

SOLUTION BRIEF

Deliver Fast and Reliable Retail Experiences



Retail and ecommerce IT teams depend on fast, reliable digital experiences to keep customers engaged and transactions moving. Digital customer experiences rely on applications, cloud services, APIs, third-party providers, and the public Internet, making visibility more difficult as environments become increasingly distributed.

When issues occur, fragmented monitoring tools make it difficult to identify the root cause, slowing incident response, increasing operational complexity, and impacting customer experience, revenue, and brand reputation.

LogicMonitor helps retailers deliver fast, reliable digital experiences by unifying observability across infrastructure, applications, services, and the Internet stack. AI-driven insights help teams identify, prioritize, and resolve issues faster while improving service reliability.

How It Works

- **Unified observability** provides visibility across infrastructure, applications, services, and the Internet stack to accelerate issue resolution.
- **Edwin AI** correlate metrics, logs, and digital experience signals to prioritize incidents and speed root cause analysis.
- **Internet Performance Monitoring** extends visibility beyond enterprise infrastructure to identify issues across external dependencies.
- **Dynamic Service Insights** connect infrastructure performance to business services so teams can focus on the highest-impact issues.

OUTCOMES THAT SUPPORT INCREASED REVENUE AND LOYALTY



Reliable shopping experiences



Improved ecommerce service reliability



Quicker resolution of customer-impacting issues



Simplified retail IT operations

Why LogicMonitor

- 1 Provides unified visibility across the technology stack powering revenue-generating customer transactions.
- 2 Reduces tool sprawl by bringing observability, AI-driven insights, and service context into one platform.
- 3 Connects technical performance to retail metrics like conversions to prioritize what matters most.
- 4 Helps IT teams move from reactive monitoring to proactive operations with AI-driven insights and business context.

Trusted By

L'ORÉAL **15%** more page completions

Read the [case study](#) to learn more about how L'Oréal gained complete visibility across 30+ brands and 80+ global markets.



Deliver better retail experiences

See how LogicMonitor helps retailers deliver fast, reliable digital experiences through unified observability, AI-driven insights, and Internet Performance Monitoring.

SEE IT IN ACTION