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#CiscoLive

Managing the Application Experience with Cisco

Full-Stack Observability

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BRKCLD-2310

The bridge to possible

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https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCLD-2310

We are here

TJ

Stefano

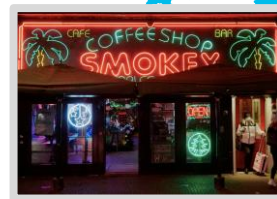AMSTERDAM

ROME

Agenda

- What is Full-Stack Observability (FSO)

- Cisco FSO:
  - Overview & Use Cases
  - Architecture & Solution Components

- Showtime!

Monitoring, visibility, and observability

Monitoring
alerts you after a problem occurs

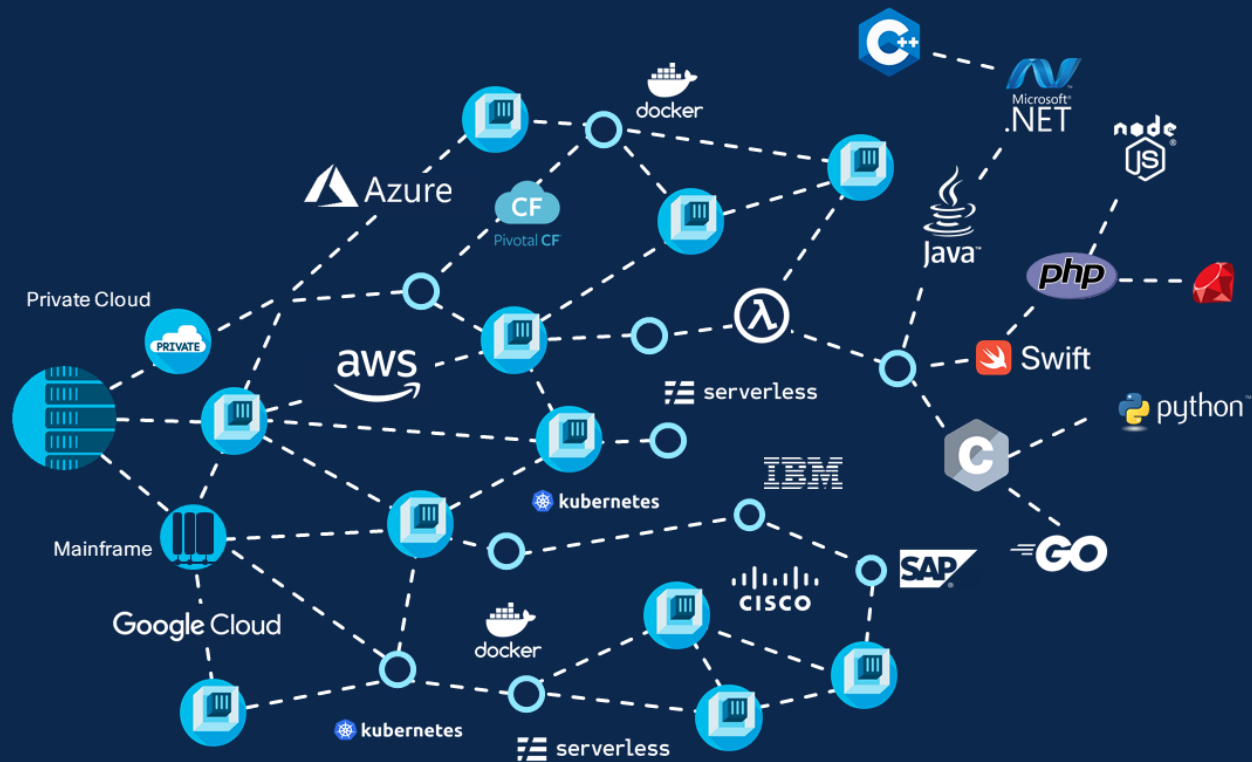## Visibility
predicts problems before they occurs

Observability
alerts, predicts and give business context in real-time
by looking across the application and infrastructure technology stacks

what your
CLIENT
SEES

is not what
**YOU
SEE**

How do you follow your customer?

...a single interaction activates millions of lines of code across complex distributed multicloud environments...

Total

$95

Send money
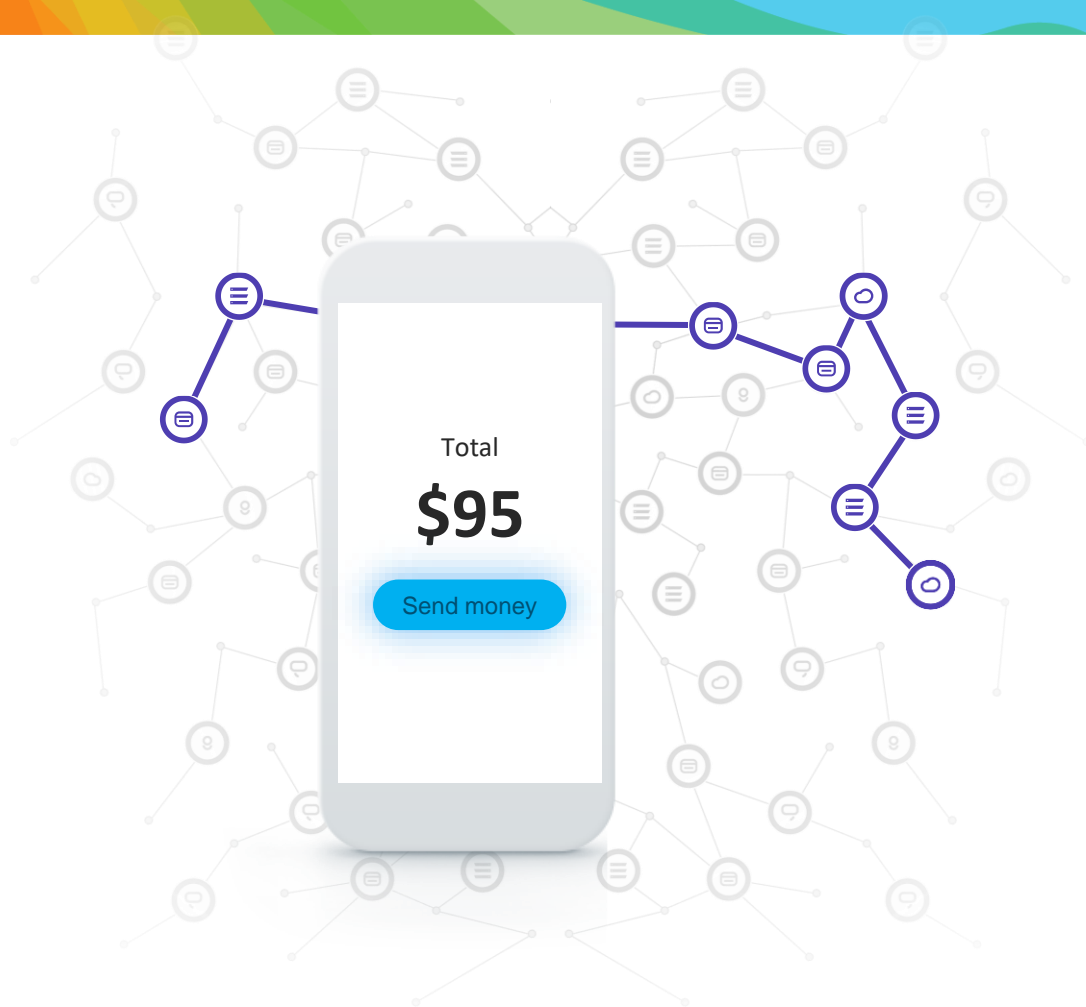
Finding where the problem lies is more complex than ever

Distributed services and systems cause a loss of control

Interdependencies across the IT stack make it harder to identify root cause

6 Second Delay

Network latency

Total

$95

Send money

Resource Congestion
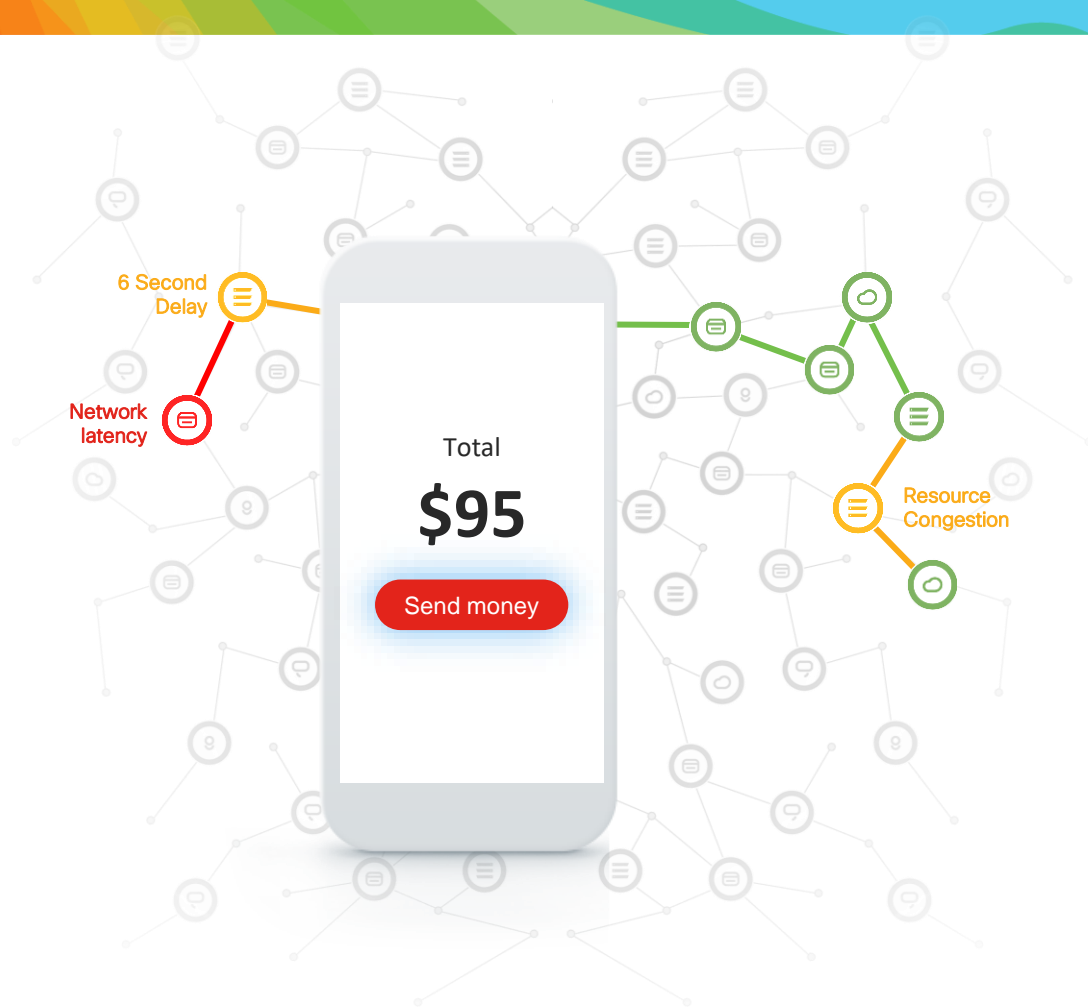
Application Experience is cumulative

Application
Network
Infrastructure
Security
Storage
Web service

Total
$95

Send money

99.9% Uptime
99.9% Uptime
99.9% Uptime
99.9% Uptime
99.9% Uptime
99.9% Uptime

Customer experience
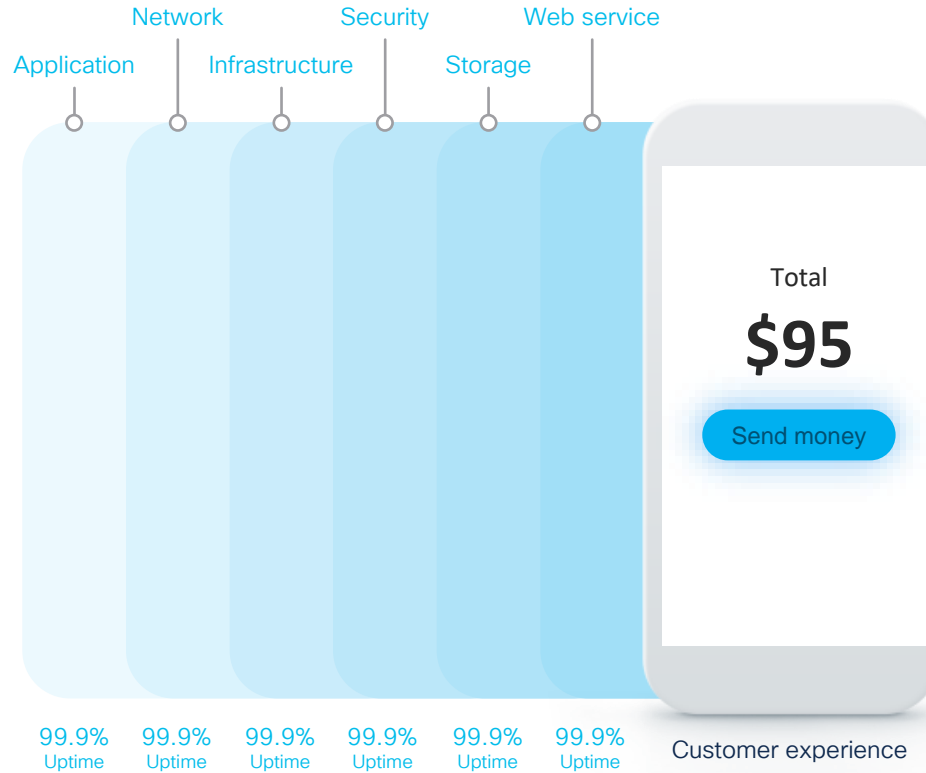
Cisco Full-Stack Observability

Full-Stack Visibility

Observable and optimizable technology stack

Full-Stack Insights

Application and business insights across stack

Full-Stack Actions

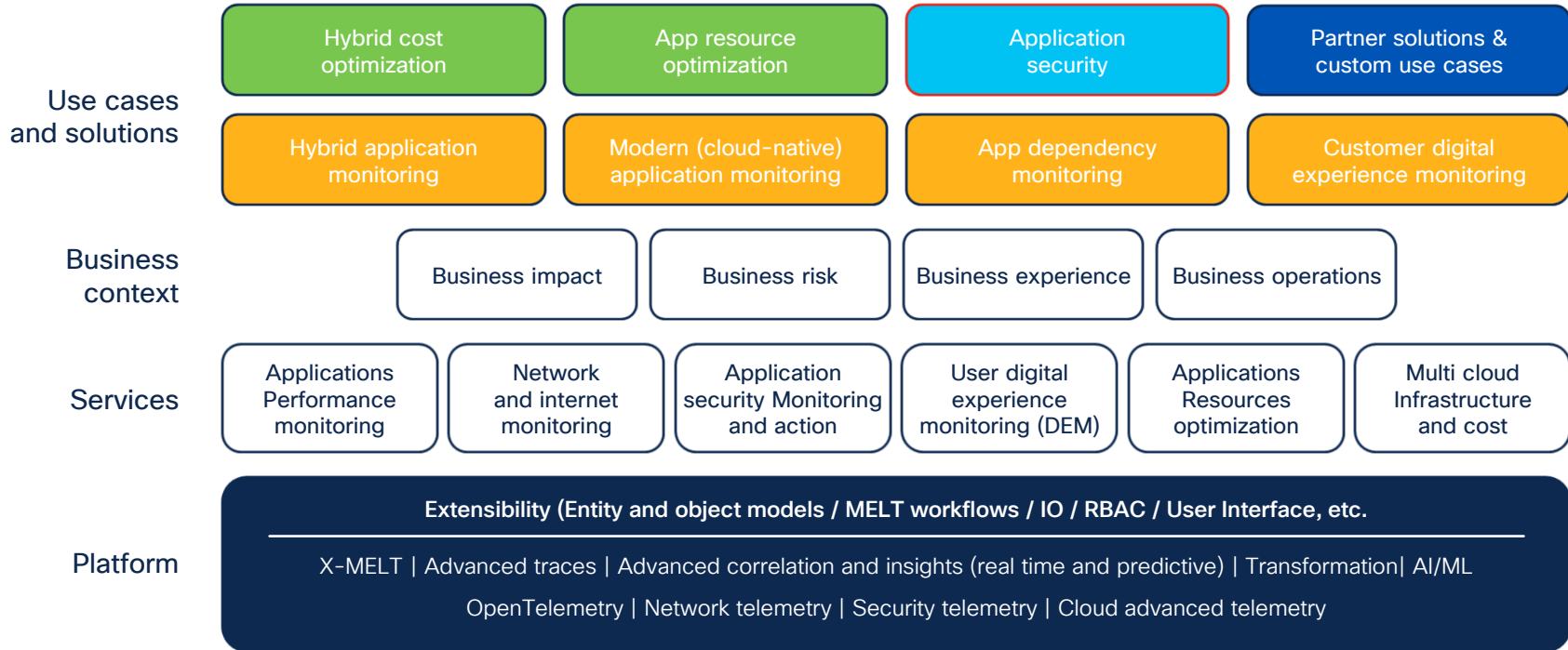Prioritized remediations and optimizations across stack

Architecture Foundation

Cisco Full-Stack Observability

Use cases and solutions

Hybrid cost optimization	App resource optimization	Application security	Partner solutions & custom use cases

Hybrid application monitoring	Modern (cloud-native) application monitoring	App dependency monitoring	Customer digital experience monitoring

Business context

Business impact	Business risk	Business experience	Business operations

Services

Applications Performance monitoring	Network and internet monitoring	Application security Monitoring and action	User digital experience monitoring (DEM)	Applications Resources optimization	Multi cloud Infrastructure and cost

Platform

Extensibility (Entity and object models / MELT workflows / IO / RBAC / User Interface, etc.

X-MELT | Advanced traces | Advanced correlation and insights (real time and predictive) | Transformation| AI/ML

OpenTelemetry | Network telemetry | Security telemetry | Cloud advanced telemetry

Full-Stack Observability use-cases

Performance

Hybrid application monitoring

Modern (cloud native) application monitoring

Customer digital experience monitoring

Application dependency monitoring

Optimization

Hybrid cost optimization

Application resource optimization

Security

Application security

Customer digital experience monitoring

Real-time ingestion of network metrics and integration of Network Intelligence from **ThousandEyes** into **AppDynamics**

ENHANCHED

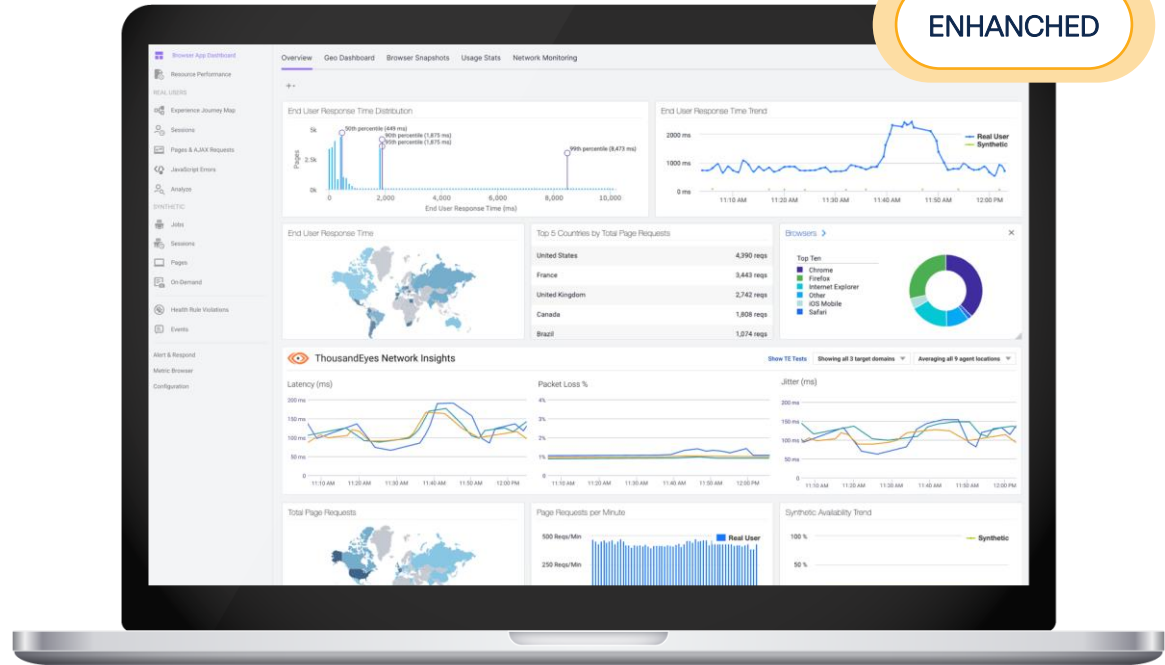Correlate business results with application, network, and internet performance

Understand how application, hybrid cloud, and internet performance affect user experience

Triage workflows across AppOps and NetOps seamlessly

Application dependency monitoring

Real-time Application Dependency mapping from **AppDynamics** sent to **ThousandEyes** for uncovering gaps in your network visibility and insights
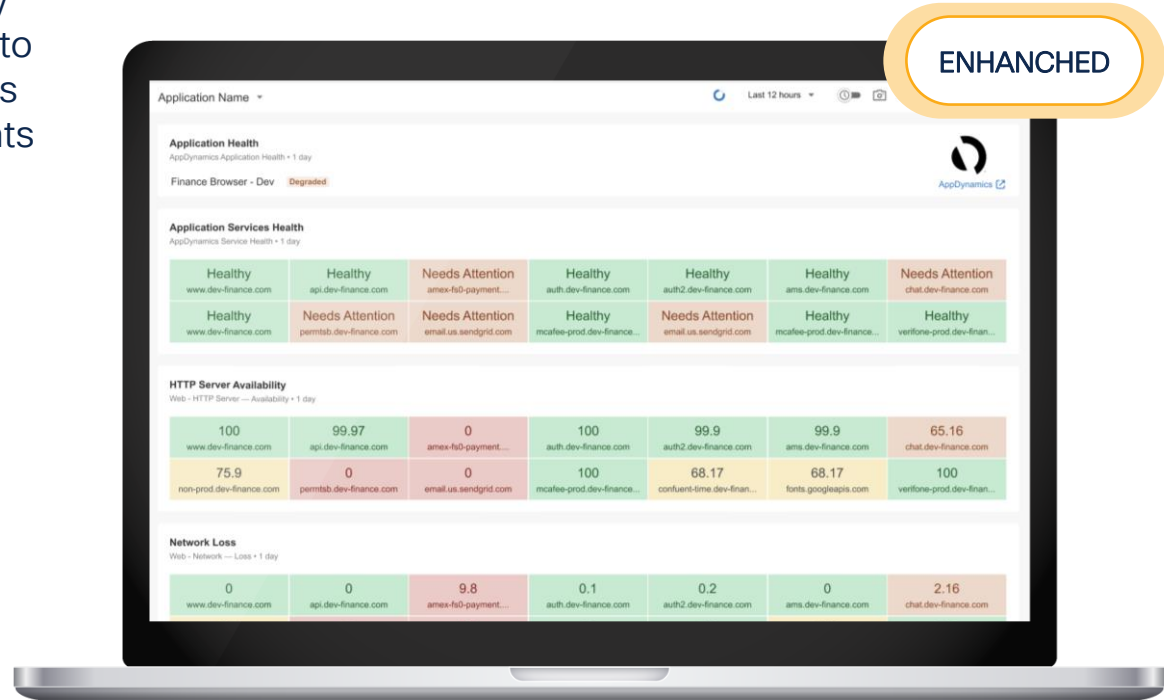
Gain end-to-end network visibility across your enterprise, Internet, and end-user devices

Correlate insights from performance data in order to proactively remediate issues

Ensure uptime with real-time global outage detection

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Business Risk Observability
Application Security

Locate how and where an attack occurs within common workflows such as login and checkout to instantly understand potential revenue impact
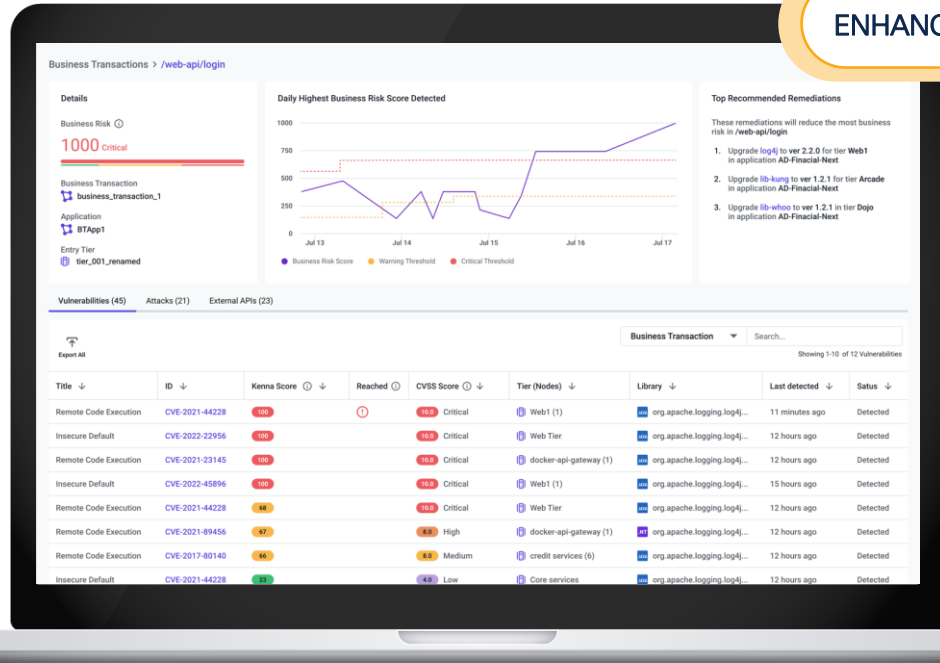
Leverage threat intelligence feeds from Cisco Talos, Kenna and Panoptica to quickly assess the likelihood a threat will be exploited

Combine threat and vulnerability intelligence with business impact and runtime behavior to identify the most pressing risks, avoid delays and accelerate collaboration across responses
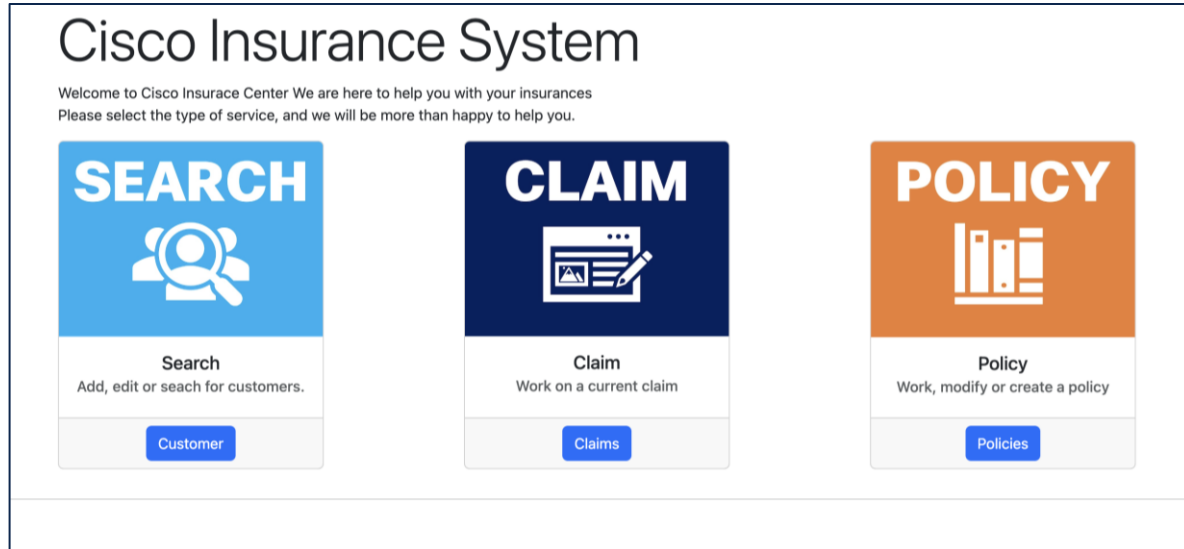

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It's Showtime
Let's go live...

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Follow us in our Journey today

Demonstration of the use case with an application

- **Introducing "Cisco Insurance*"**
  - An insurance company with offices in the USA and Europe
  - Offers typical insurance offers such as life, property marine insurance etc

Follow us in our Journey today

Insurance Management System

- A typical day as an Insurance Agent

- Ops want to monitor:
  - performance & availability
  - experience of the agents
  - security of the application

Full-Stack Observability use-cases

Performance | Optimization | Security

Hybrid application monitoring	Hybrid cost optimization	Application security
Modern (cloud native) application monitoring	
Customer digital experience monitoring	Application resource optimization	
Application dependency monitoring	

Application Design
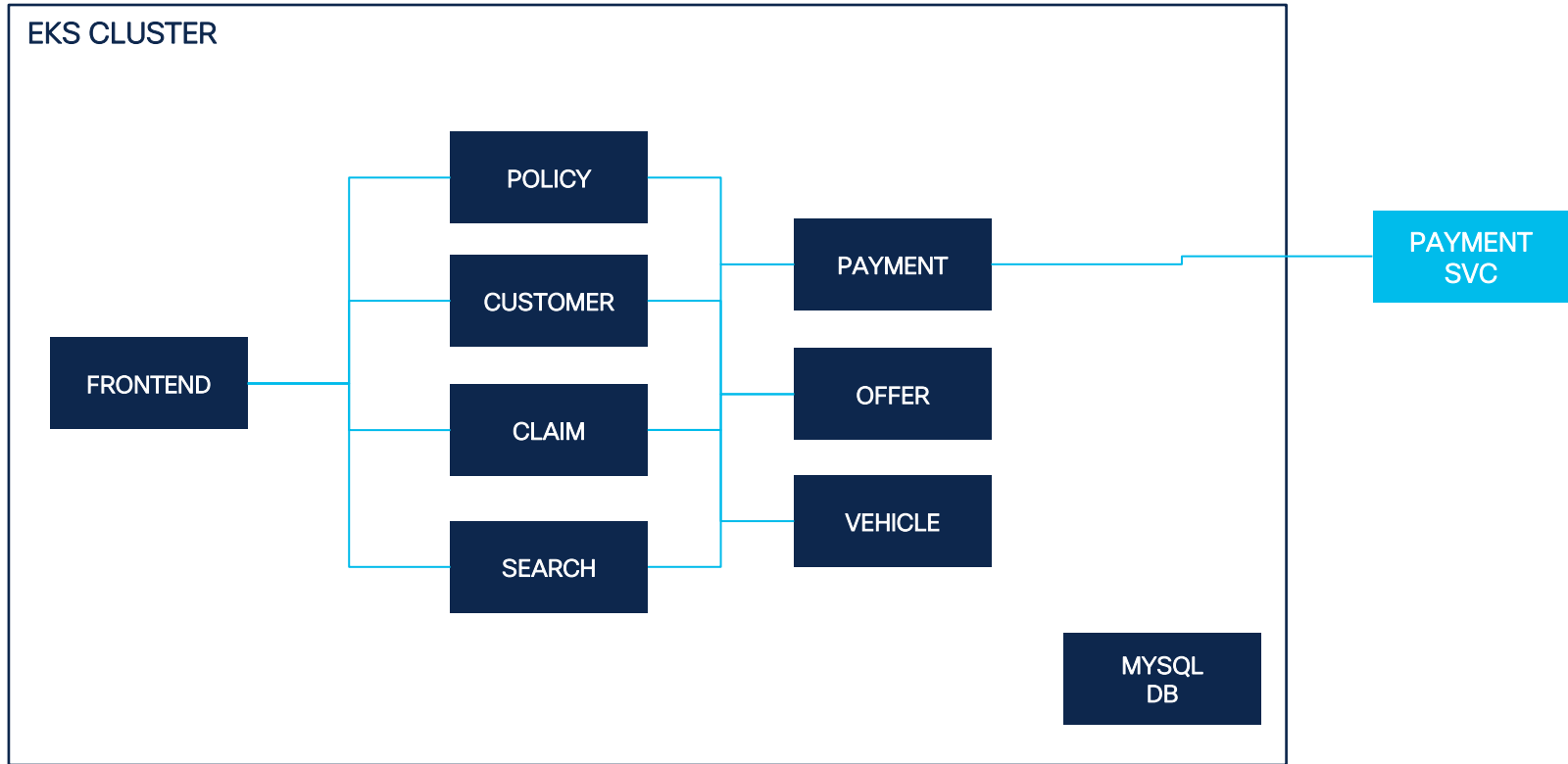
It's Showtime:
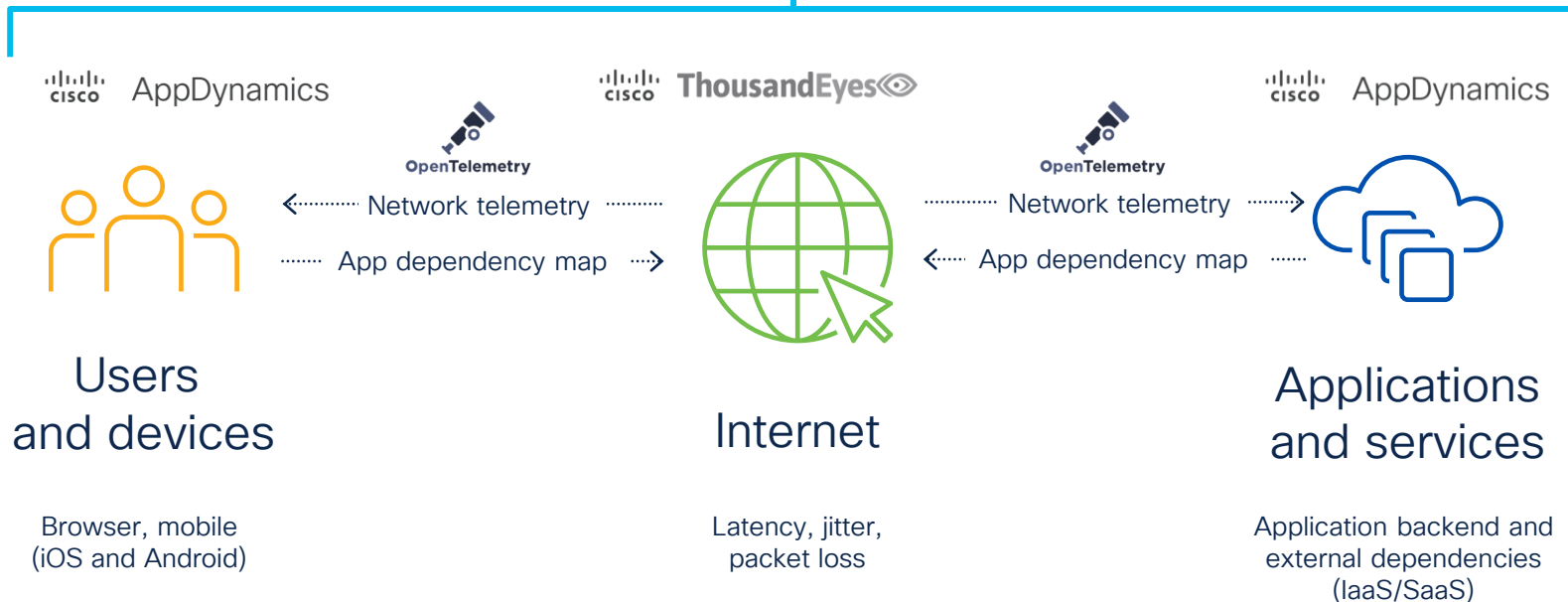Performance

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It's Showtime:
Digital Experience Management

Observability & network intelligence coming together
Data-driven bi-directional integration

Full-Stack Observability

Users and devices

Browser, mobile (iOS and Android)

Internet

Latency, jitter, packet loss

Applications and services

Application backend and external dependencies (IaaS/SaaS)

Network telemetry

App dependency map

It's Showtime:
Business Risk Observability

Summary: The Cisco's FSO Solution provides

- Visibility into the Digital Experience of every user
  - Direct visibility of the complete digital supply chain giving the IT insights into device performance (WiFi, CPU, memory) as well as hop-by-hop metrics across the last mile, public internet directly to the app

- Technical and Business correlation
- Business Risk Observability

- Extensive and custom dashboard to design be-spoke views for every business stakeholder

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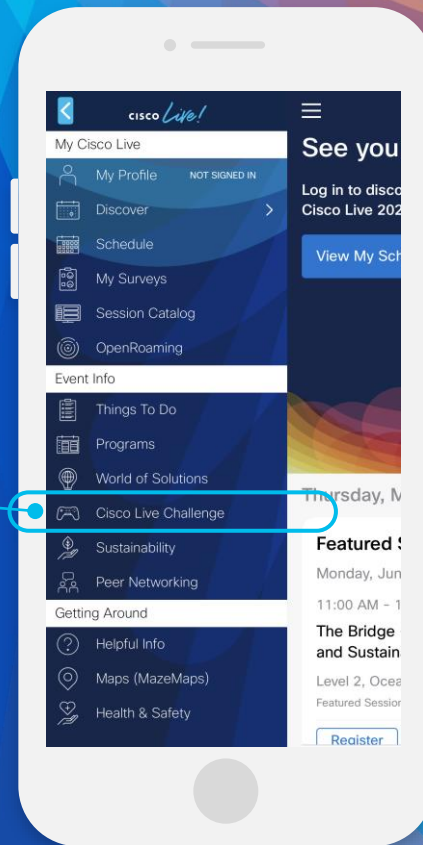
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