LogicMonitor

CASE STUDY

How Radial Improved Global Availability While Reducing Employee Workloads by 50%

Radial

INDUSTRY

E-commerce, SaaS

PRODUCTS

Synthetic Monitoring

SOLUTIONS

+ Network Observability
+ Global synthetic monitoring
+ Custom synthetic transaction testing
+ 24/7 performance monitoring

SUCCESS BY THE METRICS

+ 50% reduction in employee workload
+ 10x faster page load times in China
+ 500+ synthetic tests
+ Improved global availability

KEY OUTCOMES



Improved customer reporting



Stronger global application performance



More reliable digital commerce experiences



Better NOC efficiency

Radial helps leading retailers deliver seamless digital commerce experiences around the world. Supporting those experiences requires continuous monitoring across customer environments, networks, and applications to identify issues before they affect shoppers.

As customer environments became increasingly complex, Radial needed deeper operational insight into application performance and transaction health to maintain service availability and deliver consistent customer experiences.

Building a Foundation for Proactive Monitoring

Radial's customers operate online businesses around the clock, where even minor performance degradations can affect revenue and customer satisfaction. The team needed a solution that could monitor every step of a customer transaction, identify the root cause of performance issues, and provide objective performance data across diverse customer environments.

After evaluating multiple solutions, Radial selected Catchpoint for its global monitoring network, flexible synthetic testing, and API integrations.

Together, these capabilities enabled the team to:

- **Monitor customer-facing services alongside internal systems**
- **Identify performance issues across global environments**
- **Share real-time operational data across application and infrastructure teams**
- **Build customized testing for unique customer deployments**

This broader operational insight helped teams collaborate more effectively while improving availability and response-time reporting.

STREAMLINING OPERATIONS ACROSS THE NOC

Catchpoint quickly improved efficiency within Radial's network operations center (NOC).

"We realized that the NOC had to look at every failure, and then my team was investigating them again for service level agreement (SLA) reclassification as well, so we were doing double the work," said Norm Morrison, Director of Technology Operations.

"To eliminate this duplicate effort, we used the Catchpoint API to build a tool for the NOC so that they could do the reclassification in real time as the issues were investigated."

The result was a 50% reduction in employee workload, allowing engineers to spend more time investigating strategic operational improvements instead of repetitive manual tasks.

> [Catchpoint] took a huge load off of my team so that they could spend more time investigating longer-term, more serious problems."
>
> **Norm Morrison,** *Director of Technology Operations, Radial*

Improving Global Performance with Actionable Insight

Catchpoint gave Radial a clearer understanding of application performance across customer environments around the world.

The team used synthetic monitoring and API integrations to:

- Detect performance issues across applications, databases, firewalls, load balancers, and customer transactions
- Improve website load times in China by 10x
- Automate dashboard updates and reduce duplicate operational work
- Strengthen reporting across global customer environments

Rather than reacting to incidents after customers reported them, Radial could proactively identify issues and respond before they affected the user experience.

Turning Monitoring into Better Customer Experiences

As Radial expanded its global commerce platform, the company wanted to provide customers with more than operational monitoring—it wanted to deliver meaningful insight into the performance of their digital experiences.

Using Catchpoint's digital experience solution, Radial developed Test Product Purchase, a synthetic transaction that completes an end-to-end purchase on customer websites to verify availability and performance.

By actively monitoring every customer environment, Radial can provide detailed global performance reporting, help customers identify issues earlier, and strengthen confidence in the services it delivers.

Better Operational Insight Drives Better Business Outcomes

Today, Radial has greater confidence in the performance of its customer environments and the operational processes that support them.

With proactive monitoring, synthetic testing, and automated reporting, the company has reduced duplicate work, improved global application performance, and strengthened the customer experience for retailers operating around the world.

For organizations supporting business-critical digital commerce, that operational insight helps protect revenue, improve efficiency, and build stronger customer relationships.



ABOUT RADIAL

Radial Inc. is a leading provider of omnichannel commerce technologies and operations, helping brands deliver seamless shopping experiences across every stage of the customer journey. Its solutions span payments, fraud detection, fulfillment, transportation, and customer care, enabling retailers to improve performance, strengthen customer loyalty, and grow their businesses.

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.



See how LogicMonitor helps organizations deliver reliable digital experiences at global scale

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