

Cisco ThousandEyes is a Network Intelligence platform that provides visibility into the Internet, the cloud, and on-premises environments. By combining a variety of active and passive monitoring techniques, ThousandEyes offers deep insights into user experience across applications and services delivered over the Internet.

Benefits:

- **Revenue assurance** from faster resolution of incidents and outages impacting operations
- **Reduce customer churn** and increase satisfaction through improved digital experiences
- **Engage employees** and make them more effective with better application experiences
- **Hold service providers accountable** to their SLAs to eliminate disruption to operations

Key Components:

Network and Application Synthetics: Provides hop-by-hop visibility across LAN, WAN, Internet, and cloud networks. It correlates this visibility with BGP routing and web and API transaction experience metrics.

End User Monitoring: Using client-based endpoint agents that monitor individual user-specific application experience, and the end-to-end network path. It can span from Wi-Fi to ISP to VPN gateway to destination service.

Internet Insights: ThousandEyes leverages collective network telemetry from a variety of ISP, cloud, and service providers, along with SaaS application outage data for real-time Internet and application outage detection.

Enterprise Agents: Agents that are deployed within enterprise networks to measure network conditions and monitor application performance from the user's perspective.

Cloud Agents: Performance monitoring of local transit providers, last-mile ISPs, and cloud service providers from locations across the world.

Internet and Cloud Intelligence: This feature incorporates monitoring for cloud networks and Internet-based services that are essential for delivering digital experiences.

Global Vantage Points: This refers to the extensive deployment of sensors and vantage points that measure the health and performance of the Internet and various network providers.

Outage Detection: ThousandEyes can detect and alert on outages across the Internet, helping to quickly identify the impact on services and users.

Conversation Starters:

- What is your monitoring strategy, and do you have visibility gaps?
- How quickly can you identify and resolve service impacting problems?
- Do you monitor the performance of ISPs that deliver your application?
- When is the last time you had an outage with your ISP? SaaS provider? How long before they responded?
- How do you currently identify & troubleshoot issues to SaaS providers?
- How do you measure SLAs promised by your providers?
- How do you baseline user experience for your critical applications?
- How do you identify where an issue is (network vs ISP vs SD-WAN tunnels vs Content Providers)?

Monitoring Examples:

DNS: Monitor end-to-end on-premises or external DNS infrastructure

ISP: Monitor ISP Performance to bring issues to light

Network: Monitor beyond your corporate network to gain End-to-end Visibility Across Critical Apps, Services, and Infrastructure

VPN: Gain visibility into the performance of your VPN, and how it is impacting your users' experience and productivity

SD-WAN: Visibility into your SD-WAN from every branch location, to every transit provider, to every cloud and SaaS provider

SASE: See every Layer 3 hop across the network from remote users and SD-WAN sites to secure edge, and application servers

IaaS: Get a clear understanding of application performance and network connectivity as you move to AWS, Azure, Google and other hosted environments

Resources:

- [SalesConnect](#)
- [Pricing Tool](#)
- [Outage Map](#)
- [FAQ's](#)
- [Ordering Guide](#)
- [Internet Insights](#)
- [Outage Analysis](#)
- [Integrations](#)
- [At-a-Glance](#)
- [Browser Synthetics](#)
- [Internet Research](#)
- [Public page](#)

