

The background features a vibrant, abstract design with a color gradient from dark blue on the left to bright yellow and white on the right. The design consists of overlapping, wavy horizontal bands and a radial pattern of lines emanating from a bright white point on the right side, creating a sense of motion and energy.

CISCO *Live!*

Let's go



The bridge to possible

Seeing the Unseen: An Overview of ThousandEyes Network Intelligence

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ThousandEyes @kkabdal

Agenda

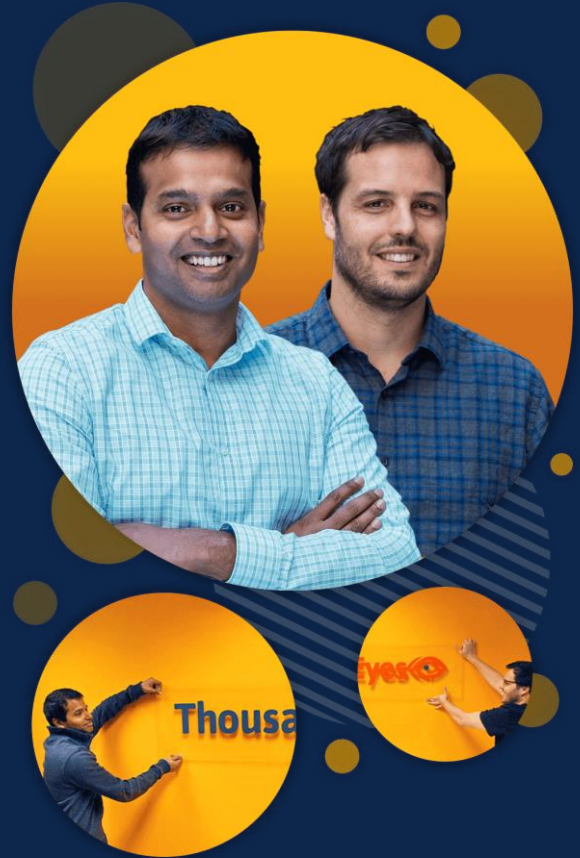
- Story of ThousandEyes
- The Changing Technology Landscape
- ThousandEyes Solution
- Seeing the Unseen
- Optimizing Digital Experience
- Demo
- Conclusion
- Q&A

Story of ThousandEyes



It Started With a Bet – a bet on the future of business!

- Founded in 2010 by Mohit Lad and Ricardo Oliveira, Ph.D students at the UCLA Internet Research Lab
- Set up shop in a garage in Mountain View
- Acquired by Cisco in 2020
- Google Maps for the Internet
- Today, 180+ of the Fortune 500 are ThousandEyes customers, as are 360+ of the Global 2000, 10 of the top 10 US banks, 8 of the top 10 global software companies and hundreds more



*“To improve the quality of the Internet,
To improve the quality of life”*

ThousandEyes Mission

The changing technology landscape



We're in a new world

Your Apps

Your People

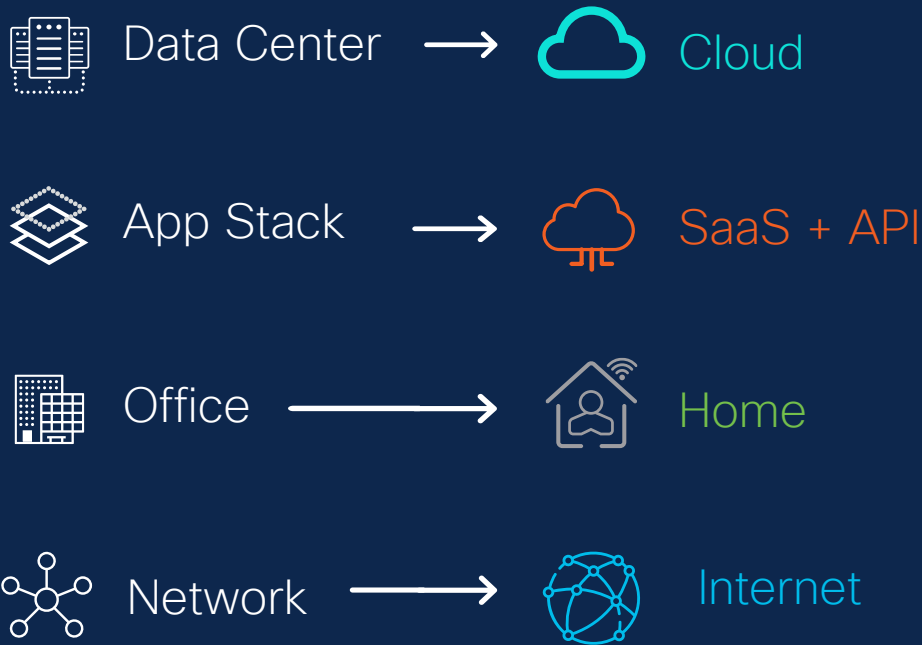
Your Infrastructure

All distributed



Visibility and control is shrinking

External dependencies are exponentially growing



Management paradigm **has shifted**



IT Assets You Don't Control



Massive blind spots erode ability to manage

So many layers, domains,
and providers

Traditional tools don't work
for what you don't own



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

ThousandEyes Solution



See, understand,
and improve
digital experiences
everywhere

CISCO *Live!*



ThousandEyes 
part of Cisco

Collectively powered Internet weather map



Empowering **every** digital experience

Customer

Your Apps



Deliver stellar
digital experiences
to users

Workforce

Your People



Keep workers connected and
enjoying seamless app
performance

Enterprise

Your Infrastructure



Optimize and sustain
the flow of your digital
supply chain

ThousandEyes 
part of Cisco

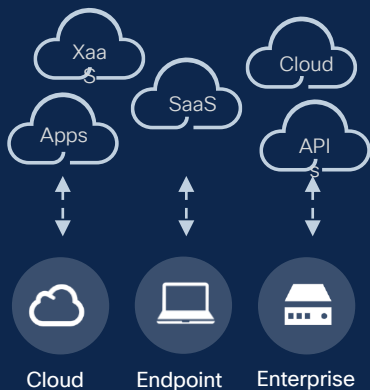
ThousandEyes Internet and Cloud Intelligence

VISIBILITY

INTELLIGENCE

WORKFLOWS

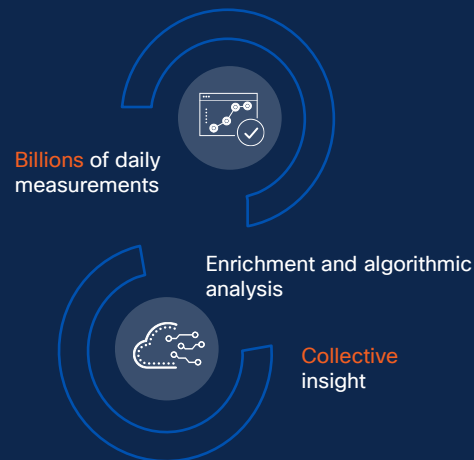
1000s of Global Vantage Points



Unique X-layer Telemetry



Global Collective Insight



ThousandEyes Internet and Cloud Intelligence

VISIBILITY

INTELLIGENCE

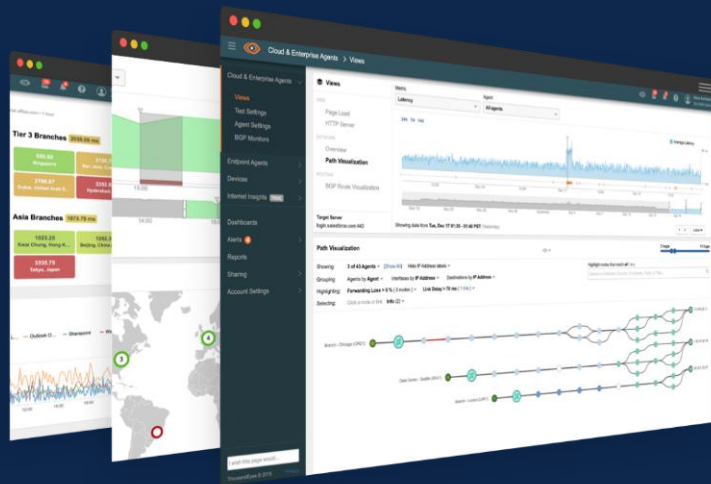
WORKFLOWS



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



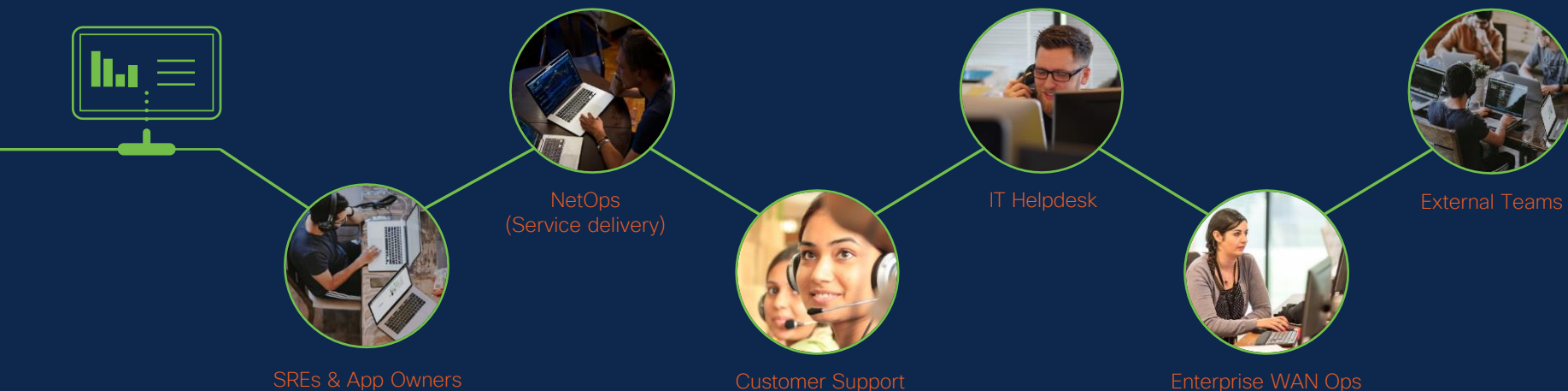
Drill down to quality of experience of individual users and groups in your workforce

ThousandEyes Internet and Cloud Intelligence

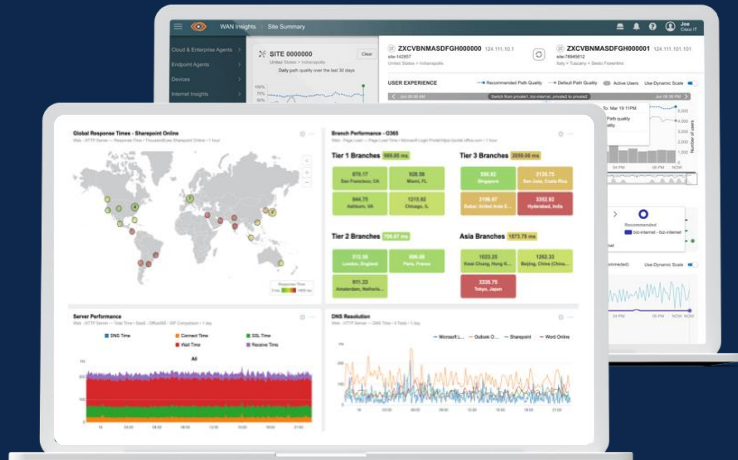
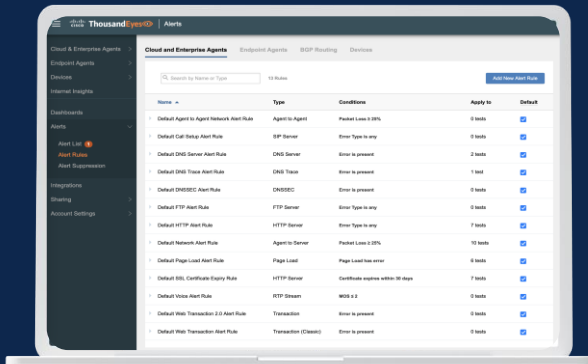
VISIBILITY

INTELLIGENCE

WORKFLOWS



Move from reactive to proactive monitoring with Alerts and Dashboards

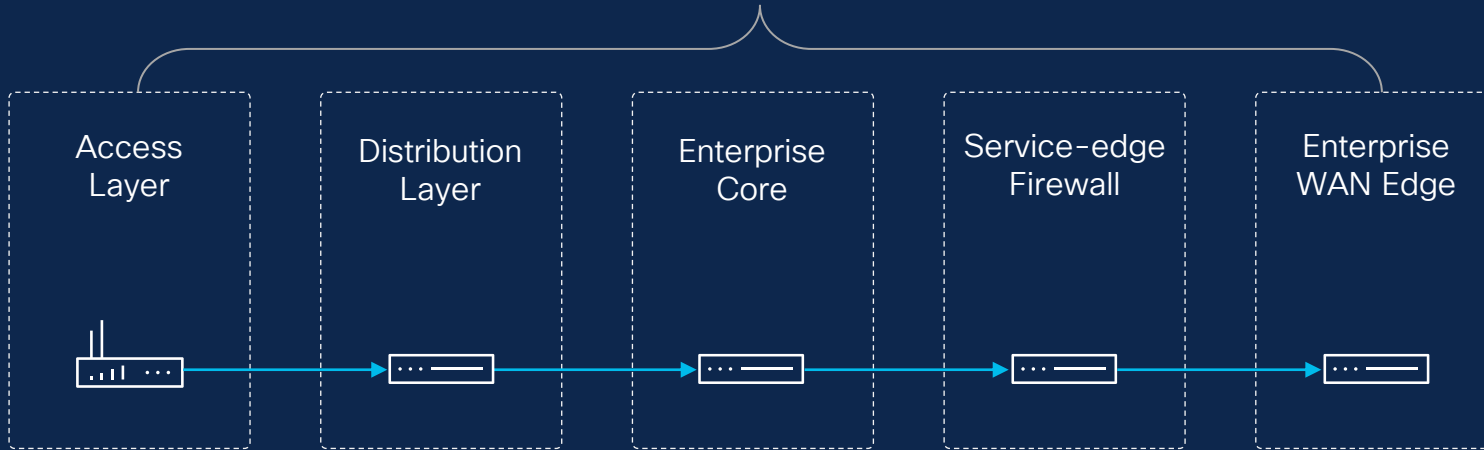


Seeing the Unseen



Enterprise Network Visibility

What you can see



Traditional monitoring tools would suffice

Beyond the Enterprise Edge

What you can see

Access Layer

Distribution Layer

Enterprise Core

Service-edge Firewall

Enterprise WAN Edge

Internet
Service
Provider
(ISP)

Internet
Backbone

Content
Delivery
Network
(CDN)

Service
Provider
Infrastructure

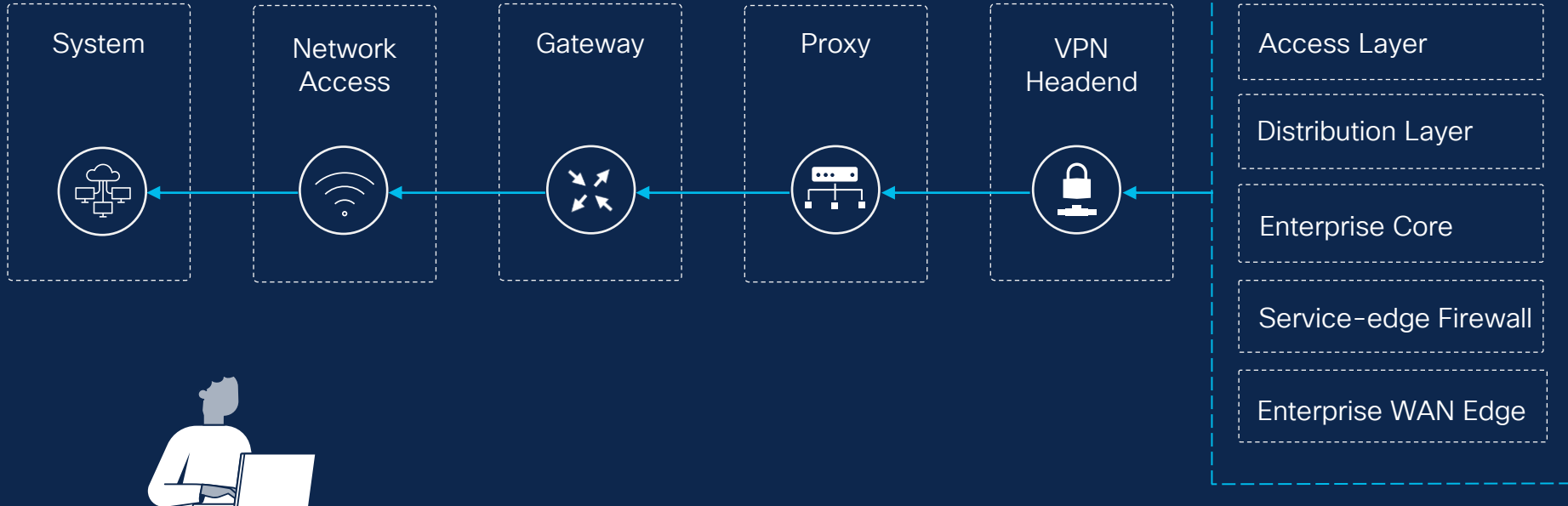
Application
Server

What lies beyond ?

Beyond the Client Access Point Edge

What lies beyond ?

What you can see



Seeing the big picture

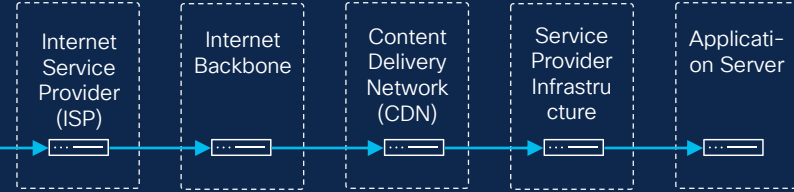
What lies beyond ?



What you can see



What lies beyond ?

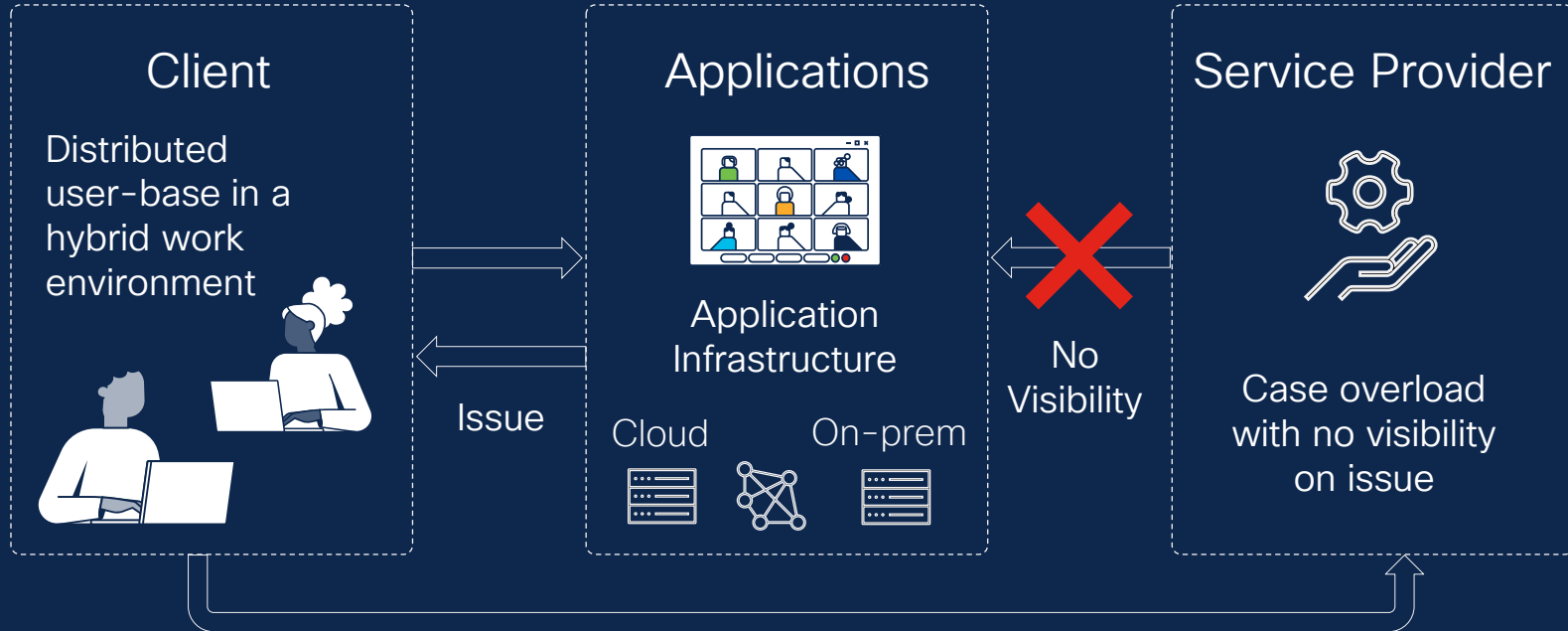


Get visibility into these "unseen" segments with **ThousandEyes**

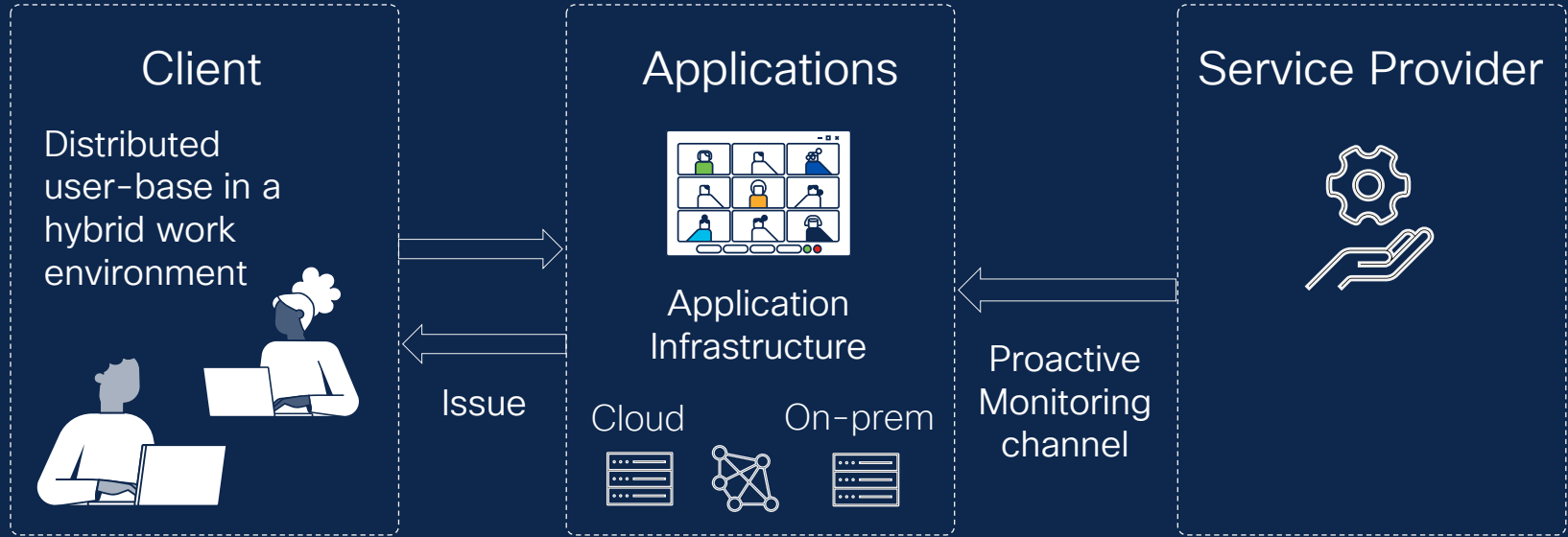
Optimizing Digital Experience



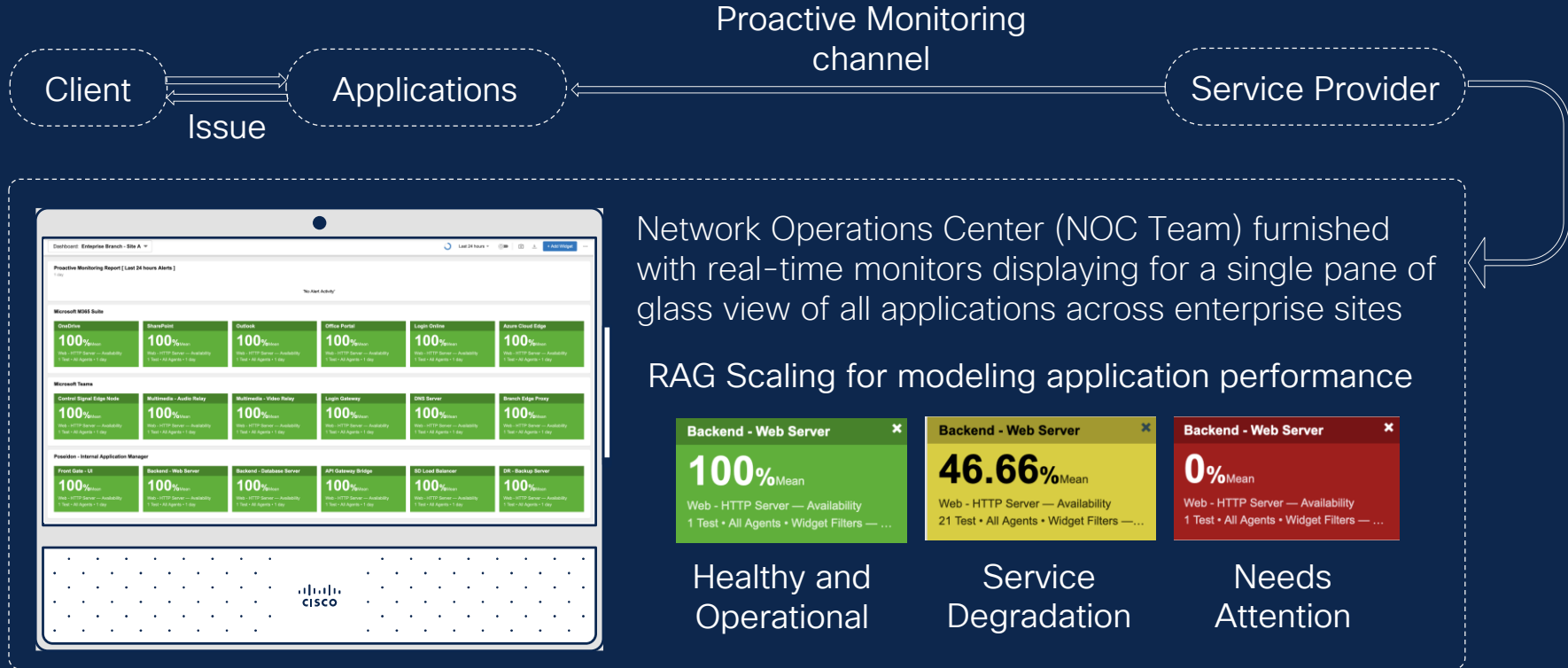
Traditional Reactive Approach



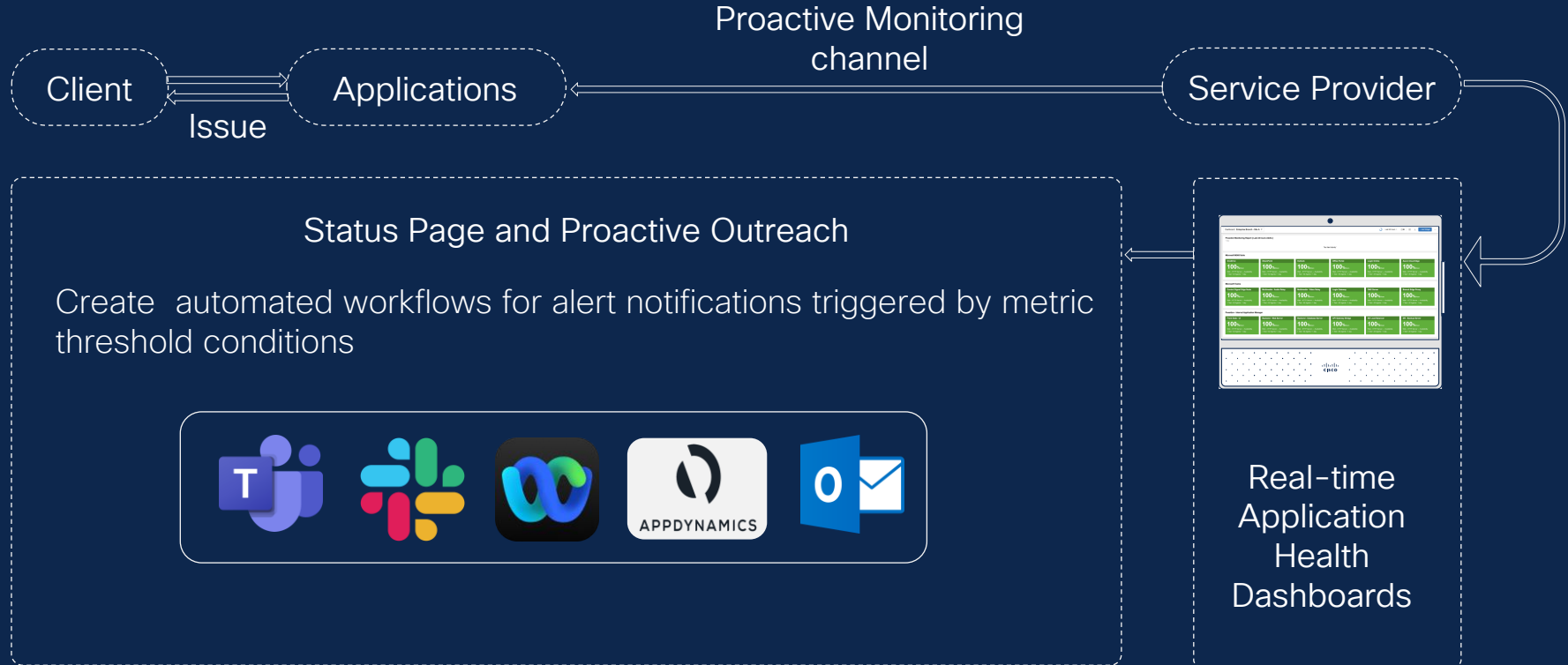
Proactive Monitoring Differentiator



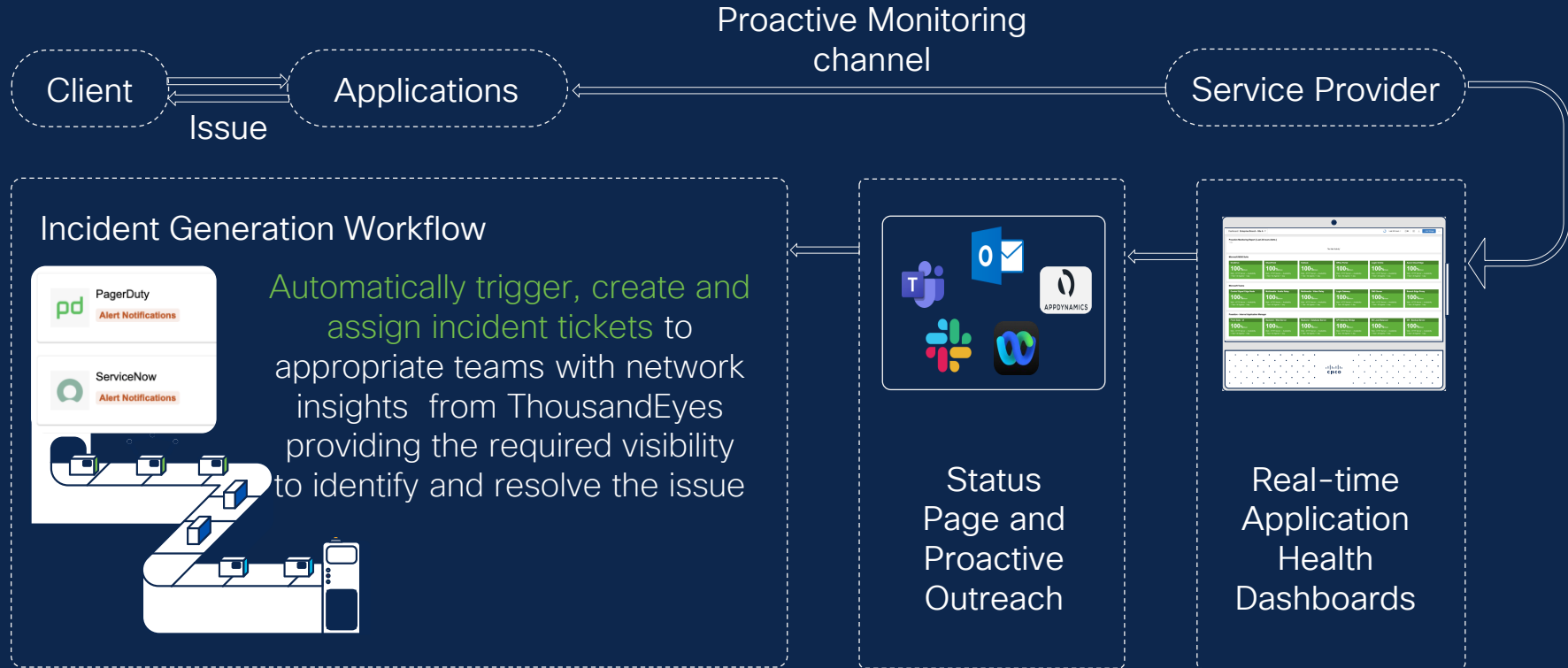
Proactive Monitoring Differentiator



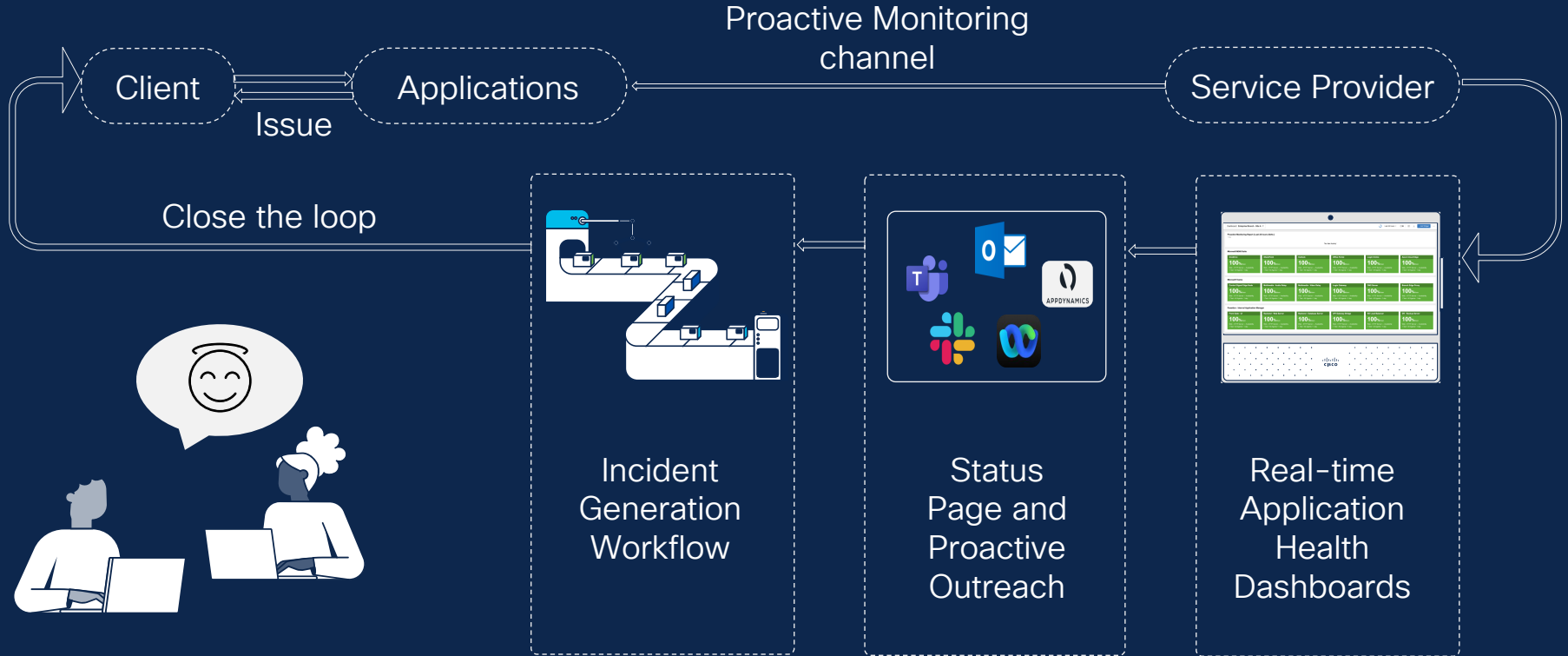
Proactive Monitoring Differentiator



Proactive Monitoring Differentiator



Proactive Monitoring Differentiator

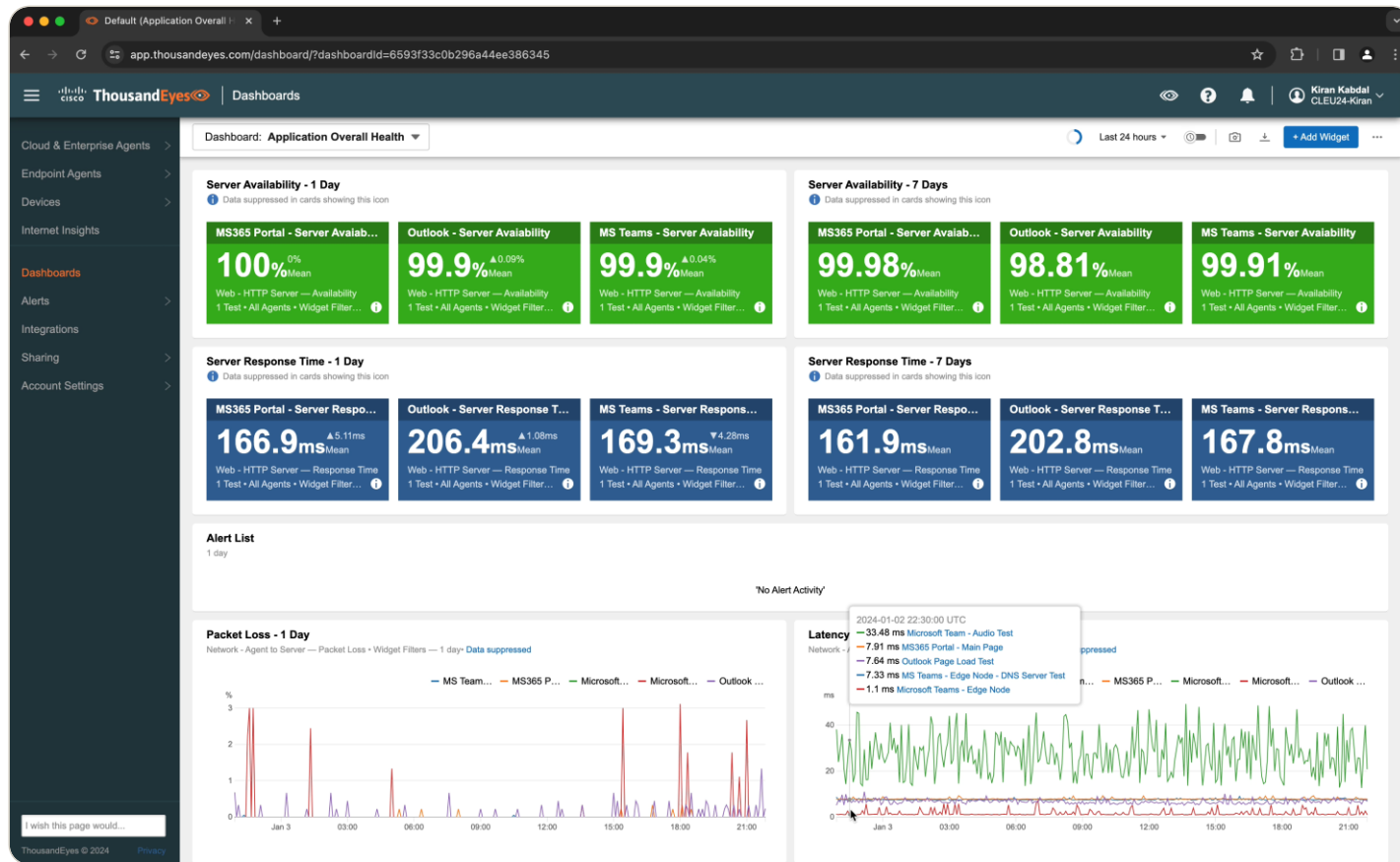




Demo

Test Creation

Setting up Monitoring in ThousandEyes



Test Results

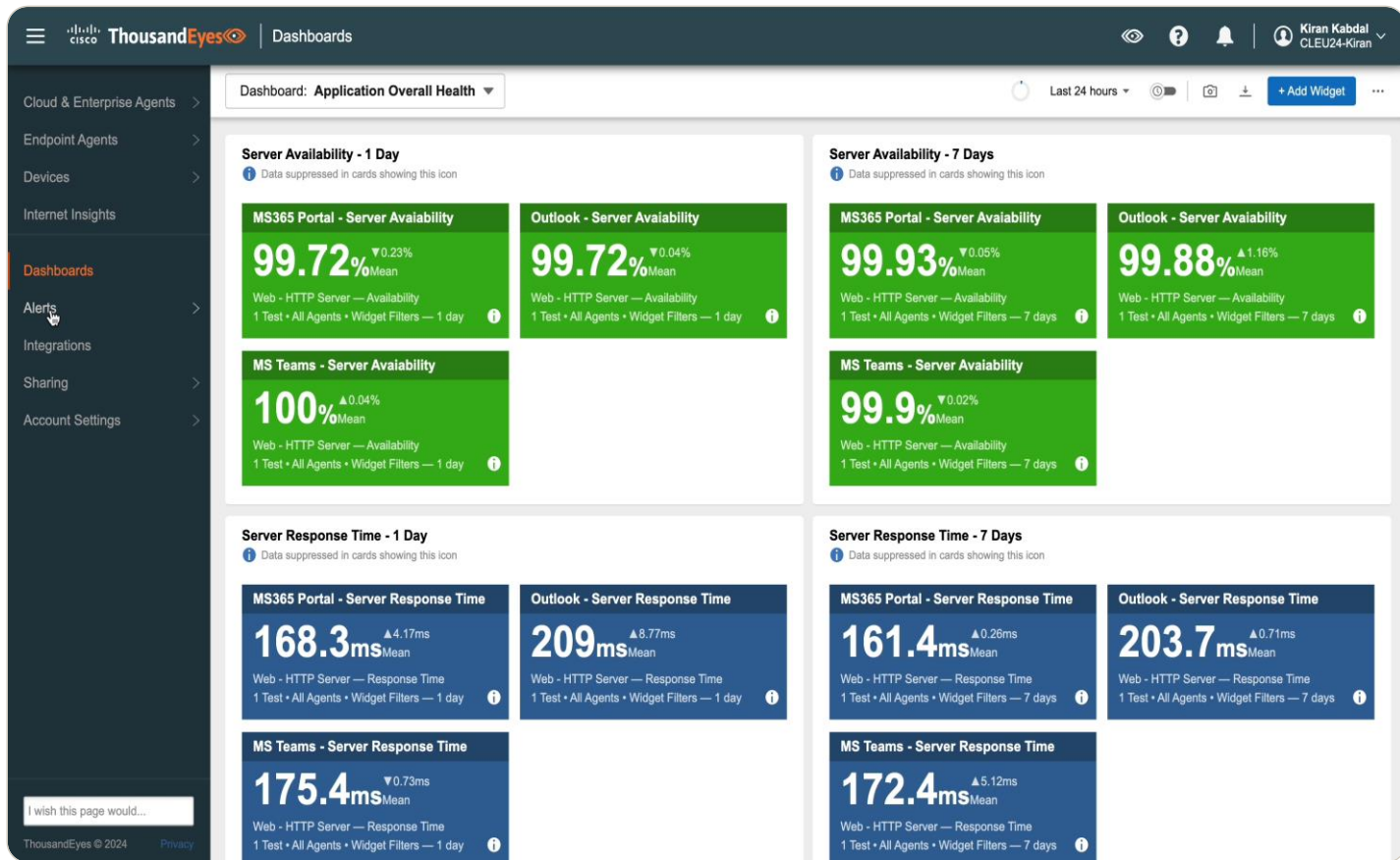
Viewing the collected network and application telemetry with cross layer correlation

The screenshot displays the ThousandEyes Cloud & Enterprise Agents interface. The left sidebar contains navigation options: Cloud & Enterprise Agents, Views, Test Settings (highlighted), Agent Settings, BGP Monitors, Endpoint Agents, Devices, Internet Insights, Dashboards, Alerts, Integrations, Sharing, and Account Settings. The main content area is titled 'Tests' and includes a search bar, a filter dropdown, and a table of tests. The table has columns for Test Name, Type, Target, Alerts, and Enabled. There are 6 tests listed, all with 'Alerts' checked and 'Enabled' checked. A note indicates '3 deleted tests'.

Test Name	Type	Target	Alerts	Enabled
Google Availability Test	Web - HTTP Server	https://www.google.com	✓	✓
Microsoft Team - Audio Test	Network - Agent to Server	worldaz.tr.teams.microsoft.com:443	✓	✓
Microsoft Teams - Edge Node	Web - HTTP Server	https://teams.microsoft.com	✓	✓
MS Teams - Edge Node - DNS Server Test	DNS Server	teams.microsoft.com CNAME - UDP	✓	✓
MS365 Portal - Main Page	Web - HTTP Server	https://portal.office.com/	✓	✓
Outlook Page Load Test	Web - Page Load	https://outlook.office365.com	✓	✓

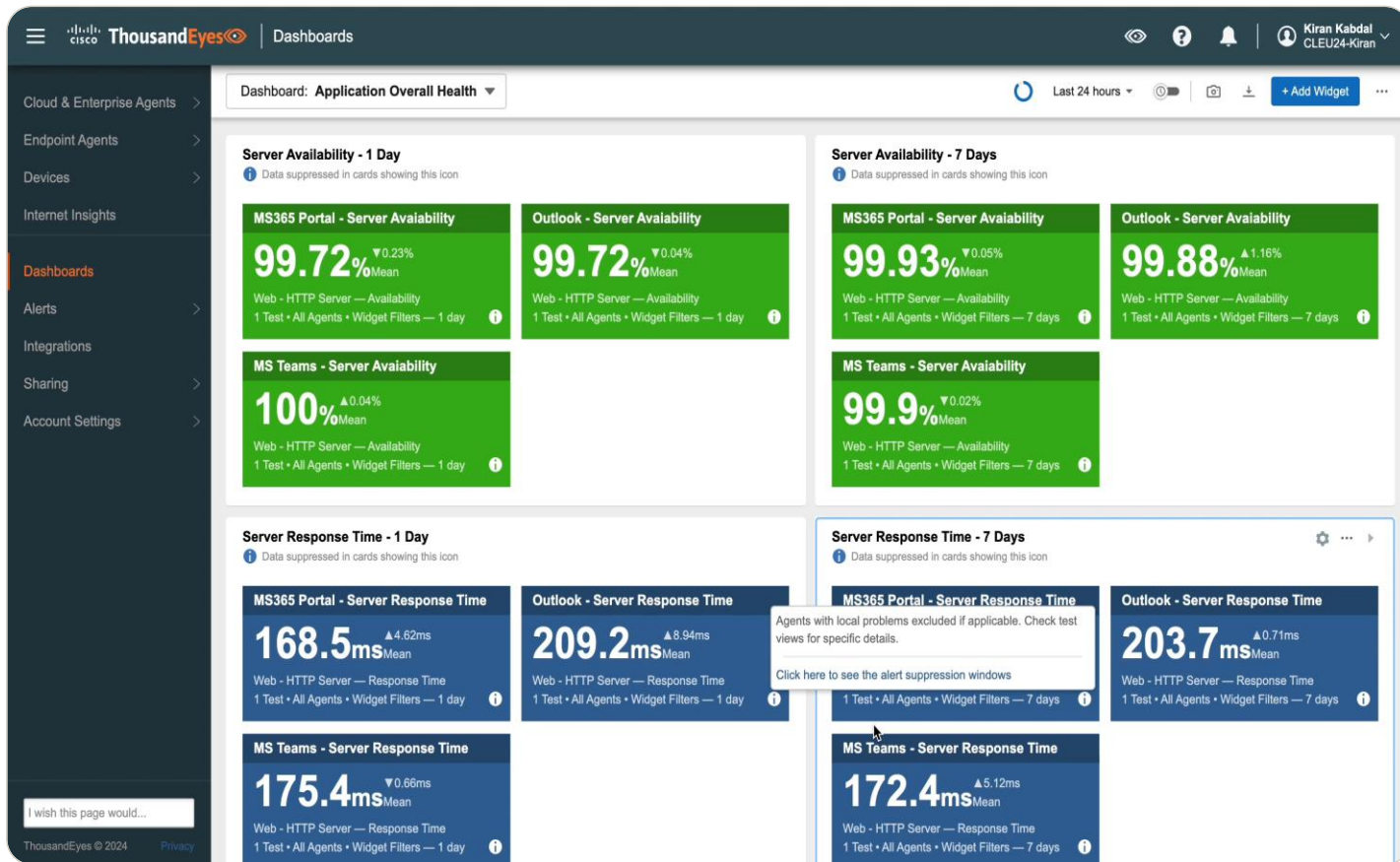
Alerts Flow

Setting up alert workflows for proactive monitoring



Dashboards

Visualize key metrics at-a-glance using custom Dashboards



Conclusion



Conclusions and Key Take-aways

- **Network Innocence Validation** – ThousandEyes helps prove the underlying network innocent when applications are blamed for issues.
- **Baseline Comparison for Troubleshooting** – ThousandEyes' 31-day test views provide a historical benchmark for comparing network data, making it easier to spot real issues.
- **Proactive Insights for a Better Digital Experience** – Sharing key insights with the right teams cuts down on time to find and fix problems, making the digital experience better for users.



The bridge to possible

Thank you

CISCO *Live!*

The background of the slide is a vibrant, abstract graphic. It features a large, stylized cloud shape on the left side, composed of overlapping, semi-transparent layers of orange, red, and yellow. To the right of the cloud, a bright, multi-colored sunburst or starburst pattern radiates from a central point, with rays extending towards the right edge of the frame. The colors in the sunburst transition through a spectrum including yellow, green, blue, and purple. The overall effect is energetic and colorful.

cisco *Live!*

Let's go