

The background is a vibrant, abstract graphic. It features a central bright white light source from which numerous colorful rays emanate, creating a sunburst or starburst effect. The rays transition through a spectrum of colors including yellow, orange, red, and various shades of blue and green. Overlaid on this are several large, semi-transparent, wavy shapes in similar color tones, giving the overall image a sense of motion and energy.

cisco *Live!*

Let's go

#CiscoLive



The bridge to possible

Enabling Hybrid Work with ThousandEyes

Alex Cruz Farmer, Group Product Manager

@alexcf

Session ID: BRKAPP-2012

CISCO *Live!*

#CiscoLive

Cisco Webex App

Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 9, 2023.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKAPP-2012>

Fill out your session surveys!



Attendees who fill out a minimum of four session surveys and the overall event survey will get **Cisco Live-branded socks** (while supplies last)!



Attendees will also earn 100 points in the **Cisco Live Challenge** for every survey completed.



These points help you get on the leaderboard and increase your chances of winning daily and grand prizes

Agenda

- Quick ThousandEyes refresher
- State of Hybrid Work
- Deep-dive into ThousandEyes

The State of Hybrid Work



One outage. Two outcomes.

Global content delivery network provider experienced a global outage of its DDoS mitigation service.

5-hour outage

2 hr.
downtime

vs.

4 min.
disruption

Major national
BANK A

Lagged in awareness and struggled to identify and respond, leading to **significant business loss.**

Major national
BANK B

Has **continuous visibility** to its service, which enabled auto switchover to working routes, and **minimal customer impact.**



Management paradigm

IT Assets You Control



Management paradigm **has shifted**

IT Assets You Control



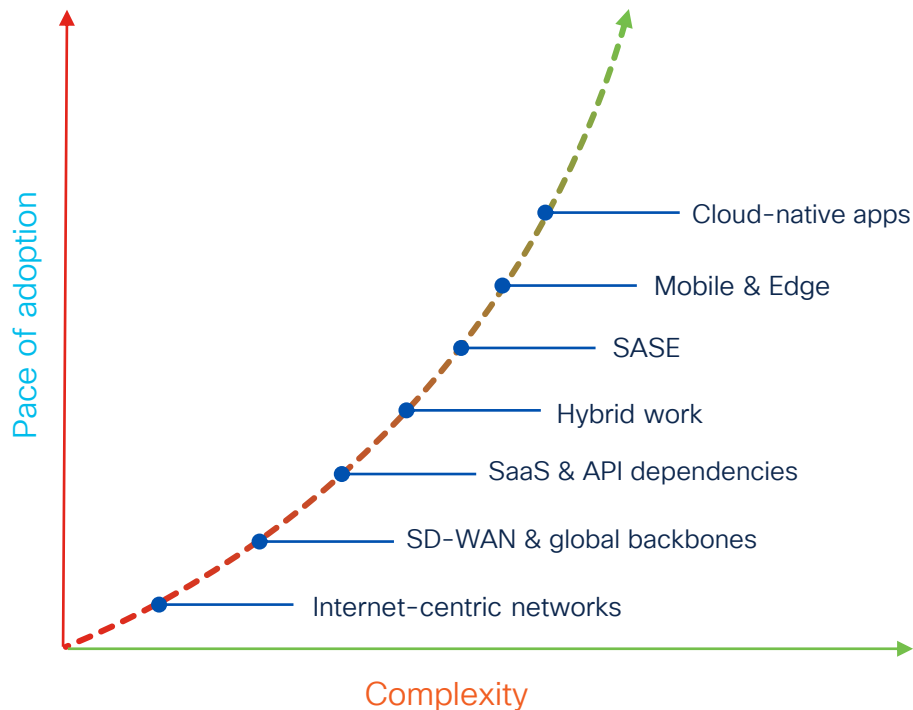
IT Assets You Don't Control



Soaring complexity curve is widening visibility gap

Competitive pressures driving
technology adoption

Adoption outpacing capabilities to
manage new environments



Negative digital experiences impact business



Your Apps

- Revenue loss
- Customer churn
- Brand damage



Your People

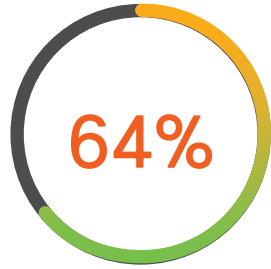
- Productivity loss
- Dissatisfied employees



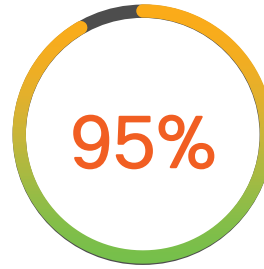
Your Infrastructure

- Business continuity risks
- Compliance violations

Gaps in Operational Visibility Impact Business



agree that the ability to work from anywhere instead of coming into the office directly affects whether they stay at or leave a job



of network outages occurred outside of cloud provider networks, within Internet and transit providers

#1

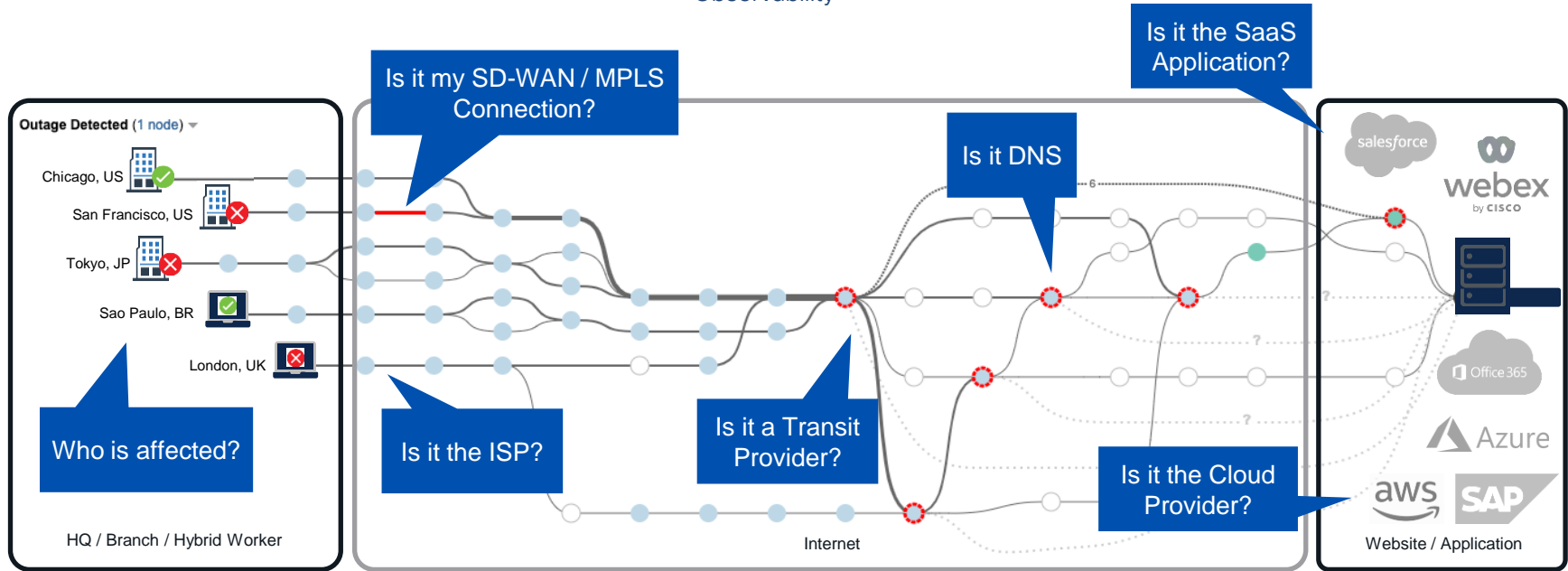
Collaboration apps have become the most monitored application type for workers globally

2X

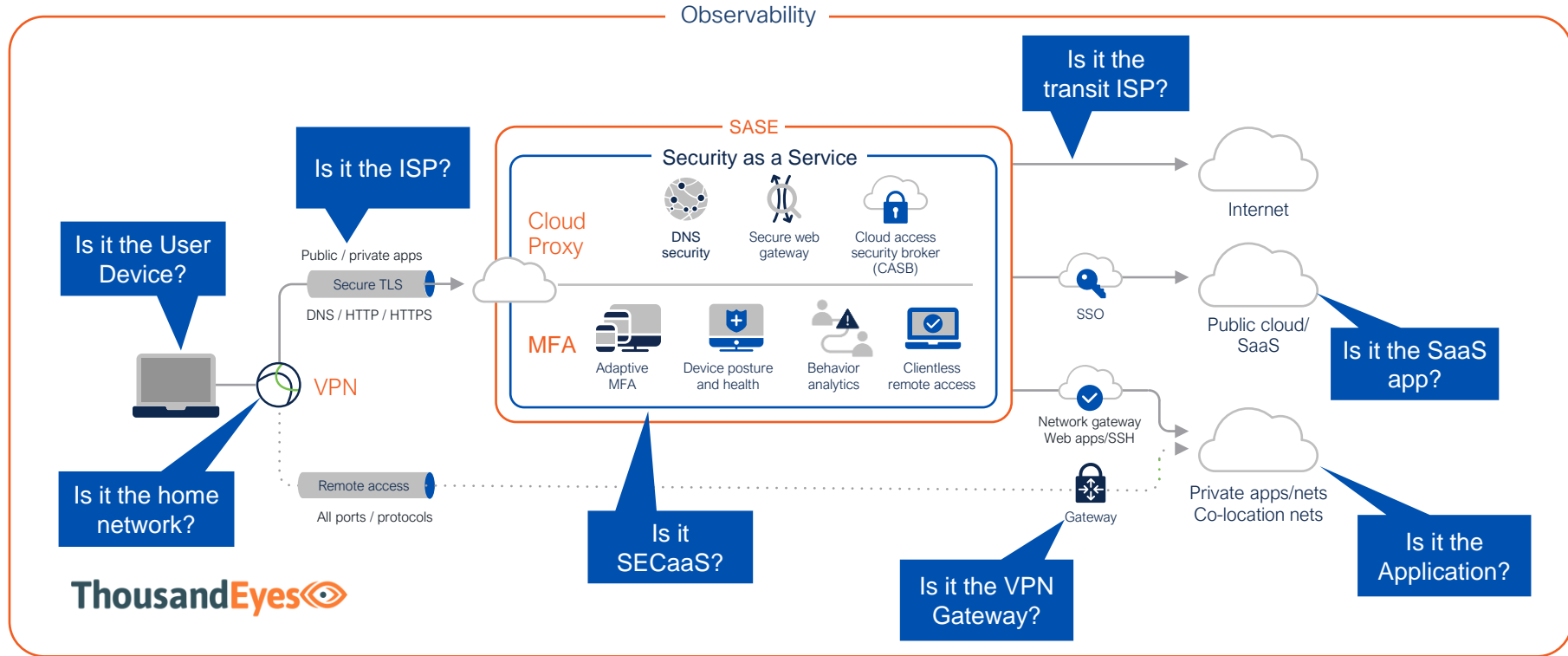
faster growth of teleworker vs. office routers – IT perimeter and business class connectivity is expanding to home

Can employees access their productivity apps?

Observability



How can I support remote workers?



ThousandEyes Refresher



Empowering **every** digital experience



Deliver stellar
digital experiences
to users



Keep workers connected and
enjoying seamless app
performance



Optimize and sustain
the flow of your digital
supply chain

ThousandEyes 

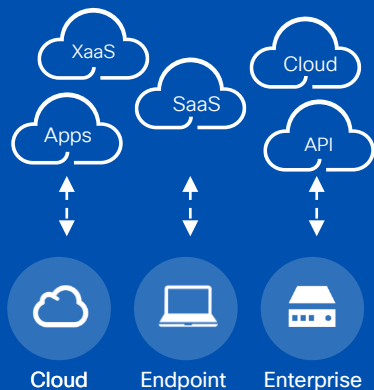
ThousandEyes Internet and Cloud Intelligence

VISIBILITY

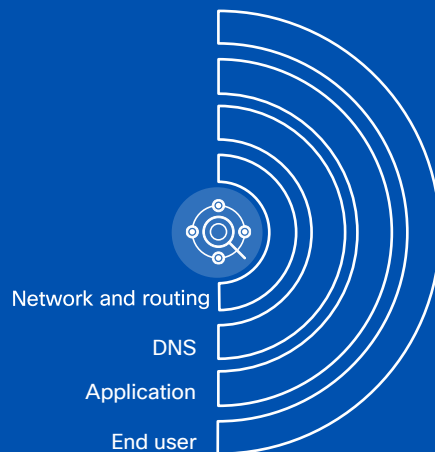
INTELLIGENCE

WORKFLOWS

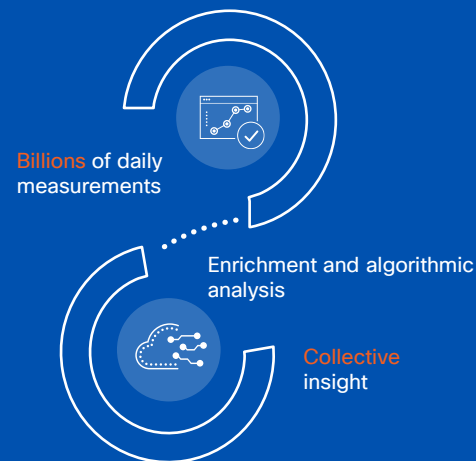
1000s of Global Vantage Points



Unique X-layer Telemetry



Global Collective Insight



ThousandEyes Internet and Cloud Intelligence

VISIBILITY

INTELLIGENCE

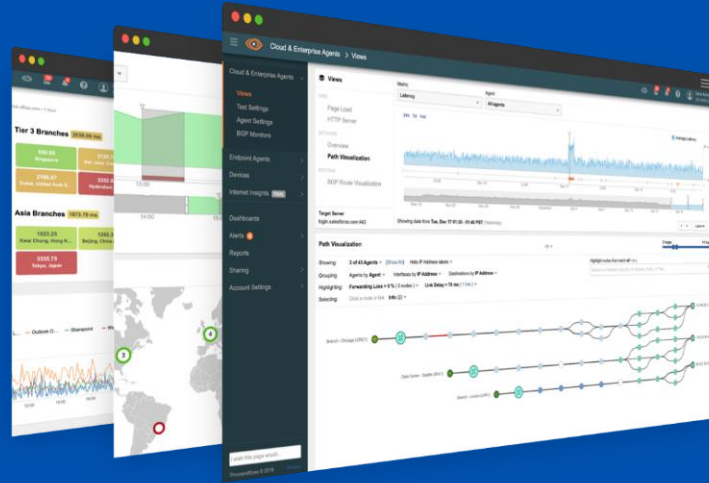
WORKFLOWS



Surface fault domain, root cause, and attribution to responsible party



See digital experience in context with deep correlations across layers



Gain global insight into Internet and SaaS App Outages



Drill down to quality of experience of individual users and groups in your workforce

ThousandEyes Internet and Cloud Intelligence

VISIBILITY

INTELLIGENCE

WORKFLOWS



- REST API
- Native Integrations
- Custom webhooks
- Cloud templates
- Infra as Code tools
- Sharelinks for easy sharing across teams



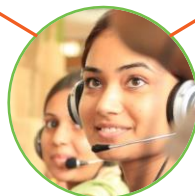
SREs / App owners

Troubleshoot and optimize App, APIs and delivery services



NetOps (Service delivery)

Tune BGP and peering and monitor for anomalies, hijacks and sub-optimal routing



Customer Support

Build trust with timely, data-driven communication



IT Helpdesk

Rapidly prioritize, resolve and direct issues to the right team to ensure workforce productivity



Enterprise WAN Ops

Proactively manage and improve SD-WAN and cloud connectivity to assure app performance for users across sites



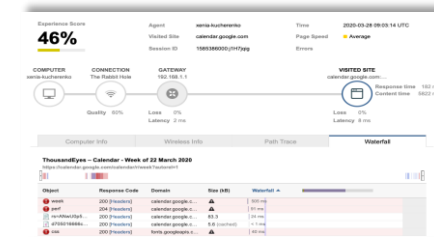
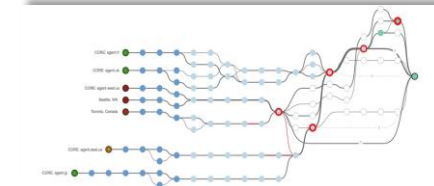
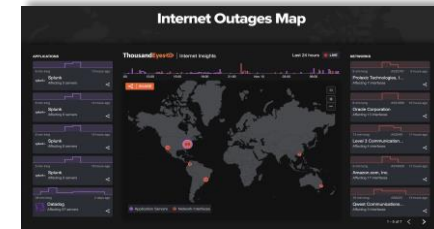
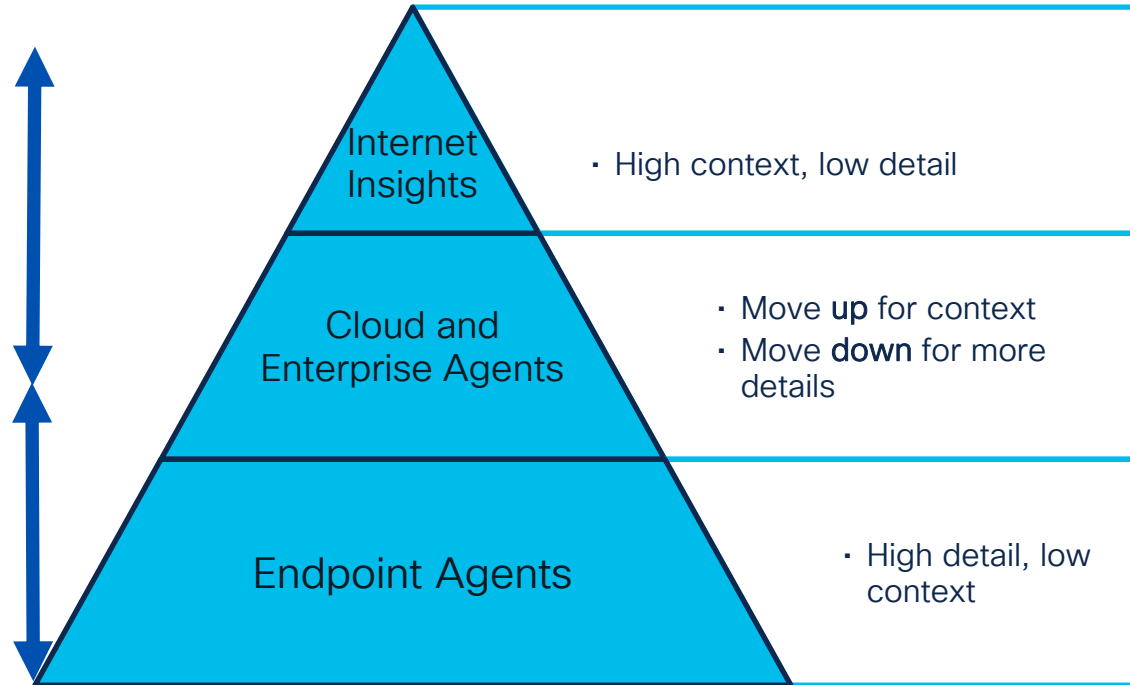
External Teams

Receive detailed, actionable information to quickly resolve issues

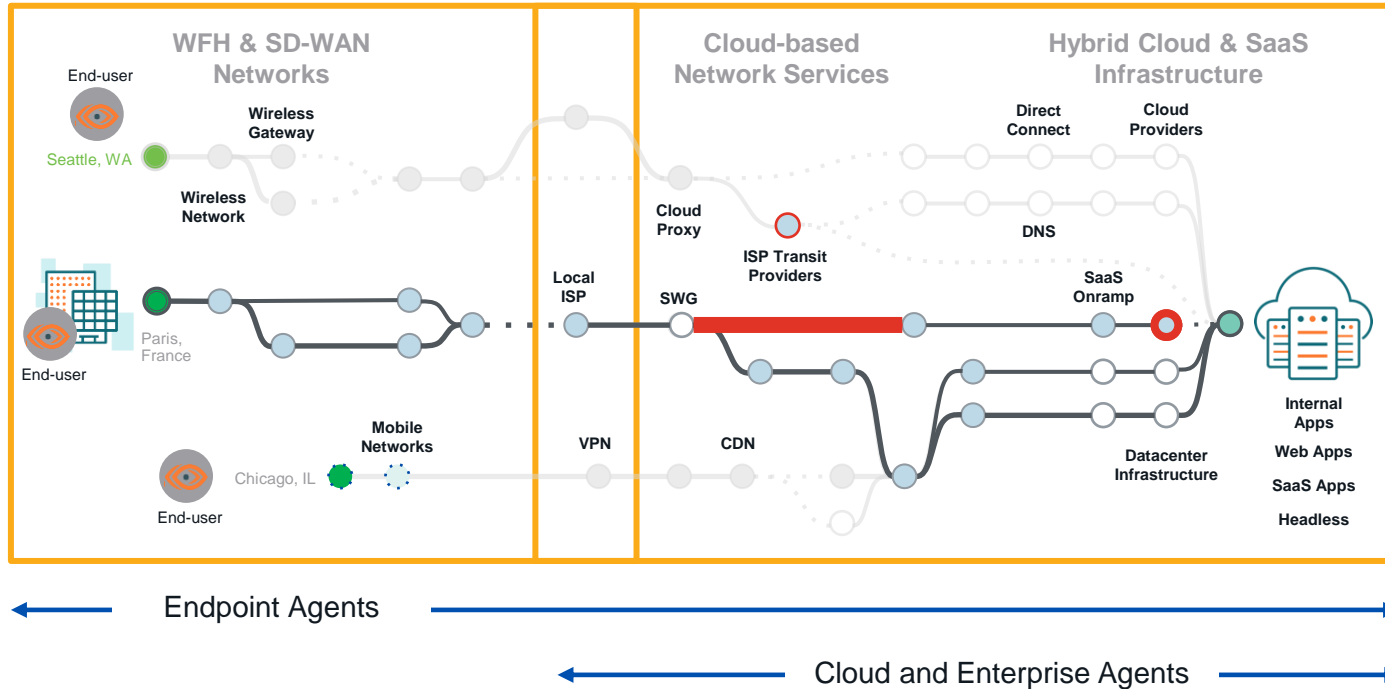
ThousandEyes Product Offering



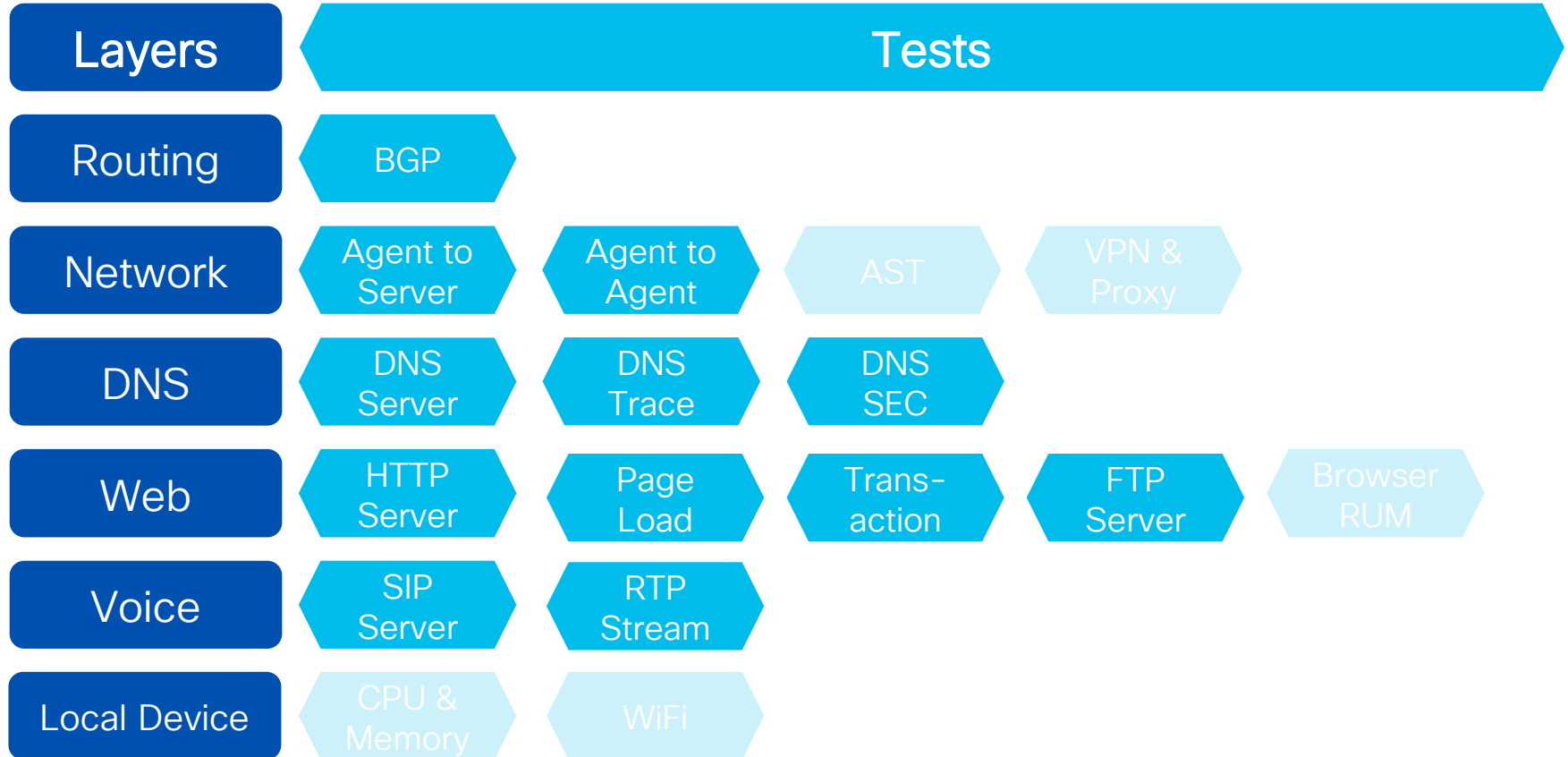
The ThousandEyes product offering



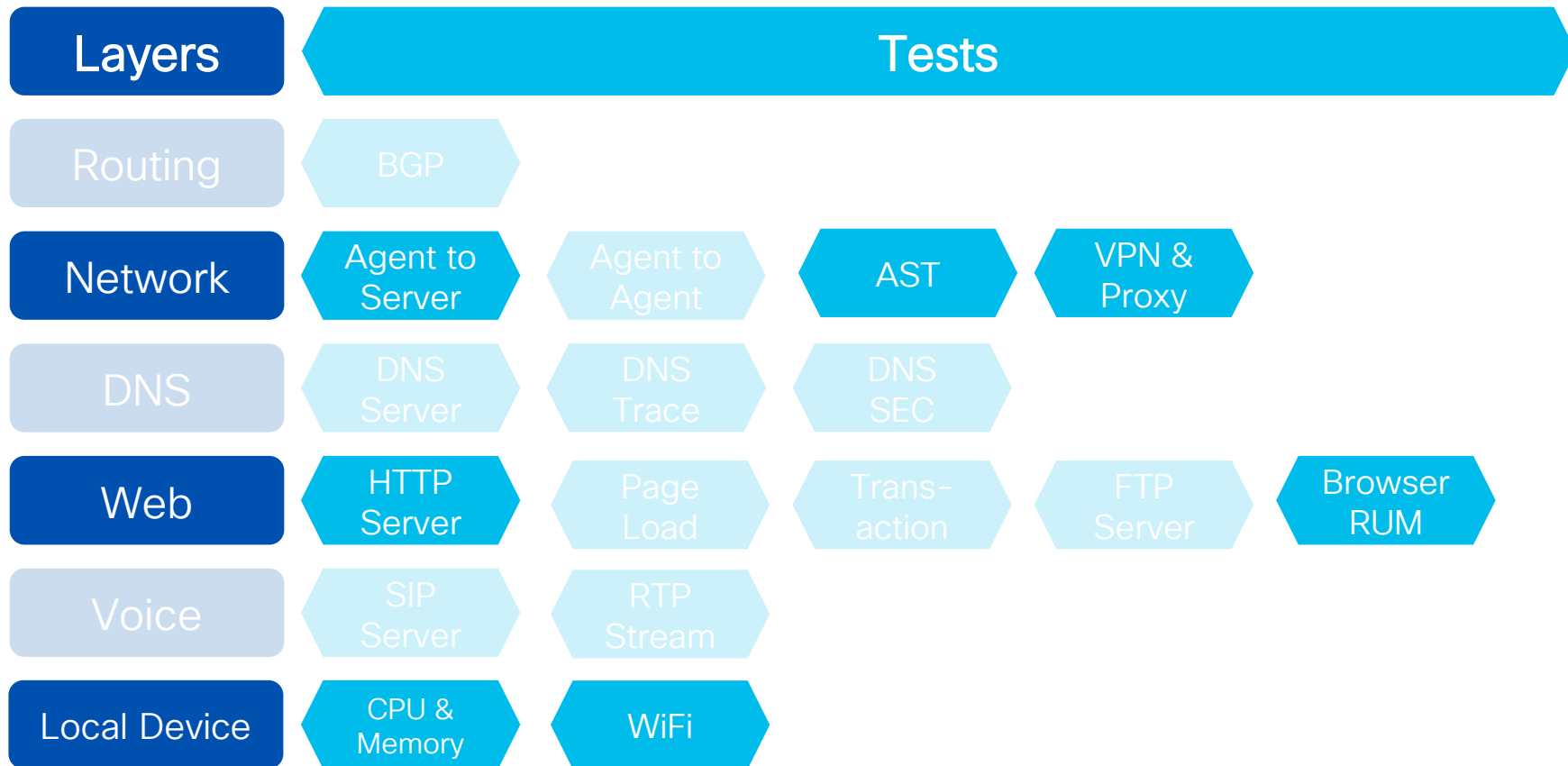
Completing the end-to-end picture



Cloud and Enterprise Test Components



Endpoint Agent Test Components





Let's jump in!



Come find us!

CISCO *Live!*

- Come find us on stand #3322 in the main area
- We also have a free trial that can kick off at:
<https://thousandeyes.com/signup>
- And finally... Our live outage map:
<https://thousandeyes.com/outages>

Continue your education



- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand



The bridge to possible

Thank you

CISCO *Live!*

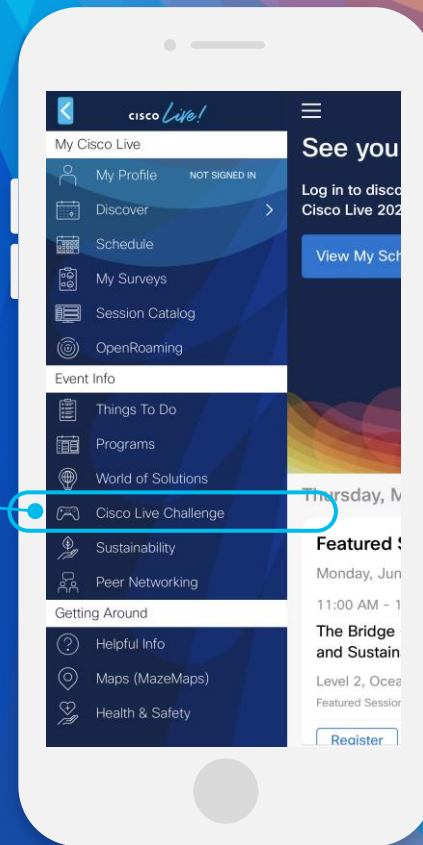
#CiscoLive

Cisco Live Challenge

Gamify your Cisco Live experience!
Get points for attending this session!

How:

- 1 Open the Cisco Events App.
- 2 Click on 'Cisco Live Challenge' in the side menu.
- 3 Click on View Your Badges at the top.
- 4 Click the + at the bottom of the screen and scan the QR code:



The background is a vibrant, abstract graphic. It features a central bright white light source from which numerous colorful rays emanate, creating a sunburst or starburst effect. The rays transition through a spectrum of colors including yellow, orange, red, and various shades of blue and green. Overlaid on this are several large, semi-transparent, wavy shapes in similar color tones, giving the overall image a sense of motion and energy.

cisco *Live!*

Let's go

#CiscoLive