralized dashboards and alerts



Faster root cause identification through correlated observability data



Proactive detection and resolution of performance degradations before customer impact occurs

VERIZON DIGITAL MEDIA SERVICES: A LEADING GLOBAL CDN

Since 2006, Verizon Digital Media Services (DMS) has been the content delivery network (CDN) of choice for leading organizations around the world. Speed and reliability are central to its ability to support leading organizations worldwide.

CHALLENGE: OPERATING A GLOBAL CDN AT SCALE

As Verizon DMS continued to optimize and scale its CDN, the team needed a solution to:

- Deliver continuous, global platform monitoring
- Provide near-instant alerts for to network degradation
- Maintain consistent operational performance
- Validate service level agreements (SLAs) for customers

Solution: Catchpoint and LogicMonitor

To meet these requirements, Verizon DMS implemented Catchpoint Digital Experience Monitoring alongside LogicMonitor to gain end-to-end visibility across its network and infrastructure.

BUSINESS IMPACT

Following implementation, Verizon DMS improved operational efficiency and network reliability:

- **Identified problems 4x faster, reducing the spread of network degradation**
- **Improved time to resolution, minimizing end-user disruption**
- **Achieved a 99% success rate in resolving issues**

A Director of Performance Engineering at Verizon DMS noted:

Catchpoint alerts are very powerful and contain all the information that our network operations center (NOC) team needs for efficient escalation...which saves us a significant amount of time in our support process."

GAINING ACTIONABLE VISIBILITY

Each alert provides critical insights into:

- **Performance metrics**
- **Client activity**
- **Traceroute data**
- **Service IP information**

This visibility enables teams to quickly pinpoint issues and take targeted action to resolve them.

ABOUT VERIZON DIGITAL MEDIA SERVICES

Delivering any data, anywhere, anytime, Verizon Digital Media Services is the world's fastest and most reliable content delivery network. The company was founded in 2006 by technology entrepreneurs with years of experience building companies in the infrastructure, web services, and application delivery spaces. Verizon DMS built their global delivery network to provide the fastest, smartest content delivery on the planet. According to the independent experts, Verizon Digital Media Services consistently ranks among the very best-performing CDNs in the industry.



With Catchpoint, we can proactively monitor everything—FTP and HTTP requests, application programming interfaces (APIs), or multi-step transactions. We can slice and dice data any way we need to, so we can identify issues much faster."

Verizon, DMS Director of Performance Engineering

Why Observability Matters for CDNs

Comprehensive visibility across the network enables CDN providers to:



Maintain competitive performance benchmarks



Foster a proactive approach to issue detection and resolution



Correlate infrastructure and observability data to identify root causes faster

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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