Get network and application intelligence that will keep your business booming

Your business relies on connectivity and applications, so your customers and users need the right internet and cloud services for the right experience. But how do you measure and monitor the quality of experience and service you're getting? There are lots of monitoring tools out there, but without the right expertise, you may not get the full benefit of them. With our Connect Intelligence ThousandEyes service, we'll help you get visibility across all networks, applications, routing and device layers - and help you unlock the full value of this visibility, from improving your employee or customer user experience to extracting insights that help you deliver your digital transformation projects.

Visibility into the internet and cloud service networks is critical to ensuring the continuity of your business. Now, more than ever, it dictates the experience customers and employees have. But as on-premises applications move to into the cloud and workers become more distributed, it's increasingly difficult to ensure the right digital experience using legacy network and application performance management solutions.

Applications today are built on and delivered by an increasing number of external dependencies, from ISP networks to API services. In order to understand how employees or customers experience an application, and the impact of every network and service on performance, you'll need modern synthetics paired with deep network path and routing visibility.

Our solution is powered by ThousandEyes globally distributed and local vantage points. These are natively embedded on customers' Cisco network equipment and can also run on virtual machines and other types of equipment.

We monitor and control the solution using Cisco technology, integrated into its own leading-edge service management platform to deliver always-on, proactive monitoring and service assurance for your digital experience.

You'll benefit from our deep Cisco expertise and global availability of service teams, offering around-the-clock, 365 days-a-year monitoring support across the network underlay, overlay and application layers, as well as customer-dedicated technical consultants. You have a choice of service levels, from fully managed by us to in-house operation by your own IT team.

The benefits of intelligent connection

- Get end-to-end network and application visibility to help you fix and improve performance and digital transformation projects.

- Monitor the end user experience to improve your employee and customer experience.

- Unlock full value from ThousandEyes technology in the most efficient and scalable way through our domain expertise and service assurance.

- Have confidence your selected ISPs and cloud providers are delivering.

- Reduce mean time to repair and mean time to fail.

- Maximise cloud and ISP application performance with end-to-end visibility.

- Increase network knowledge and understanding when selecting partners.

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Developing a bigger picture of your digital experience

When one of your customers or users has a bad digital experience with your organisation, they don't care where the problem is, they simply want the issue resolved quickly. People have zero tolerance for poor digital experiences nowadays, so when performance doesn't meet their expectations, your reputation is on the line. That's where Connect Intelligence ThousandEyes proves it worth. It shows you where and who the culprit is and lets you focus on fixing the problem – instead of wasting valuable time tracking it down with various service providers.

Connect Intelligence ThousandEyes accounts for all aspects of the digital experience supply chain: application availability, usability and dependency. As your infrastructure becomes more complex and dependent on third parties, you also need these insights into service performance and reachability across the full service delivery chain to address potential impacts on your own business and to help you more effectively deliver on your different digital transformation projects, such as network transformations, cloud migrations and new applications delivery.

Managed service features

**Our ThousandEyes offer comes in three flavours:**

- managed or co-managed service
- value-add resell to provide implementation, custom set-up, integration, onboarding and expert professional service whenever needed
- resale.

We offer:

- implementation and set-up
- custom dashboards, reports and alerts
- dedicated technical ThousandEyes consultant

- monthly service review and performance reports with actionable recommendations
- solution access and license management
- 24 x 365 service teams providing proactive monitoring and troubleshooting of your digital services
- solution health monitoring and software updates
- service guarantee through clear SLAs
- flexible co-managed operating models that give you control over the platform.

Underlay visibility and end user experience – device to cloud
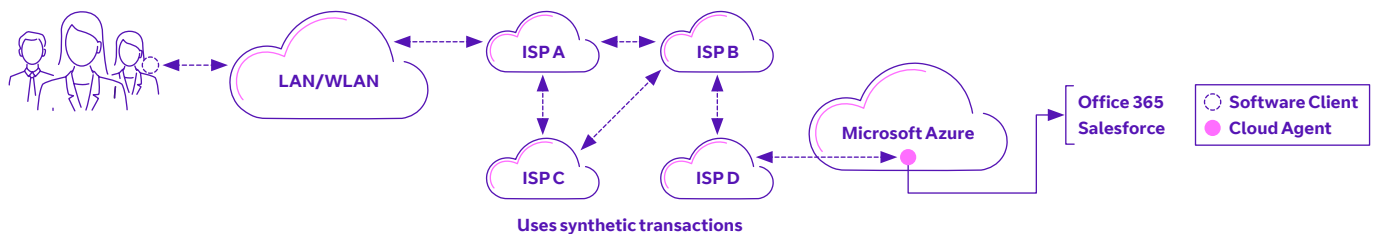
Why work with us?

We have a wealth of monitoring experience and proven expertise. Our managed service is unique in the market, offering:

- a dedicated technical ThousandEyes consultant
- 24/7 proactive monitoring and troubleshooting of your digital services and clear SLAs
- options for co-managed operating models
- flexible pricing.

What could our Connect Intelligence ThousandEyes service do for you?

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- **Outside ROI:** +353 1432 4680