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The bridge to possible

Network Assurance: Achieving digital equity using ThousandEyes

Mike Hicks – Principal Solution Analyst
@auapno
BRKAPP-2015

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Cisco Webex App

Questions?

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

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- 4 Enter messages/questions in the Webex space

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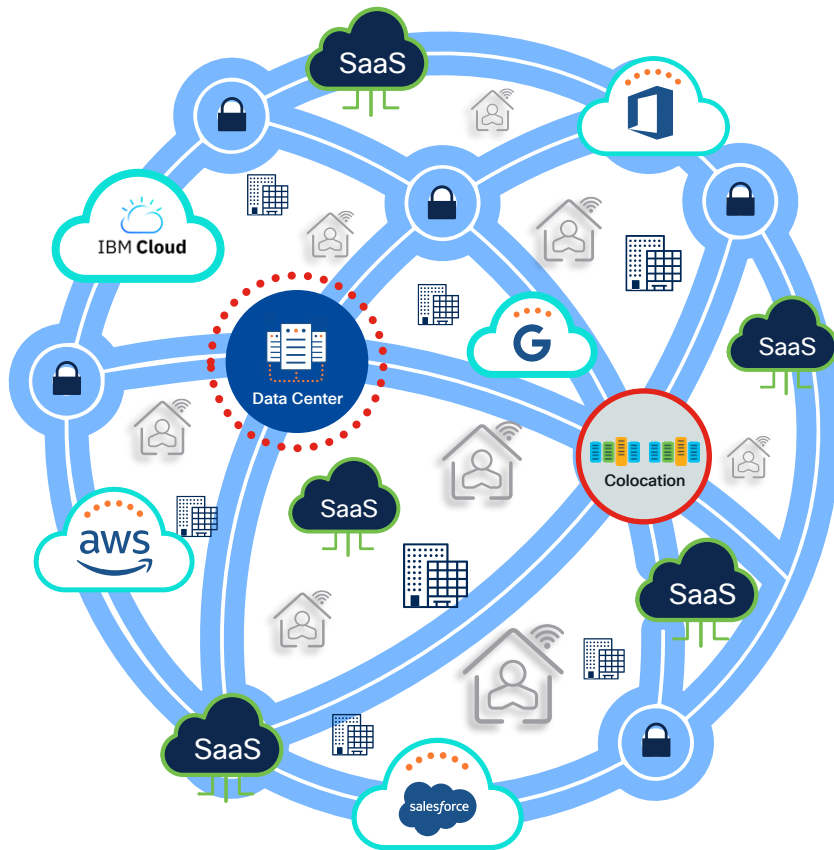
We're in a new world

Your Apps

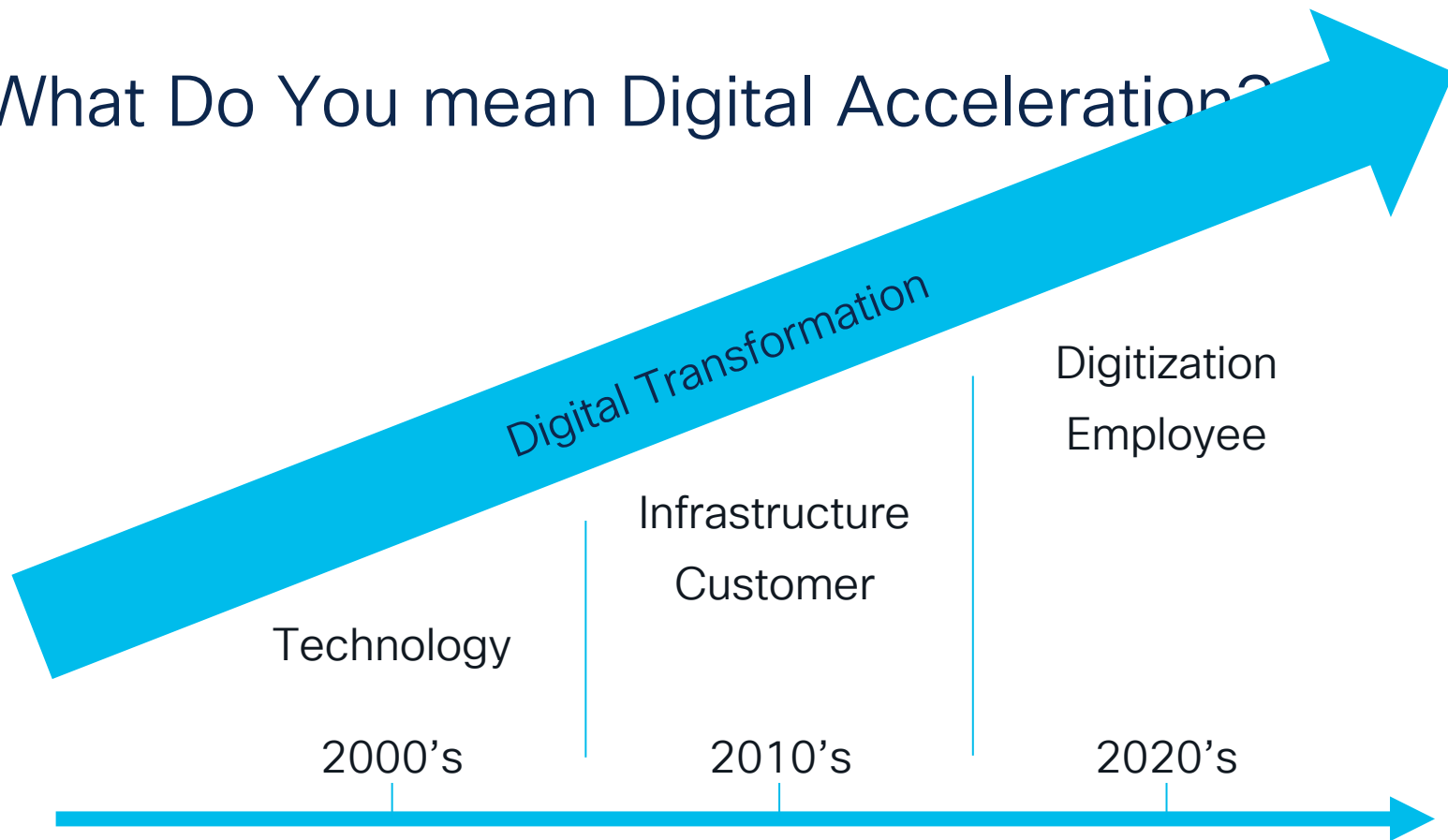
Your People

Your Infrastructure

All
distributed

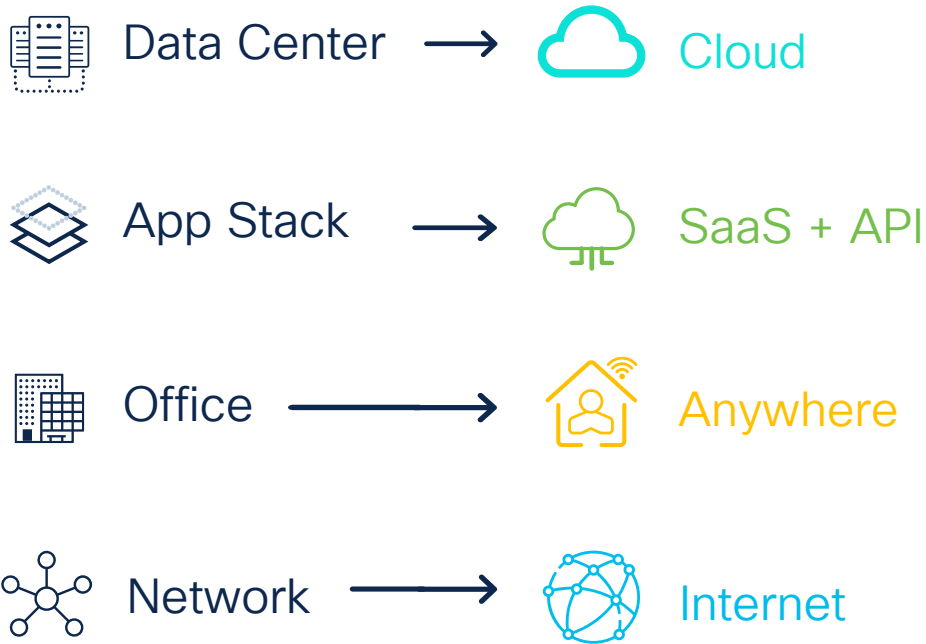


What Do You mean Digital Acceleration?



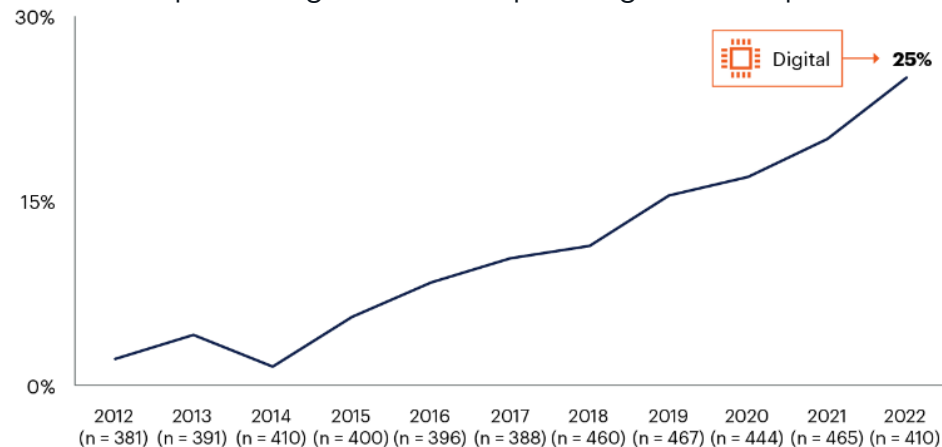
Visibility
and control
is **shrinking**

External
dependencies
are exponentially
growing



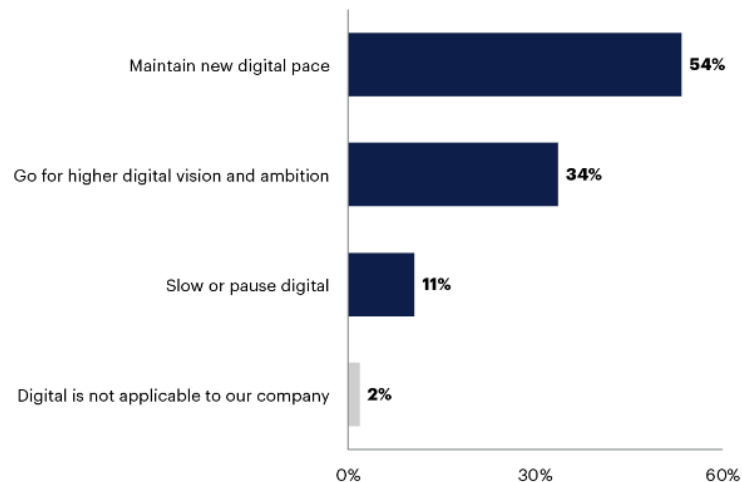
How are Business Prioritizing "Digitization"

Express "digital" when expressing business priorities



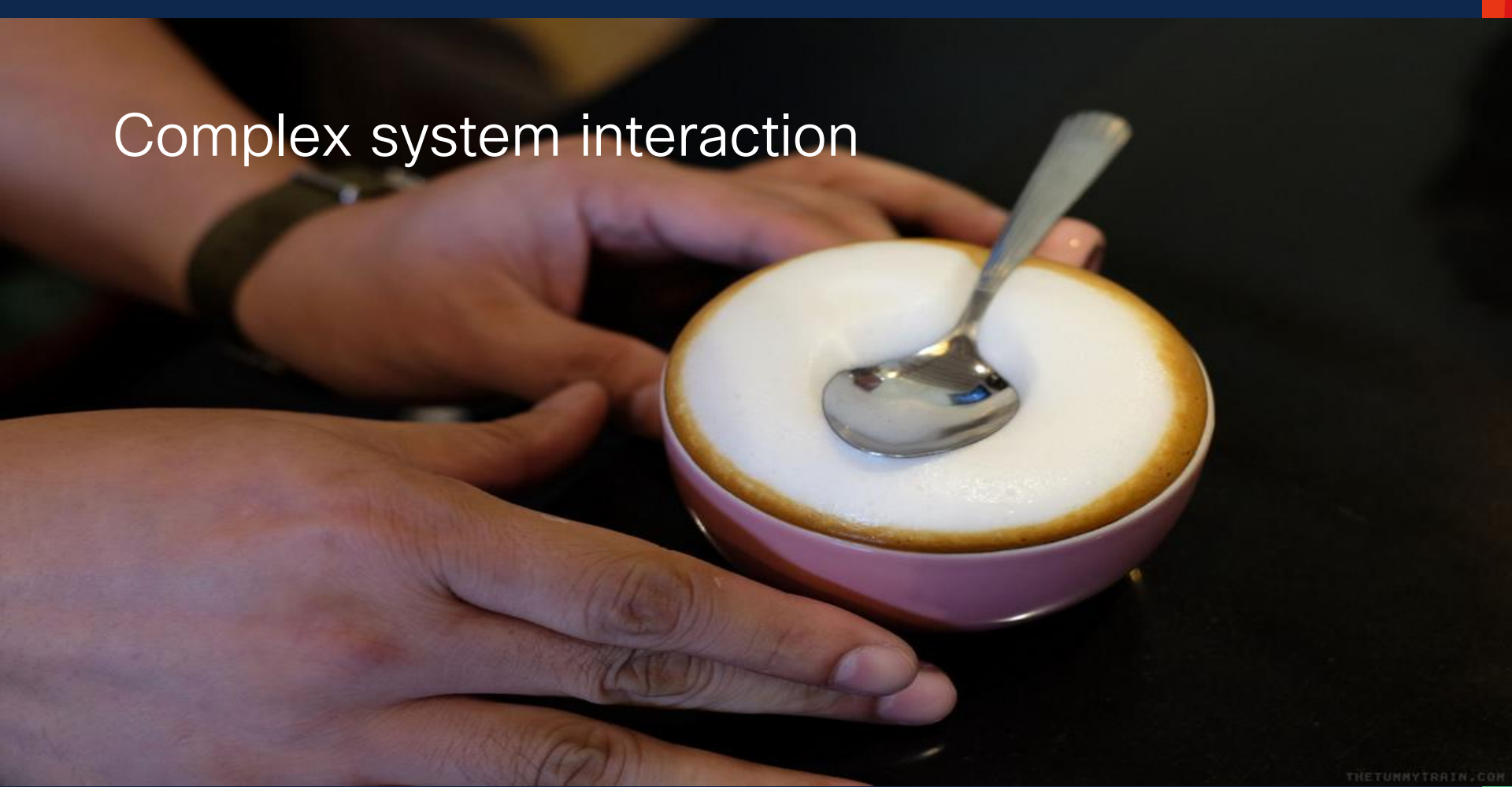
n varies, all respondents

Attitude toward digital change.



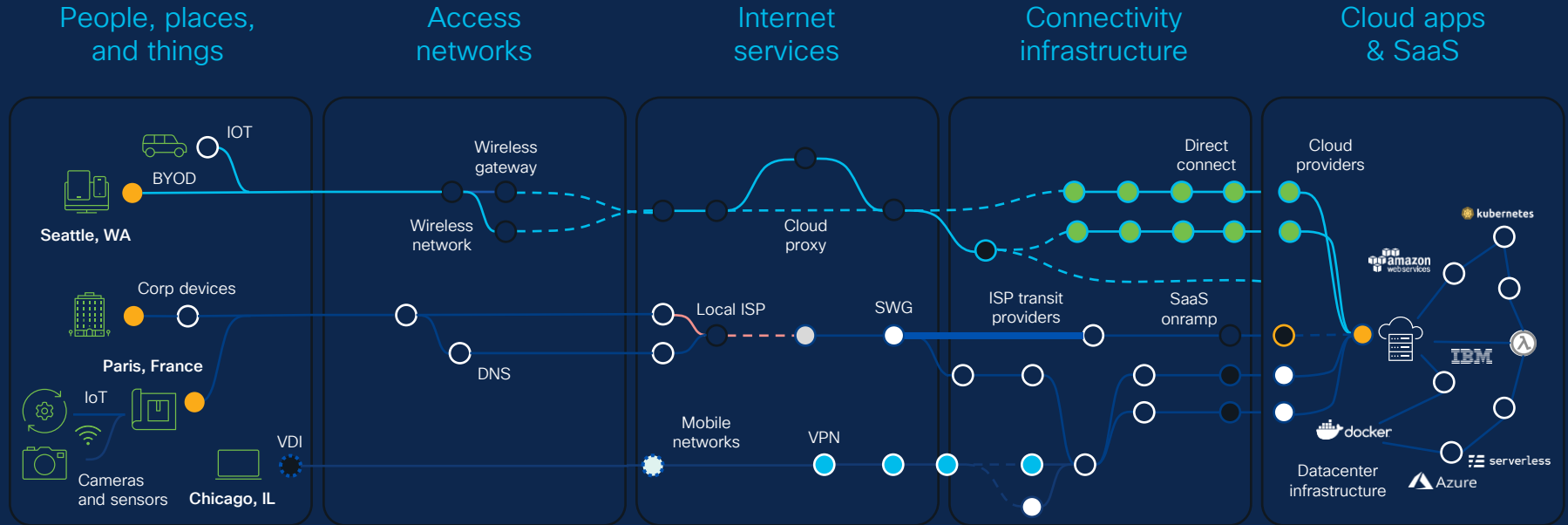
n = 409, all respondents, excluding "don't know"

Complex system interaction



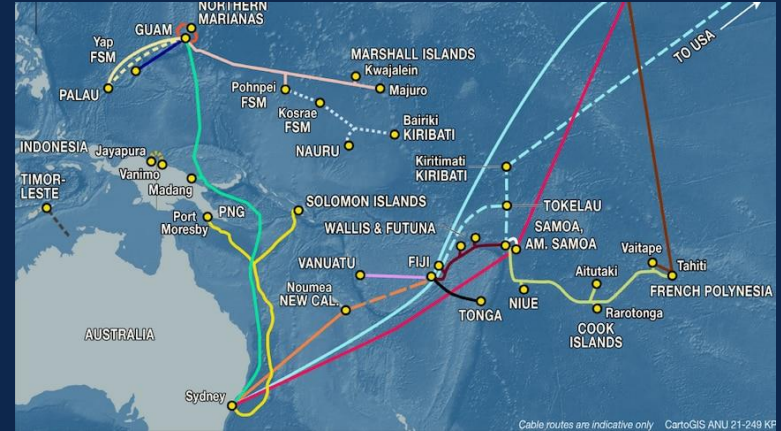
THE TUMMY TRAIN.COM

Connected Service Delivery Chain



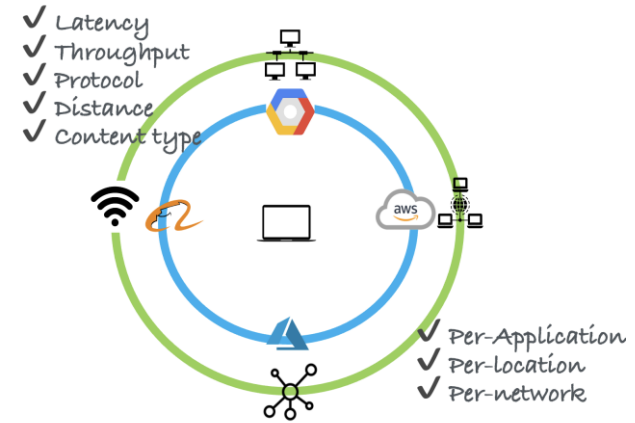
Why Digital Equity?

- Hybrid work has heightened digital experience expectations
- Digital experience is expected to be consistent irrespective of location
- Adverse conditions need to be considered
- Operating in a dynamic environment



The view from the Network

- Many causes of poor end-user performance are in the network.
- Network architecture, type of client, client network, type of content being delivered, status of the server serving the content, can all contribute.
- Applications have varying performance characteristics when delivered over different kinds of networks.
- Contextual and complete awareness of heterogeneous network environment is required



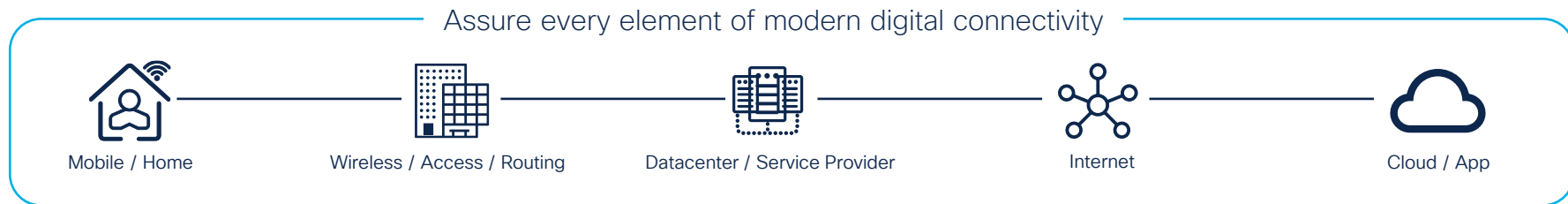
Detect – Diagnose – Remediate – Improve

Digitization drives new needs for **pervasive visibility**, new **proactive insights**, and **integrated workflows** to address issues no matter where they occur

Move **beyond visibility**, and deliver **automated insights** and enabling **closed-loop operations** across end-to-end hybrid IT environments



Commonality to see, understand, and improve digital experiences



Broad Data Collection

Deliver ubiquitous visibility

Visibility across Networks, Internet, Cloud, and SaaS – to see across domains through every vantage point that matters

Proactive Intelligence

Identify and isolate issues quickly

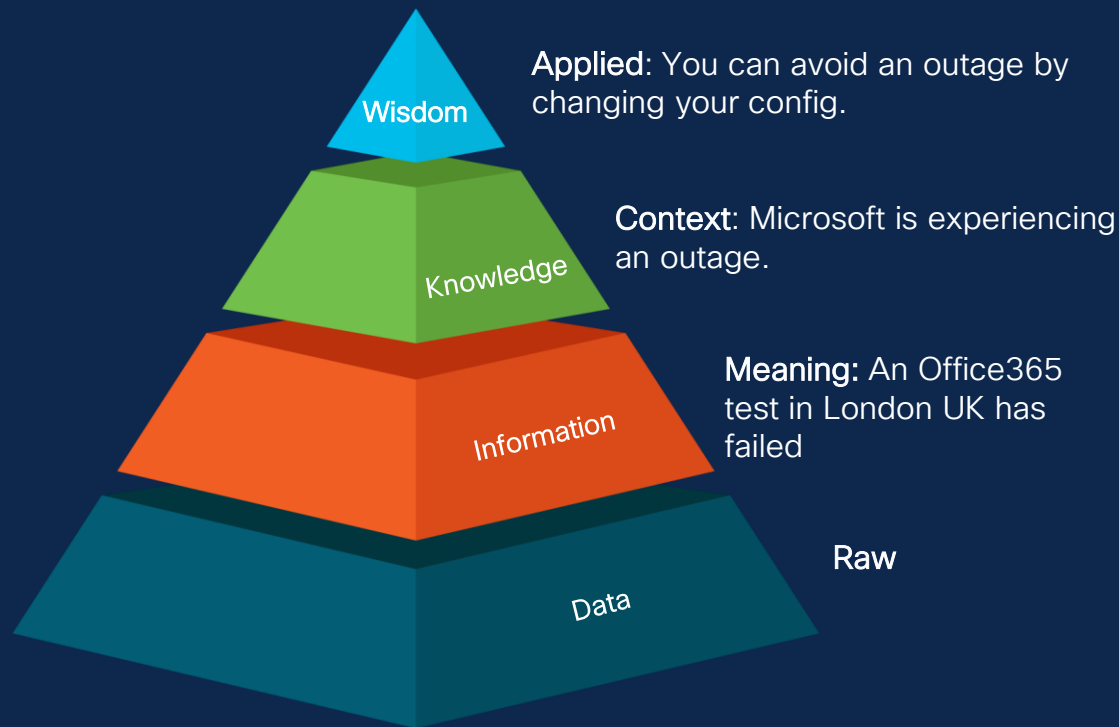
Predictive analytics and automated root cause analysis – to understand where to focus through network automation

Operational Workflows

Integrate with a connected ecosystem

Unlock intelligence and data across ecosystems via open standards and contextual integrations into controllers

It's all about the data...



Where to start?

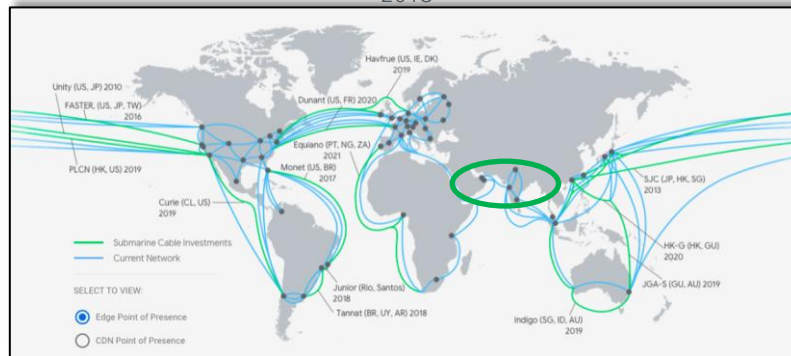


Understanding Data in Flight Conditions

- Understanding application performance in cloud environments
- Reliability and performance in specific cloud regions
- Monitoring change over time



GCP backbone lacked direct connectivity between Europe and SE Asia in 2018

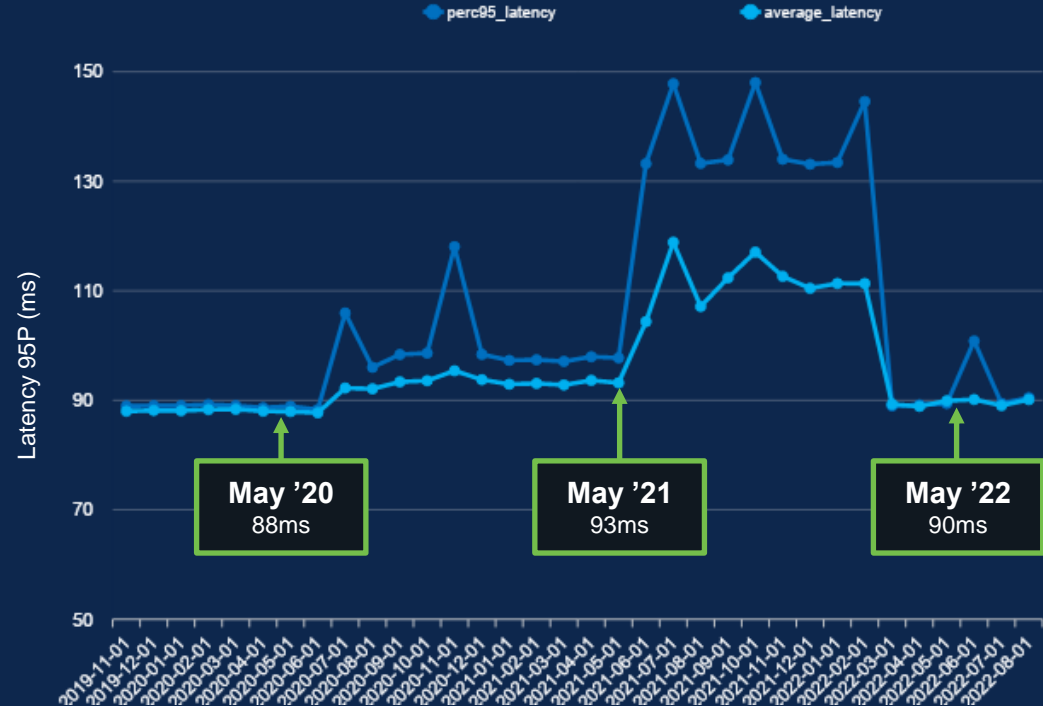


GCP added direct connectivity between Europe and SE Asia in 2019

Continuous Insight is needed

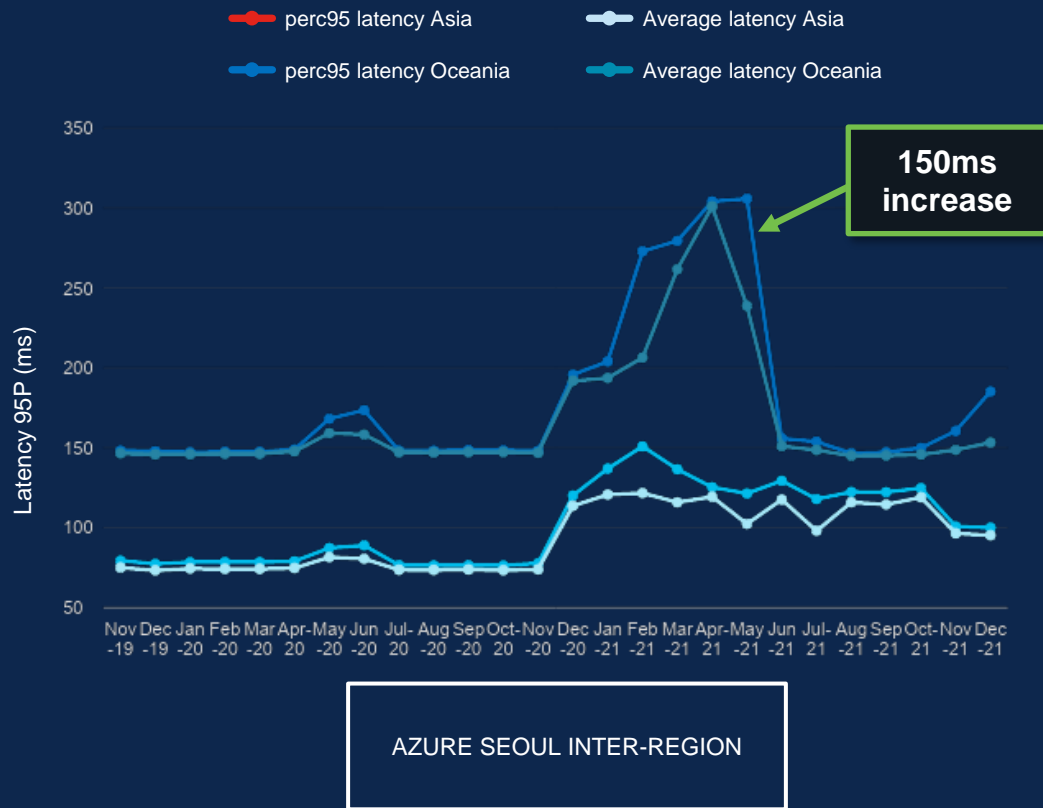
Performance
snapshots
alone
are
not useful

AZURE OCEANIA TO SINGAPORE INTER-REGION



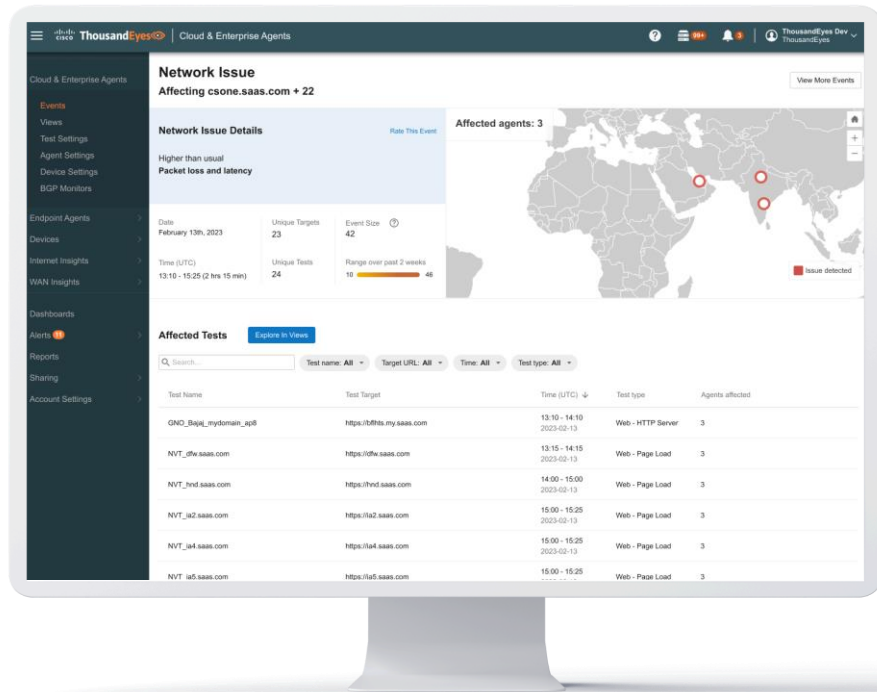
One Size Doesn't Necessarily Fit all

Backbone performance can vary **wildly**

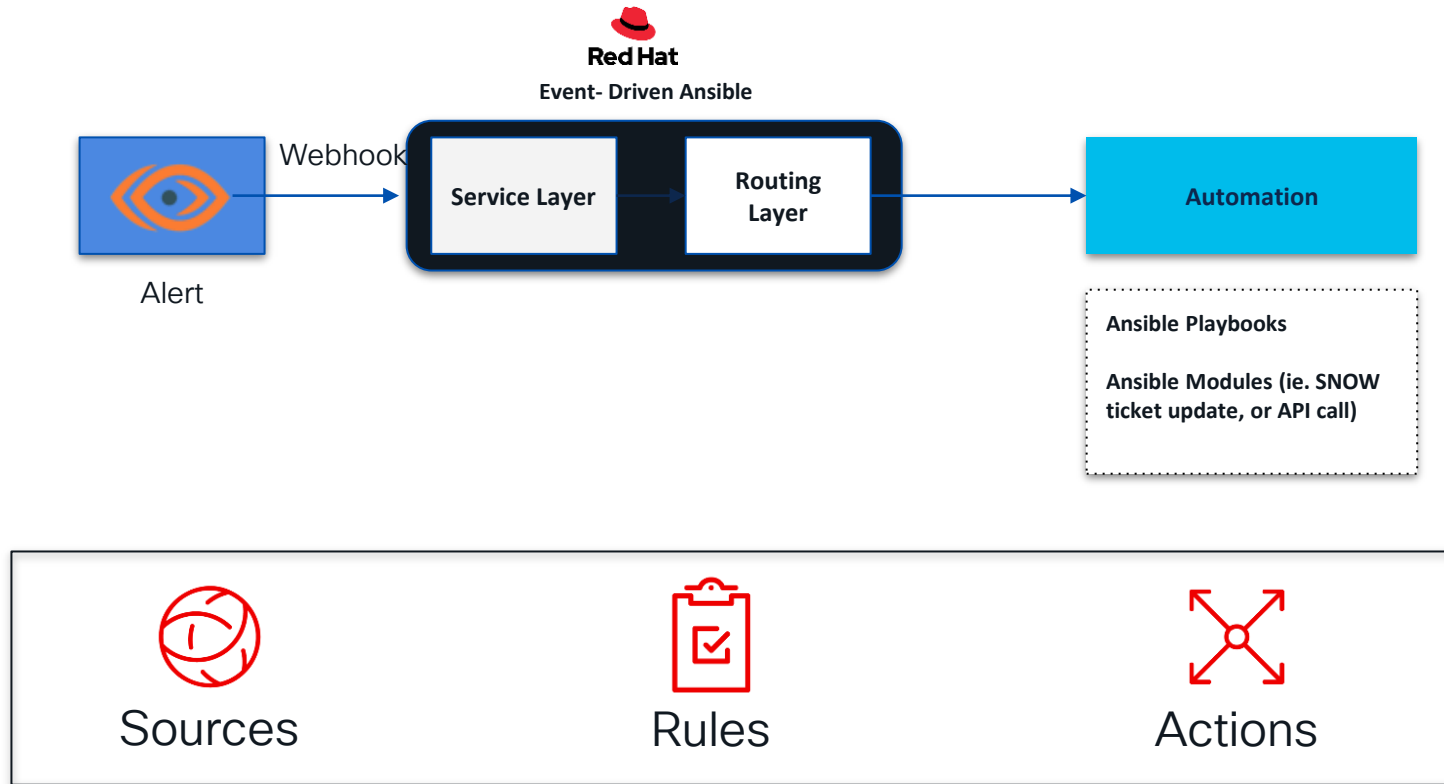


Auto-detection of meaningful network events

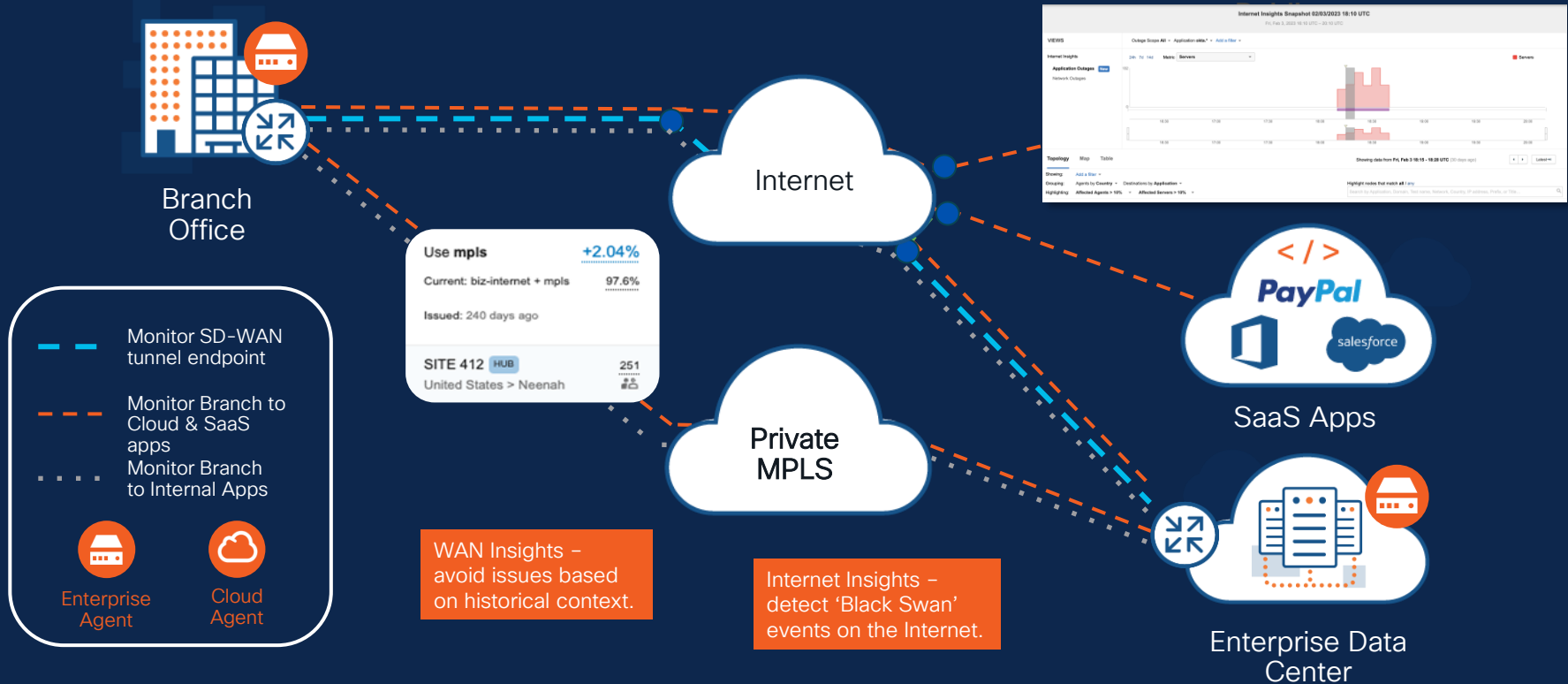
- Even with the best alert configuration, important network events are missed
- Operations teams need intelligence to detect events and surface meaningful insights
- Utilize an algorithmic approach to auto-detect events across all ThousandEyes tests configured



Event Driven Automation

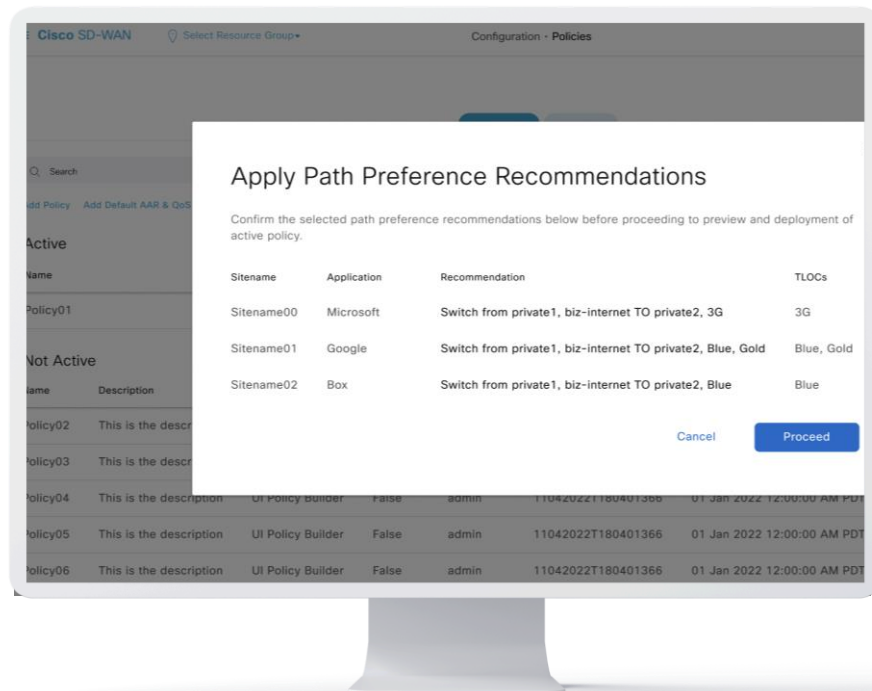


Hybrid/SD-WAN Monitoring

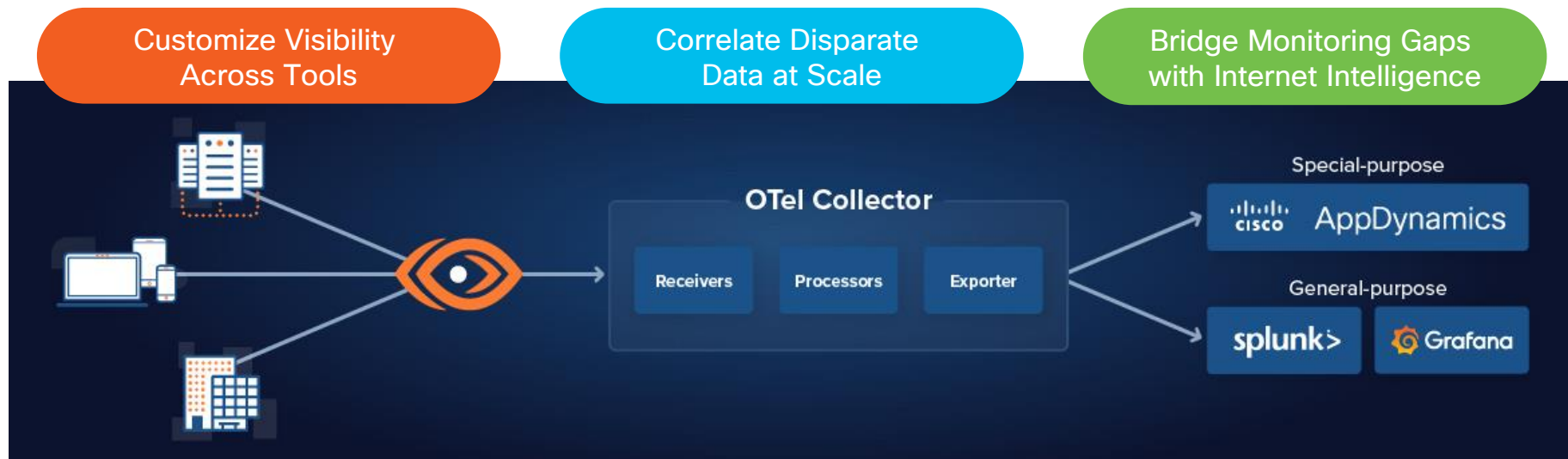


Applied path recommendations

- Simplify closed-loop workflows through one-click application of forecasted SD-WAN path recommendations
- Provide trusted levels of automated workflows.



Contextual data sharing across silos



Broad Applicability

Financial Services



Key Challenge

Imposing regulatory and security policies

Solution

OpenTelemetry-based observability solution

Cloud-Based Communications



Key Challenge

Multiple internal dashboard and alert tools

Solution

Highly scalable and optimized data model

Managed Service Provider



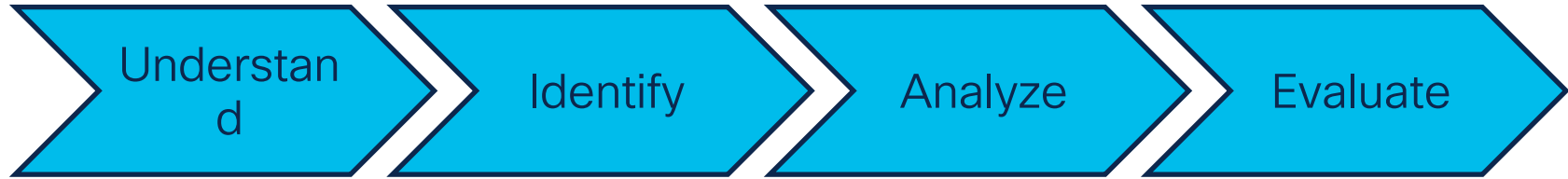
Key Challenge

Distributed tool sets and environments

Solution

Collect, query, and monitor metrics at scale

The Path to Digital Equity



Determine
problem scope

Identify
probable causes

Verify the logic
of causes

Prioritize areas
for optimisation

- Impact Analysis
- Automated Triaging
- Proactive Verification
- Historical Context
- Automated Actions

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The bridge to possible

Thank you

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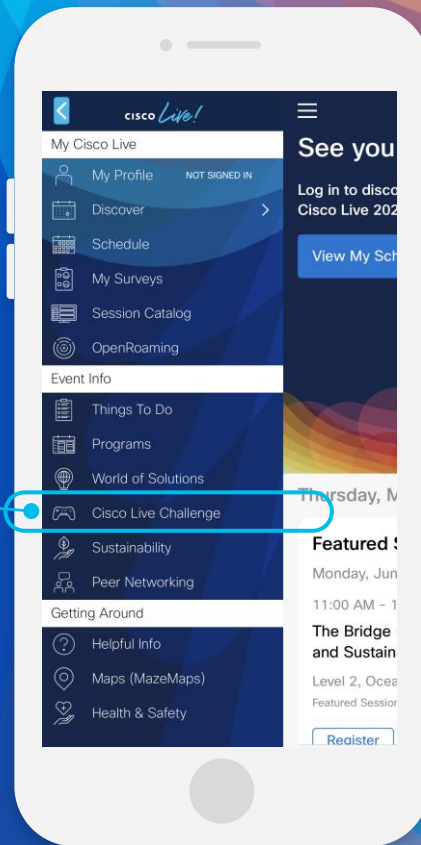
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