

Cisco ThousandEyes is a Network Intelligence platform that provides visibility into the Internet, the cloud, and on-premises environments. By combining a variety of active and passive monitoring techniques, ThousandEyes offers deep insights into user experience across applications and services delivered over the Internet.

Benefits:

- Revenue assurance from faster resolution of incidents and outages impacting operations
- Reduce customer churn and increase satisfaction through improved digital experiences
- Engage employees and make them more effective with better application experiences
- Hold service providers accountable to their SLAs to eliminate disruption to operations

Key Components:

<u>Network and Application Synthetics</u>: Provides hop-by-hop visibility across LAN, WAN, Internet, and cloud networks. It correlates this visibility with BGP routing and web and API transaction experience metrics.

End User Monitoring: Using client-based endpoint agents that monitor individual user-specific application experience, and the end-to-end network path. It can span from Wi-Fi to ISP to VPN gateway to destination service.

<u>Internet Insights</u>: ThousandEyes leverages collective network telemetry from a variety of ISP, cloud, and service providers, along with SaaS application outage data for real-time Internet and application outage detection.

Enterprise Agents: Agents that are deployed within enterprise networks to measure network conditions and monitor application performance from the user's perspective.

<u>Cloud Agents</u>: Performance monitoring of local transit providers, last-mile ISPs, and cloud service providers from locations across the world.

<u>Internet and Cloud Intelligence</u>: This feature incorporates monitoring for cloud networks and Internet-based services that are essential for delivering digital experiences.

<u>Global Vantage Points</u>: This refers to the extensive deployment of sensors and vantage points that measure the health and performance of the Internet and various network providers.

<u>Outage Detection</u>: ThousandEyes can detect and alert on outages across the Internet, helping to quickly identify the impact on services and users.

Cloud Agent Enterprise Agent

Globally distributed agents installed and managed by ThousandEyes in 193+ cities in 54+ countries. in data centers, branch offices & VPCs.

External Vantage Points

Internal Vantage Points



Browser-based plugins installed on end-user laptops and desktops.

End User Experience



Conversation Starters:

- What is your monitoring strategy, and do you have visibility gaps?
- How quickly can you identify and resolve service impacting problems?
- Do you monitor the performance of ISPs that deliver your application?
- When is the last time you had an outage with your ISP? SaaS provider? How long before they responded?
- How do you currently identify & troubleshoot issues to SaaS providers?
- How do you measure SLAs promised by your providers?
- How do you baseline user experience for your critical applications?
- How do you identify where an issue is (network vs ISP vs SD-WAN tunnels vs Content Providers)?

Monitoring Examples:

DNS: Monitor end-to-end on-premises or external DNS infrastructure

ISP: Monitor ISP Performance to bring issues to light

Network: Monitor beyond your corporate network to gain End-to-end Visibility Across Critical Apps, Services, and Infrastructure

<u>VPN</u>: Gain visibility into the performance of your VPN, and how it is impacting your users' experience and productivity

<u>SD-WAN</u>: Visibility into your SD-WAN from every branch location, to every transit provider, to every cloud and SaaS provider

SASE: See every Layer 3 hop across the network from remote users and SD-WAN sites to secure edge, and application servers

<u>laaS</u>: Get a clear understanding of application performance and network connectivity as you move to AWS, Azure, Google and other hosted environments

Resources:

SalesResourcesPricing ToolOutage MapPartner PortalOrdering GuideInternet InsightsOutage AnalysisIntegrationsAt-a-GlanceBrowser SyntheticsInternet ResearchPublic page

Example SKUs: TE-UNITS, TE-USERS, TE-INSIGHTS