

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

# Getting visibility and experience in Hybrid Work

with ThousandEyes

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BRKTRS-1000



# 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/#BRKTRS-1000>

# Agenda

- Overview of Hybrid Work, Trends, and Challenges.
- Visibility and Management for Hybrid Work.
- Performance Assurance Leveraging Cisco ThousandEyes.
- Hybrid Work / Collaboration Performance & Experience Monitoring with ThousandEyes.

# Overview of Hybrid Work, Trends, and Challenges



A person in a dark shirt and jeans is pointing at a diagram on a glass wall. The diagram features a central pink circle with arrows pointing outwards, surrounded by various text boxes and flowcharts. The office environment is modern, with colorful chairs, a bookshelf, and a desk in the background.

## *Hybrid Work Will Require a Hybrid Workplace.*

“...this shift has marked implications for office design, planning and workplace equity—or balancing the in-office and virtual employee experiences.” – CBRE

*76% of employees want flexibility in where they work, 64% saying the ability work from anywhere drives their decision to stay at a job*

# Hybrid work is both different and harder than how we worked before

## Dynamic

People will work in mixed mode and locations throughout the week and adapt to constantly changing circumstances

## Permanent

It is unlikely that the situation is going to change and hiring practices have already evolved

## Mission critical

Essential for culture, attracting and retaining talent, and business resilience and agility



# Hybrid work Common Challenges

## Difficult to implement

Decision makers are facing a number of questions integral to implementing a hybrid work model. Key among them: How can you ensure the right people are in the office? What will office occupancy rates be? And what will employees need most in the office?

## Workplace Equity

A central challenge with hybrid work is workplace equity – ensuring employees who work virtually are visible, engaged and offered the same opportunities as their counterparts in the physical office.

## Performance Assurance

Employees are working remotely, and the business needs to know if the distributed applications and services are performing across various transports to quickly identify and remediate issues.



# Cisco makes hybrid work, work *better* with...

## Hybrid work experiences

that empower your people to



**in the office**



**from home**



**anywhere**

# Hybrid work technology stack

Workspaces



Technology stack

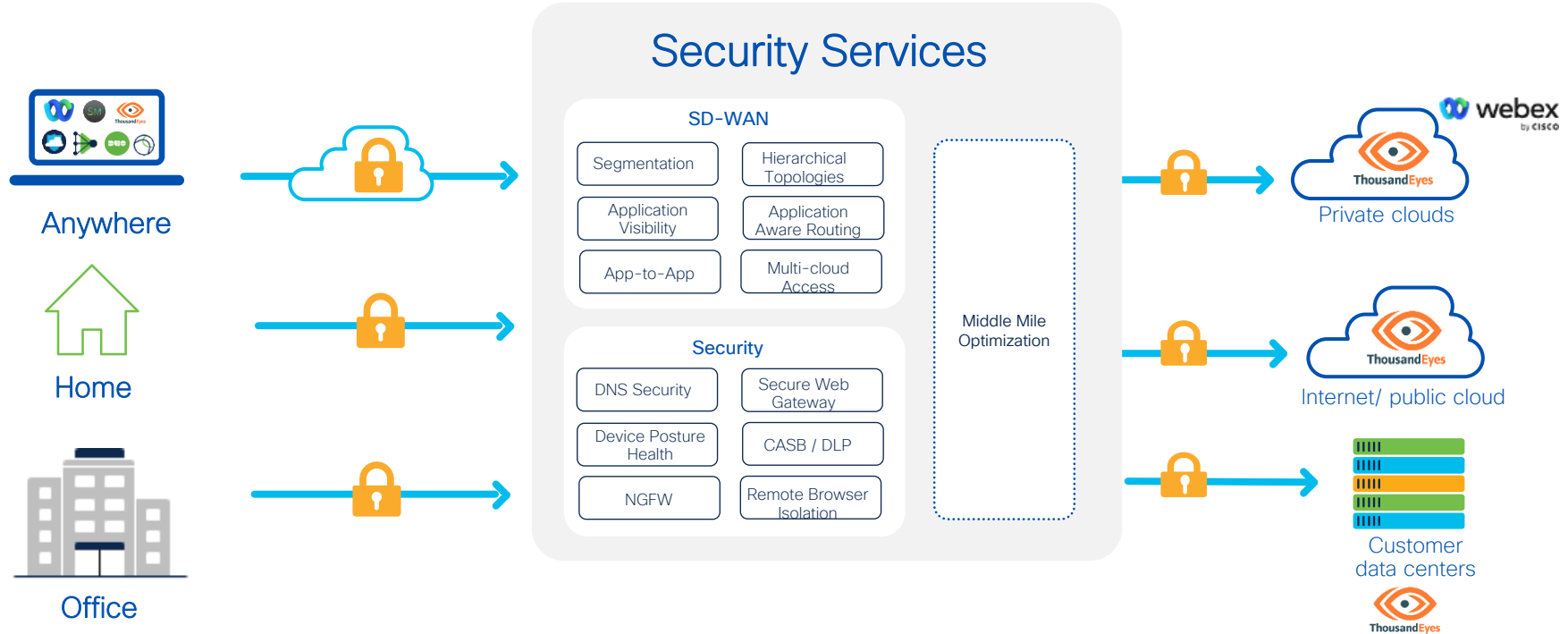
Enhanced Visibility

Secure Collaboration

Secure Access

# Visibility and Management for Hybrid Work

# High-level architecture



# Enhanced visibility in office

Enable safe and intelligent space utilization. Engage employees across building and shared common spaces

## Needs

Create a supportive work environment that manages flexible building/room capacity

More efficient open-plan collaboration areas

Safety options for building access and capacity monitoring in common spaces

## Cisco® solution

- Cisco DNA Spaces, Meraki Dashboard, Meraki Insights
- Proximity, real-time location data, environmental data, density/capacity monitoring
- Secure on-boarding to public Wi-Fi for visitors and full control over user privacy
- Digital signage – static, dynamic, automated real-time notifications to inform and alert
- Integrations with solutions plus partners (Remote Expert, ServiceNow)



### Hybrid Work Software Offer



### Primary Cisco products



Cisco Spaces



Cisco DNA Center



Meraki Dashboard

# Enhanced visibility of home user experience

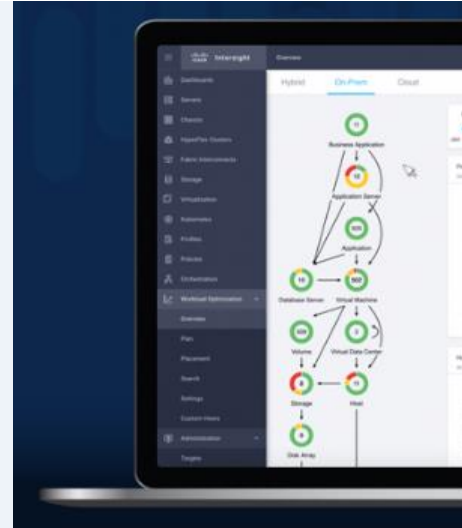
Minimize downtime with real-time performance monitoring and manageability

## Needs

Provide real-time visibility into distributed application, security, network, user, and service performance to assist in optimizing the user experience

## Cisco® solution

- Collectively address the visibility challenges of a distributed workforce
- Performance management from infrastructure to code
- Easily link real-time analytics and threshold alerts to troubleshooting tools for proactive resolution



## Hybrid Work Software Offer



## Primary Cisco products



Webex Control Hub



Meraki Dashboard and Insights

# Performance Assurance Leveraging Cisco ThousandEyes





# We're in a new world

Your Apps

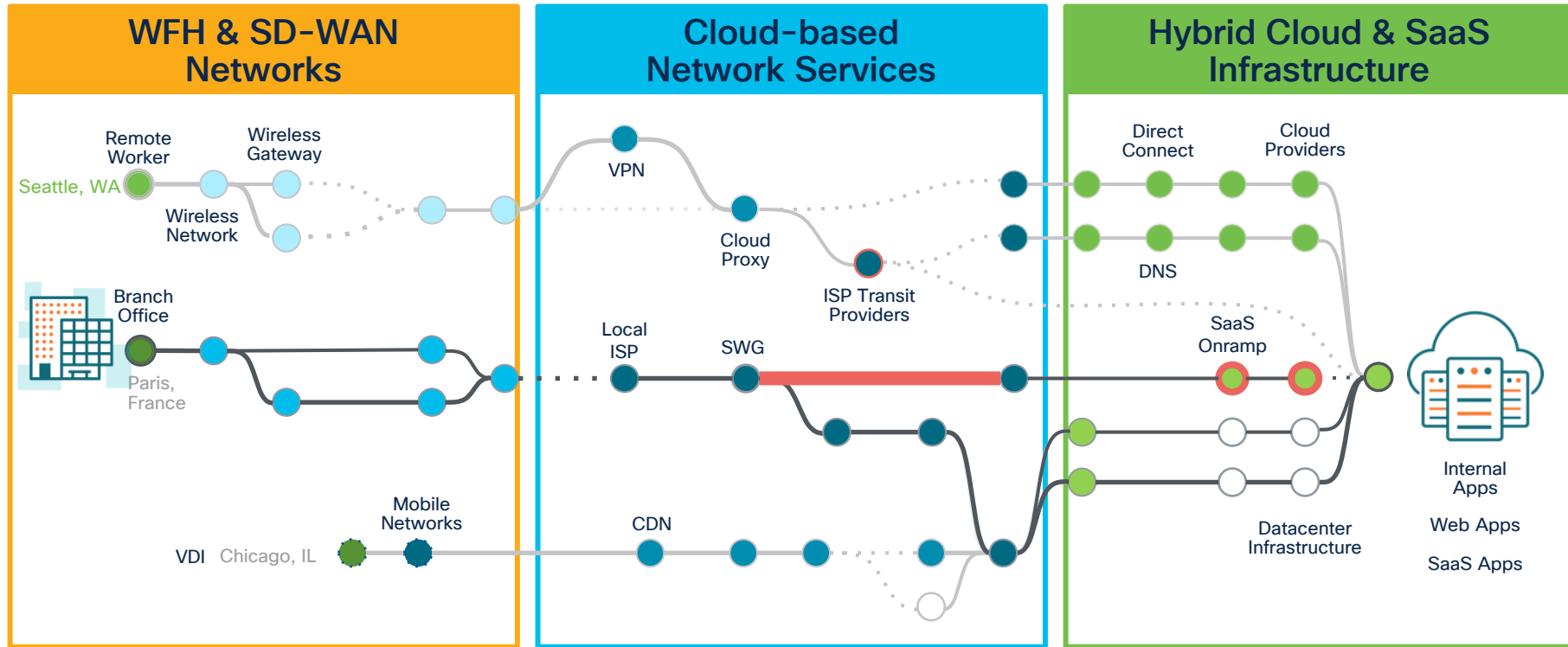
Your People

Your Infrastructure

All  
distributed



# Digital experiences are only getting more complex



# Visibility and control is shrinking

External dependencies are exponentially growing

 Data Center →  Cloud

 App Stack →  SaaS + API

 Office →  Home

 Network →  Internet

# Management paradigm *has shifted*

IT Assets You Control



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



# 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.



# Negative digital experiences impact business



## Your Apps

- Revenue loss
- Customer churn
- Brand damage



## Your People

- Productivity loss
- Dissatisfied employees

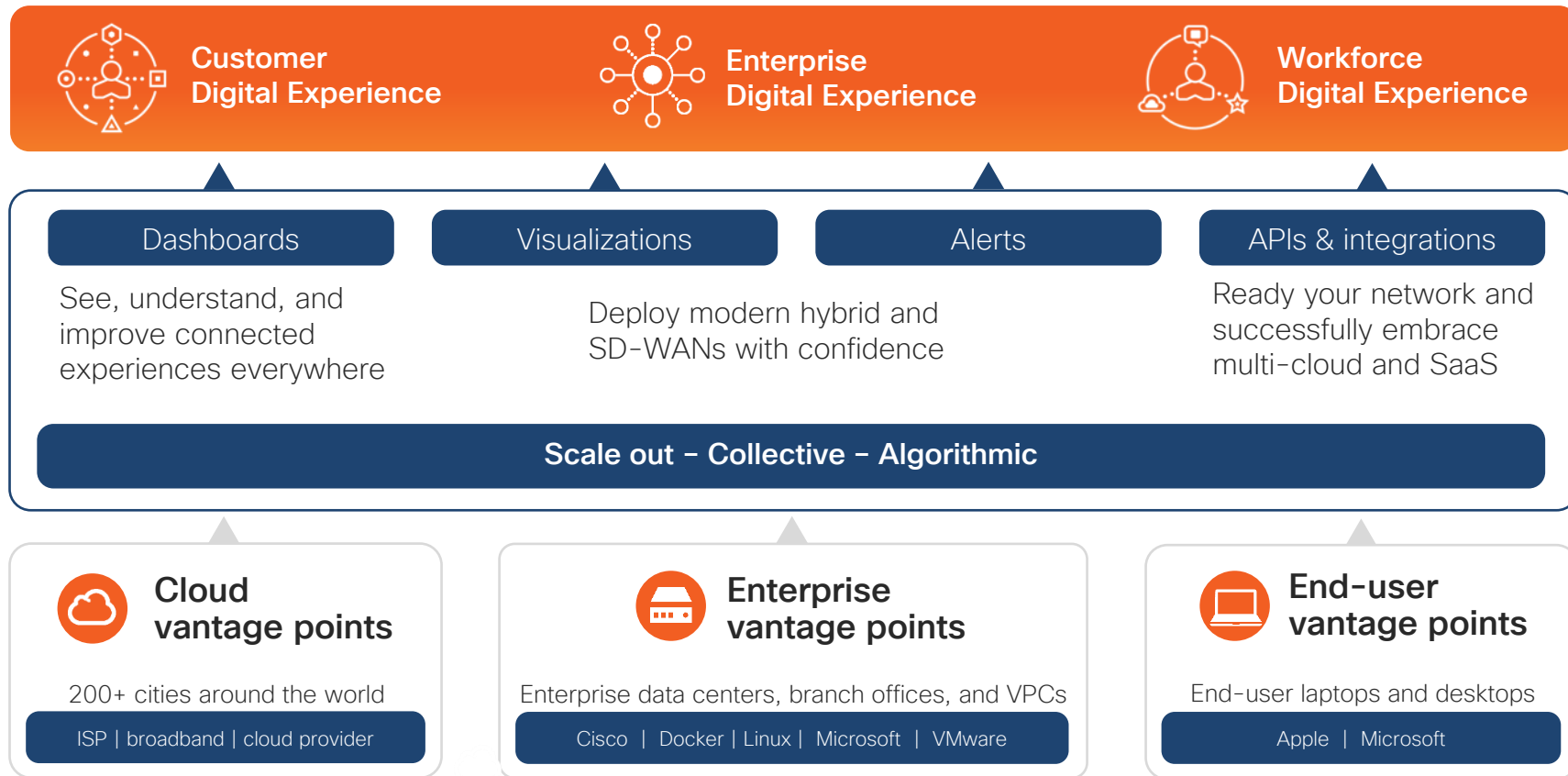


## Your Infrastructure

- Business continuity risks
- Compliance violations



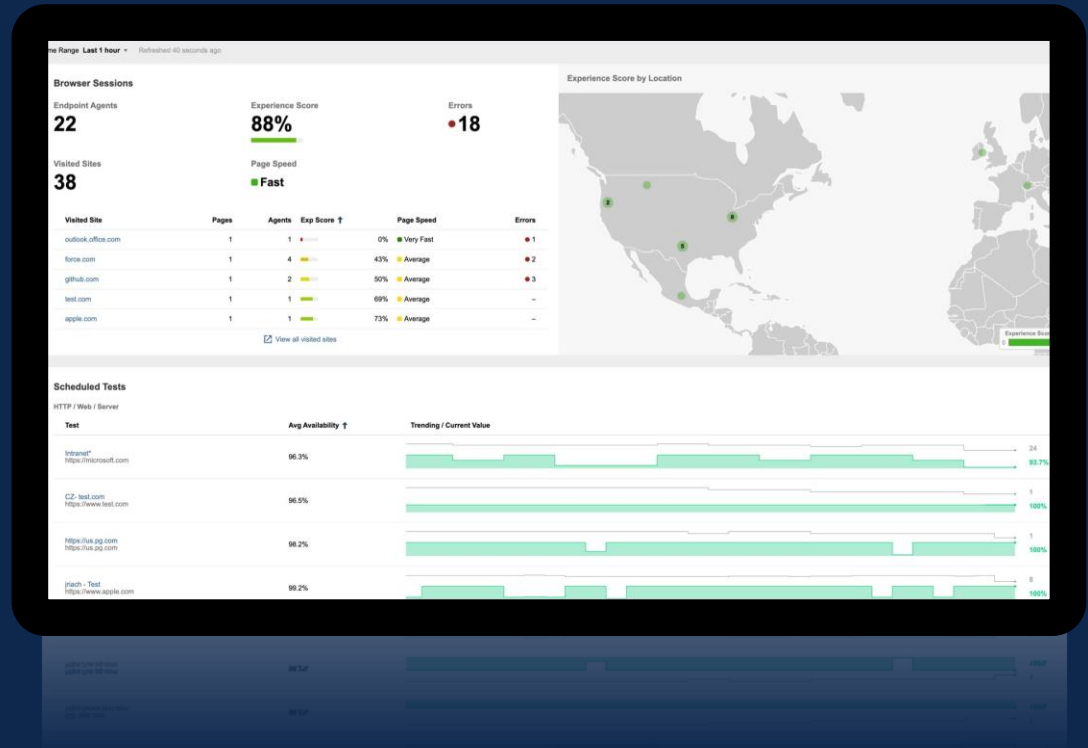
# ThousandEyes Internet and Cloud Intelligence



# Visualize services end-to-end across every domain



# Understand global workforce experience

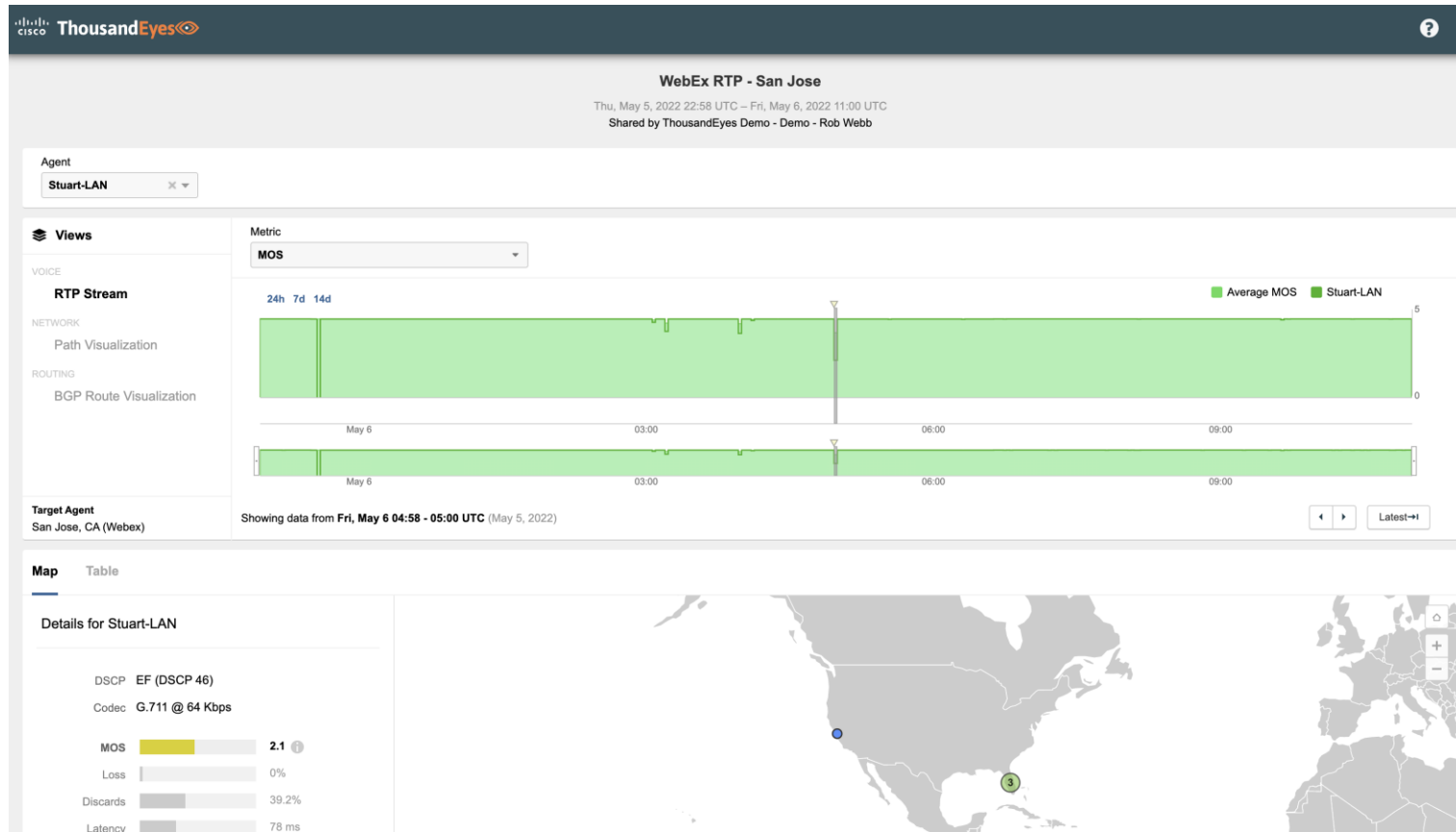


# Hybrid Work / Collaboration Performance & Experience Monitoring with ThousandEyes



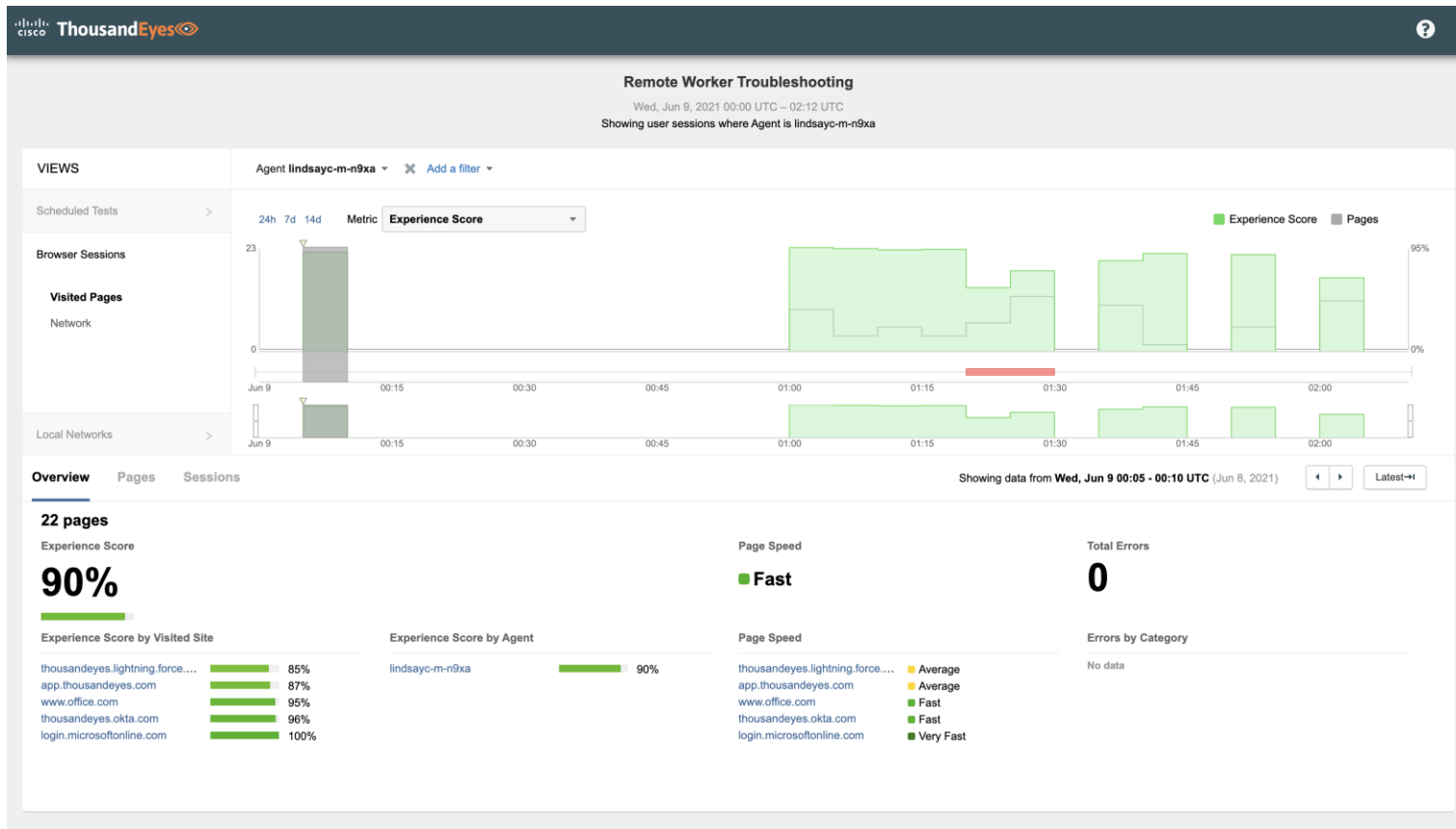
# Webex RTP Stream

Poor MOS  
score  
identified by  
a RTP  
stream test.



# Remote worker issue

Poor Wi-Fi  
Performance  
Disrupts User  
Experience.



# Enhanced visibility with Webex Control Hub Integration

Ability to pinpoint where in the network path that audio issues could be happening. Are the issues the laptop, wireless, Internet, etc.



**webex Control Hub**

Search

Return to Partner Hub

Overview

Alerts center

**MONITORING**

- Analytics
- Troubleshooting**
- Reports

**MANAGEMENT**

- Users
- Groups
- Locations
- Workspaces
- Devices
- Apps
- Account
- Organization Settings

**SERVICES**

- Updates & Migrations
- Messaging

**Troubleshooting**

Meetings & Calls

Live Meetings

Status

Video Mesh

Admin Activities

Connected UC

Logs

Watermark Analysis

EDWSALAZ@CISCO.COM

Date range: 5/22/2023 → 5/22/2023 (GMT -04:00) America/New\_York

Poor Meeting Minutes

Total Meeting Minutes

Poor Minutes of Call on Webex

Total Minutes of Call on Webex

Poor Webex calling Minutes

**All meetings & calls**

List Visualization

Overall	Personal	Service	Start Time	Meeting / Caller number	Name	Host / Caller	Participants	Duration	Site / Location	Conference / Call ID
Good	Good		2023-05-23 10:02:34 AM	25900228542	Demo -- TE a...	xuchen@...	16	In progress	vcx-meet	260882768732...

Atlas\_Test\_BVASoro0001

Waiting for col.eum-appdynamics.com...



Fortune 100 health insurance provider

# Healthcare company enables remote work for thousands

When the pandemic forced its workforce to work from home, the network team suddenly went from supporting 450 offices to supporting 45,000 remote workers.

Visibility into remote work environments was critical to maintaining operations.



Provided the same “office experience” workers expect, regardless of location

## Aha moment for stakeholders

Correlated data across infrastructure provides rich insight into Internet issues

## Intelligent ISP monitoring

Pinpointed and resolved issues effectively using evidence



*“We were able to pinpoint within the Internet and cloud infrastructure where the issue was occurring.”*

# Gaining end-to-end visibility of the digital experience of its remote workforce

## Challenge

- Wacker Chemie is a worldwide leader of modern chemistry.
- Wacker Chemie needed to adapt to support changing working patterns during the transition to remote and hybrid work.

## Result

- + **From “black hole” to full visibility**  
Can now see where issues reside across the globe
- + **Increased ticket resolution speed**  
Pinpoint data from the dashboard to improve ticket resolution time
- + **Stable virtual town hall and daily meetings**  
Hundreds of attendees globally with no interruptions

“ Now, when we look at ThousandEyes, we can create a dashboard to quickly see digital experience down to the user level.



# Providing IT with much-needed visibility into employees' home networks

## Challenge

- Vodafone is one of the world's largest telecommunications companies
- The unplanned shift to remote working introduced a new variable that limited the service agents' ability to communicate with customers: the Internet.

## Result

### + From no control to clarity

Gain awareness into distributed environments, including workers' home broadband and Wi-Fi connectivity

### + 13,000 remote workers supported

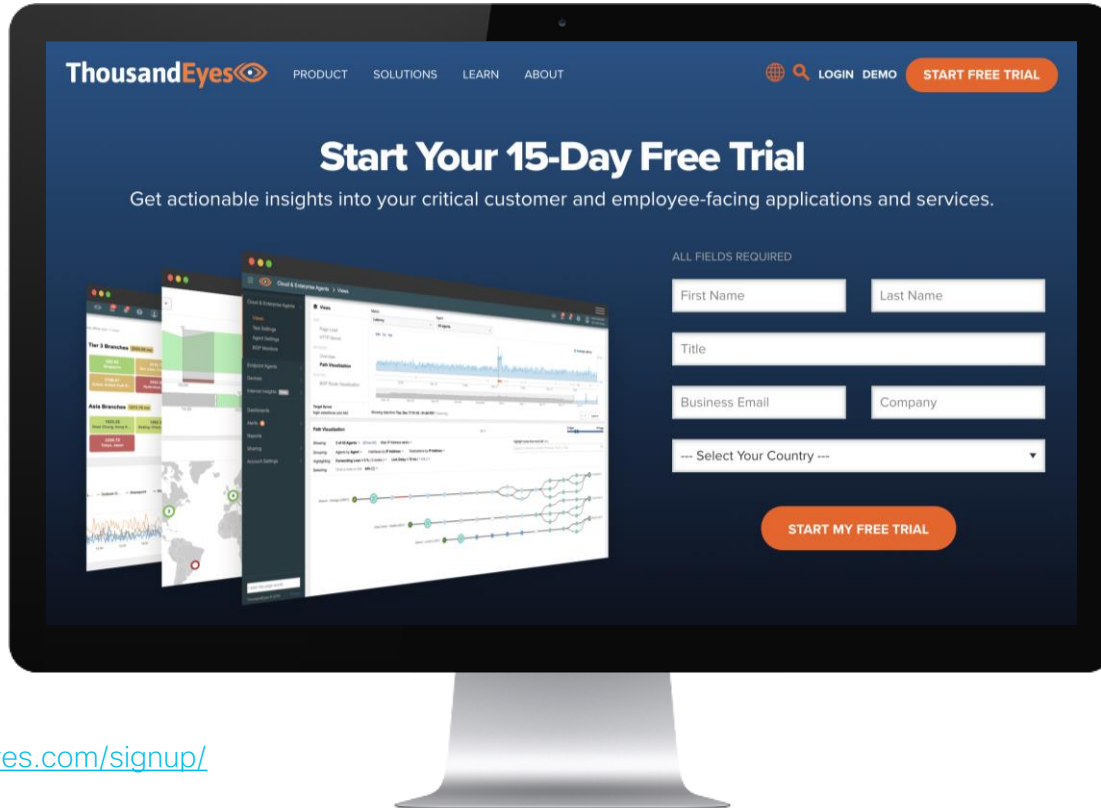
Enable 100% of its workforce to work remotely by getting ahead of VPN performance issues

### + Rapid problem identification

Identify problem domains quickly using path visualization, from the end user, to the network, to the application

“ ThousandEyes tells us, ‘Look, this is where the problem lies,’ and that makes all the difference.”

# Start your ThousandEyes experience!



<https://www.thousandeyes.com/signup/>

# 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



# 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](https://www.CiscoLive.com/on-demand)

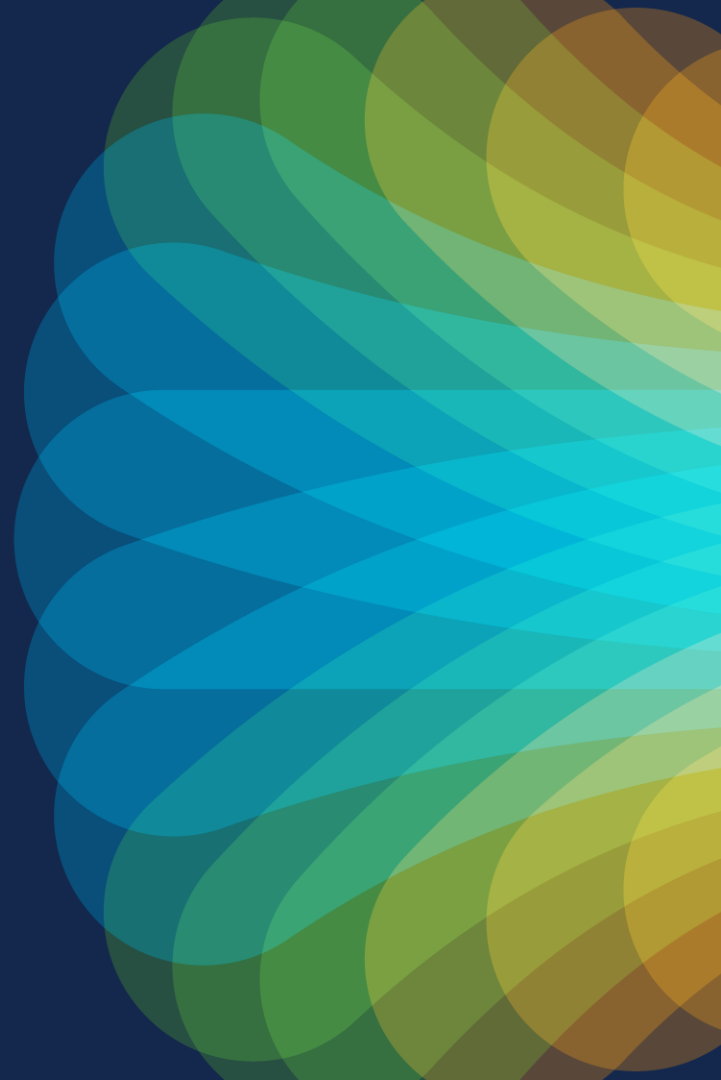


The bridge to possible

# Thank you

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#CiscoLive



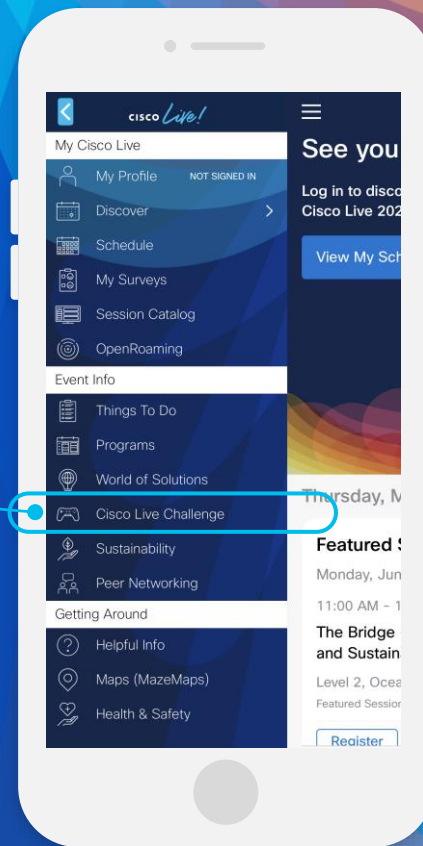


# Cisco Live Challenge

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 features a vibrant, multi-colored abstract design. On the left, there are overlapping, wavy, organic shapes in shades of red, orange, and yellow. On the right, a bright white light source emits a series of sharp, radiating lines in various colors, including blue, green, and yellow, creating a sunburst or starburst effect. The overall composition is dynamic and energetic.

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