

How Tencent Cloud Improved Global CDN Visibility With LogicMonitor's Catchpoint



INDUSTRY

Content Delivery Network (CDN)

PRODUCTS

Synthetic Monitoring

SOLUTIONS

- + Synthetic monitoring
- + 24/7 monitoring
- + Custom dashboards
- + Custom alerts
- + API-based data collection

SUCCESS BY METRICS

- + Improved network latency
- + Expanded visibility inside and outside China
- + Stronger competitive differentiation
- + Greater confidence in customer-facing performance data

KEY OUTCOMES



Improved visibility into global end-user experiences



Independent validation of CDN performance



Around-the-clock monitoring for earlier issue detection



Better operational decision-making using performance data

Independent internet observability helped Tencent Cloud validate performance, strengthen customer confidence, and support global expansion.

Tencent Cloud is a global cloud service provider offering infrastructure, content delivery, security, media, AI, and application services to organizations worldwide. As one of China's leading cloud and content delivery network (CDN) providers, Tencent Cloud supports businesses operating across diverse markets where fast, reliable digital experiences are essential.

As Tencent Cloud expanded its CDN business into the U.S. and other international markets, maintaining consistent customer experiences across geographically distributed infrastructure became increasingly complex. Internal infrastructure metrics alone couldn't provide a complete picture of how users experienced its services across regions, internet providers, and networks. To deliver low-latency digital experiences at scale, Tencent Cloud needed independent visibility into internet performance from the customer's perspective.

For Tencent Cloud, independent performance data became a strategic differentiator—not only for identifying potential issues before they affected customers, but also for validating service quality, supporting customer conversations, and differentiating its CDN services in a highly competitive market.

"We're competing in a tight market and every millisecond matters," said Joshua Johnson, cloud solutions architect at Tencent Cloud.

CHALLENGE: EXPANDING VISIBILITY ACROSS GLOBAL END-USER EXPERIENCES

Tencent Cloud was already ranked among the top CDN providers in China before expanding into the U.S. market. Its growth strategy focuses on helping Chinese businesses expand internationally while supporting organizations entering the Chinese market.

To execute that strategy successfully, Tencent Cloud needed to:

- Monitor end-user experiences inside and outside China
- Maintain observability across globally distributed infrastructure
- Deliver customer content consistently across a growing CDN
- Detect network degradation before it affected customers

“We can create dashboards specific to internal stakeholders and our customers. The amount of data and options for presenting it are phenomenal.”

Joshua Johnson,
Cloud Solutions Architect, Tencent Cloud

Why Tencent Cloud Chose Catchpoint

As Tencent Cloud expanded into new markets, the team needed an observability solution capable of monitoring internet performance across regions worldwide, including within China, where many providers offered limited visibility. Just as importantly, the platform needed to provide independent performance data that engineering, operations, and customer-facing teams could trust.

"We needed a tool that crossed all international borders, and we didn't find another vendor with as strong of a global presence," said Johnson.

After evaluating its options, Tencent Cloud selected Catchpoint because it provided:

- Global monitoring across major regions and remote locations, including visibility inside and outside China
- Customizable dashboards that made it easy to share performance insights with both internal stakeholders and customers
- Automation, scripting, and API-based data collection to support existing operational workflows
- Continuous platform innovation that could evolve alongside Tencent Cloud's growing global infrastructure

"I'm not sure how other observability vendors have adapted, but Catchpoint seems to evolve at a faster rate," said Johnson. "[And] Catchpoint provides data on our availability and performance that we can use to combat competitor claims that they're better."

RESULTS: STRENGTHENING VISIBILITY ACROSS A GLOBAL CDN

After implementing Catchpoint, Tencent Cloud gained independent visibility into global internet performance, helping teams monitor customer experiences, validate service quality, and make more informed operational decisions. The platform also provided customer-facing teams with objective performance data, strengthening conversations with prospective customers.

Key benefits included:

- **Independent performance validation:** Sales and technical teams use objective performance data to support customer conversations and differentiate Tencent Cloud's CDN services.
- **Earlier issue detection:** Around-the-clock monitoring helps identify network degradation before it affects customer experiences.
- **Global internet visibility:** Performance data from locations worldwide provides a clearer understanding of how customers experience Tencent Cloud's services.
- **Actionable operational insights:** Detailed reporting on metrics such as data transfer times and DNS performance supports faster, more informed decision-making.

“Catchpoint data provides an independent way of elevating us in sales engagements and also highlights opportunities for us to improve our offerings.”

Joshua Johnson,
Cloud Solutions Architect, Tencent Cloud

Supporting Global Growth With Greater Confidence

The value Catchpoint delivered to Tencent Cloud's U.S. operations led the team to recommend the platform to the company's China-based CDN organization. As Tencent Cloud continues expanding its global network, consistent visibility into customer experiences remains an important part of delivering reliable services and maintaining a competitive edge.

"We're a customer of our own CDN and products and rely on optimal performance and uptime as much as our customers," said Johnson. "Catchpoint addresses a global presence, which is essential as Tencent Cloud builds out its network around the world. With Catchpoint, we can provide teams with more data."

Whether evaluating proof-of-concept deployments, supporting customer conversations, or monitoring day-to-day operations, Tencent Cloud relies on Catchpoint to make decisions with greater confidence. Independent performance data helps the company validate service quality, identify opportunities for improvement, and continue expanding its CDN services without sacrificing visibility into the end-user experience.

Why This Matters for CDN Organizations

As CDN providers expand into new markets, maintaining visibility into internet performance becomes increasingly challenging. Internal infrastructure metrics alone don't always reflect how customers experience applications and content across different regions, networks, and service providers.

Tencent Cloud's experience demonstrates how independent internet observability helps organizations validate performance, respond to issues more quickly, and make informed operational decisions while supporting global growth.

Organizations delivering content at scale can:



Reduce downtime and network degradation



Validate service quality using independent performance data



Improve visibility into end-user experiences across global regions



Support international growth with greater operational confidence

Organizations that invest in independent internet observability can expand into new markets with greater confidence while delivering more consistent digital experiences.

ABOUT TENCENT CLOUD

Tencent Cloud is the cloud business of Tencent, providing cloud computing, content delivery, security, media, AI, and data solutions to organizations around the world. Leveraging Tencent's global infrastructure and technology expertise, Tencent Cloud helps businesses innovate, scale, and accelerate digital transformation with secure, high-performance cloud services.

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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