

Unified Observability for Collaboration & Future Proofed Workplaces

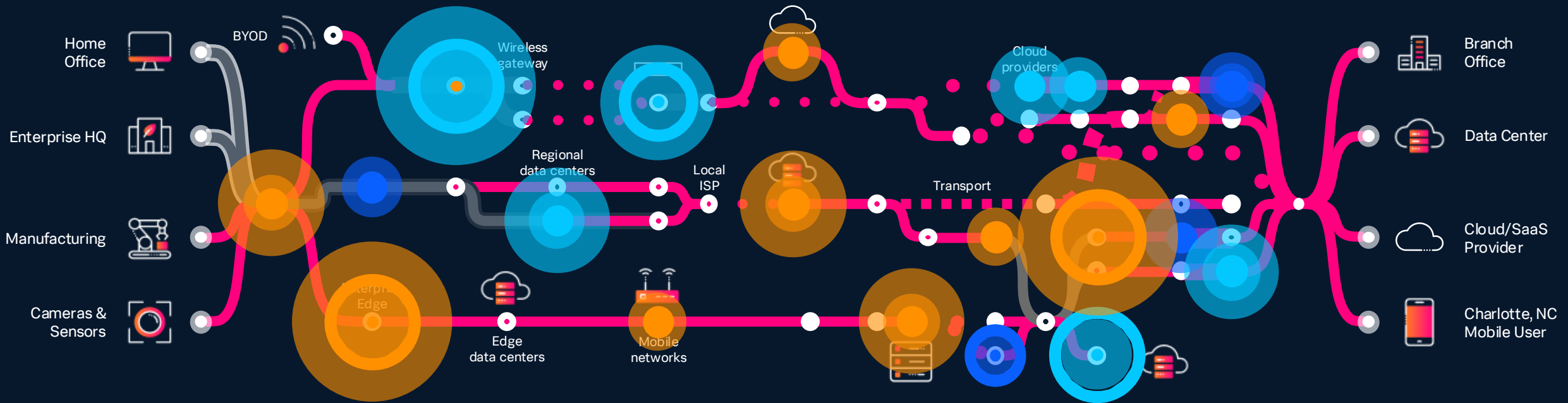
Charlie DeMarco

Leader - Solution Engineering, AgenticOps & Observability

March 31st, 2026



Complexity explosion is getting worse





**Making it that last mile is always
the hardest...**



What slows teams down?

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Visibility gaps

It's hard to connect app, infra,
and network issues with
disjointed tools.

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Reactive troubleshooting

Lack of end-to-end insight means more time stuck chasing problems.

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Visibility gaps

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Reactive troubleshooting

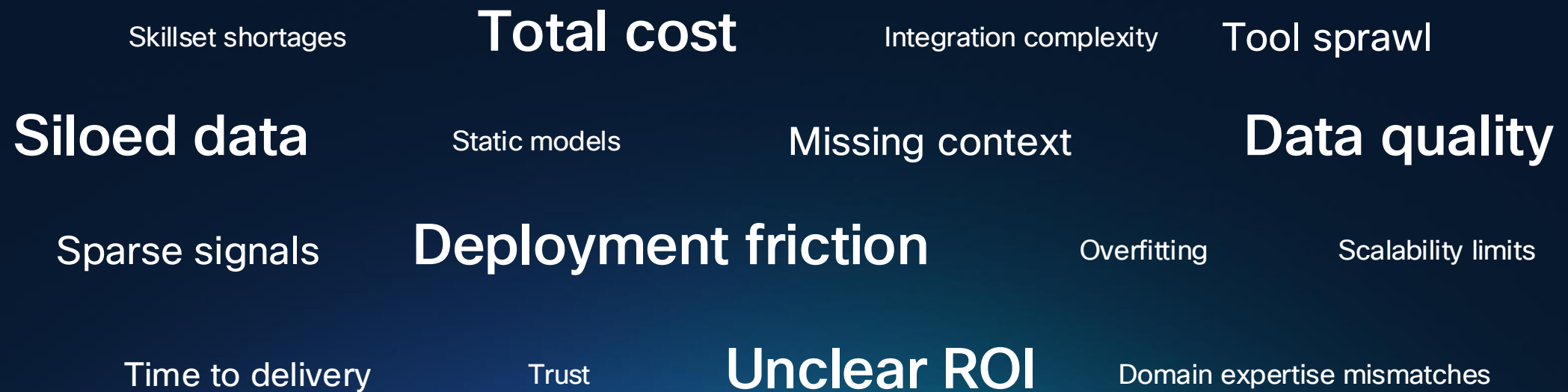
Lack of end-to-end insight means more time stuck chasing problems.



War room chaos

No shared context means more finger-pointing, less fixing.

What makes this so difficult?



One Cisco portfolio delivers customer outcomes



AI-Ready Data Centers



Future-Proofed Workplaces

← Secure Global Connectivity →



Digital Resilience



Accelerated by Cisco AI



Digital Resilience for Future-Proofed Workplaces

- Integration with Webex, Spaces, and ThousandEyes
- UC Infrastructure – UCM, CUBE, ER
- Call performance – logs, details
- Real Estate utilization for return-to-work
- QoS



Future-Proofed Workplaces



Digital Resilience



Accelerated by Cisco AI

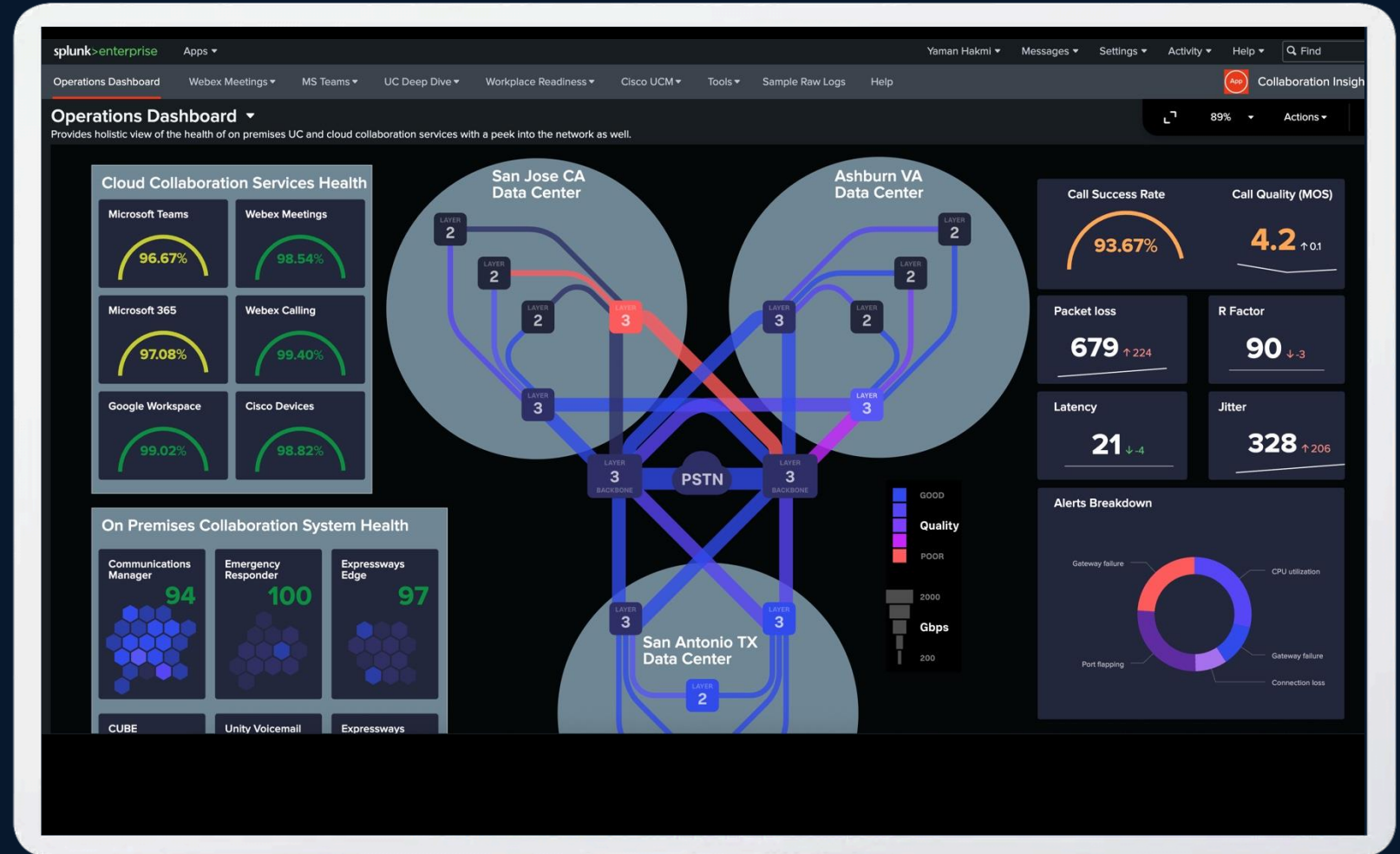


Future-Proofed Workplace demo

Observability for Future-Proofed Workplaces

Unified Collaboration Observability

- Spaces
- Calling
- Server health
- MOS
- QoS
- ThousandEyes
- Call logs



Splunk for the full Cisco stack

Providing the data platform for end-to-end visibility across the full Cisco stack

Networking

Available today:

- Cisco EN & ACI Apps
- Network Element Mon.

Available TAs for:

NEW

- Catalyst/Nexus/ACI
- Meraki
- UCS Compute
- Identity Services (ISE)
Meraki Dashboard
- Catalyst Center
- Nexus Dashboard

Coming up: ITSI CY26

- Crosswork Cloud (TA)
- SDWAN (vManage)

Security

Available today:

- Talos threat intelligence integration

Available TAs for:

NEW

- Security Cloud App
- Web/Email security
- Network Analytics (Stealthwatch)
- AI Defense

Coming up:

- Secure Workload
- Isovalent (Hypershield)

Collaboration

Available today:

- Contact Center Analytics
- AppD agents for on-prem UCCE/UCCX
- Productivity apps view
- Webex SOAR investigative workflow

3rd Party TAs for:

- CUCM CDRs
- CUBE SBCs

Coming up:

- WxCC Splunk Connector

Observability

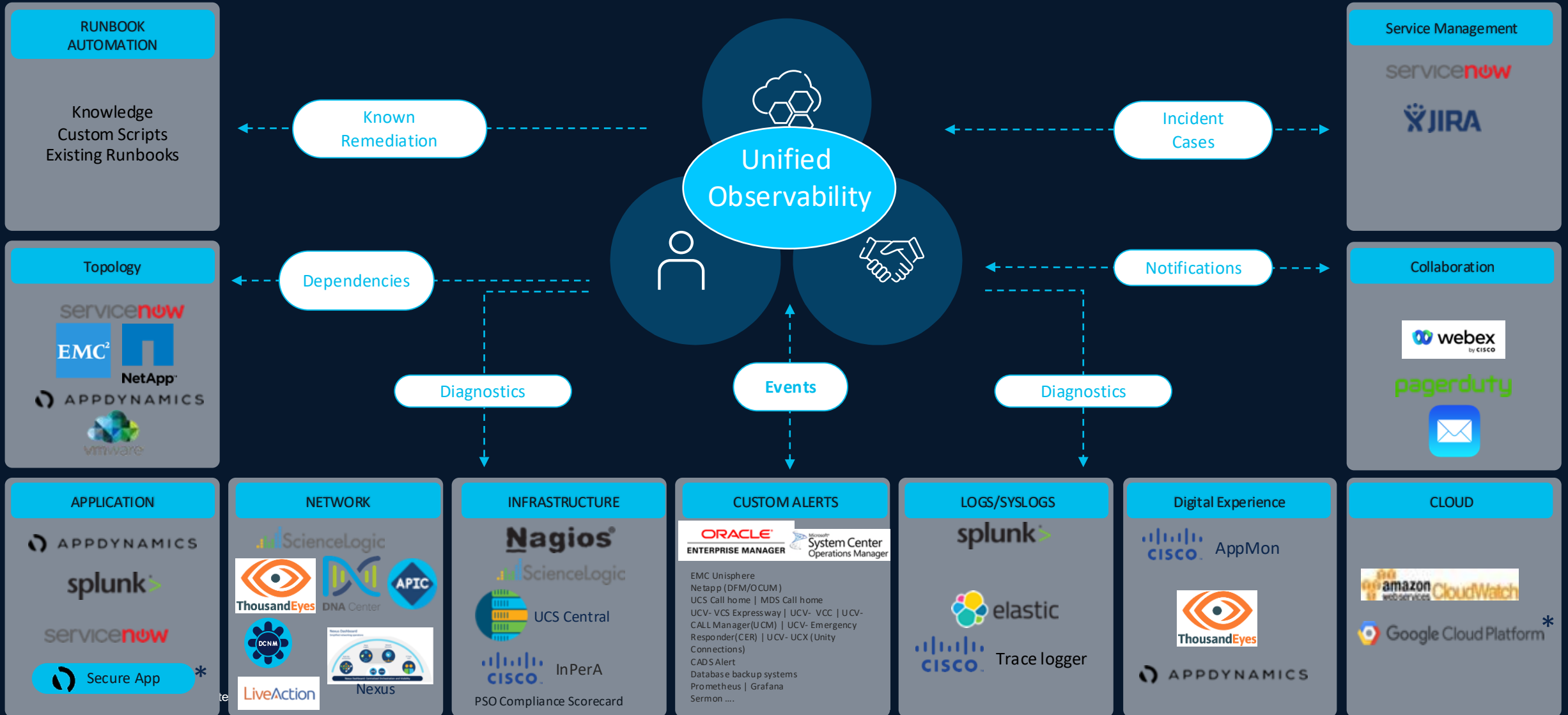
Available today:

- AppD & ThousandEyes DEM experience
- ThousandEyes integration with ITSI
- ThousandEyes DEM in O11Y Cloud

NEW

Cisco IT Inter-domain Integrations

24 developers to maintain APIs



Cisco Agentic Observability



Cisco Data Fabric
(Splunk)

Splunk ITSI & Cisco Enterprise Networking

Enterprise Network Monitoring for branch & campus to quickly pinpoint site & device issues in Cisco networks

- ITSI content packs for Catalyst Center and Meraki
- Cross-domain correlation for reduced alert noise and domain isolation
- Out-of-the-box topology to measure the health of a location (e.g. retail store) and isolate problematic devices
- Device alert import, normalization, deduplication, and correlation logic
- Insights for problem troubleshooting (e.g. recent configuration changes)
- In-context guidance into Catalyst Center & Meraki to take action on devices



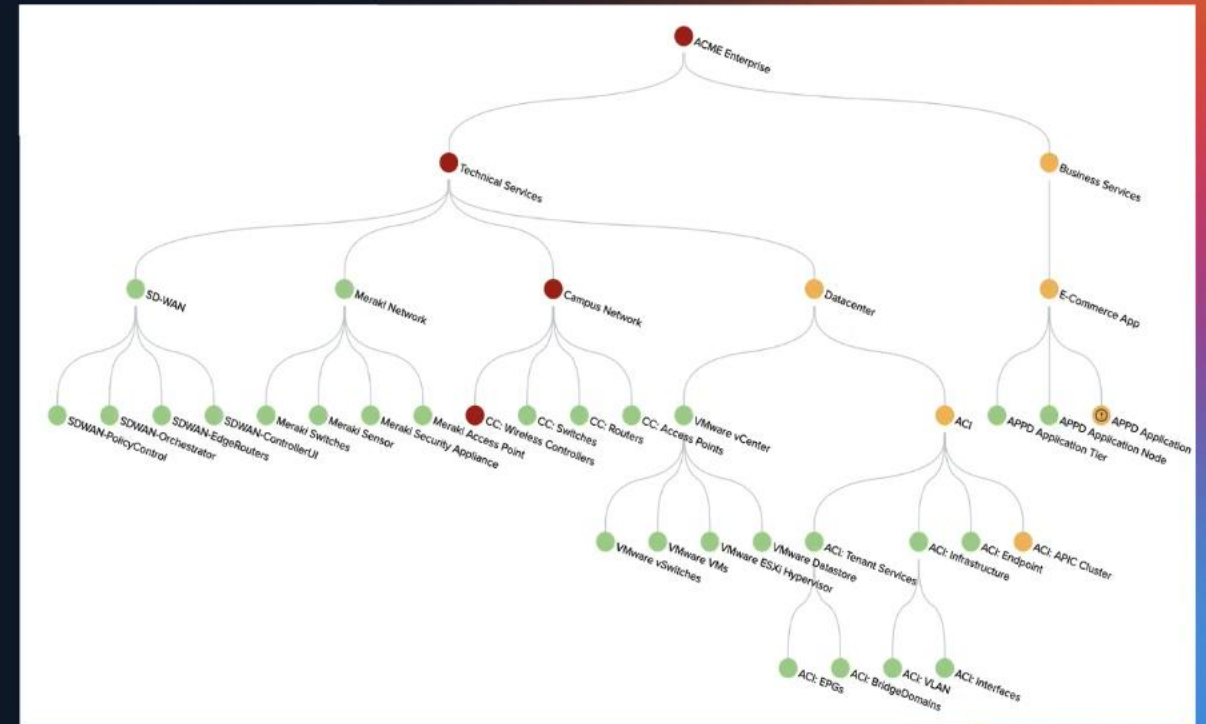
Cisco Unified Observability

Transforming ITOps with Cross-Domain Intelligence

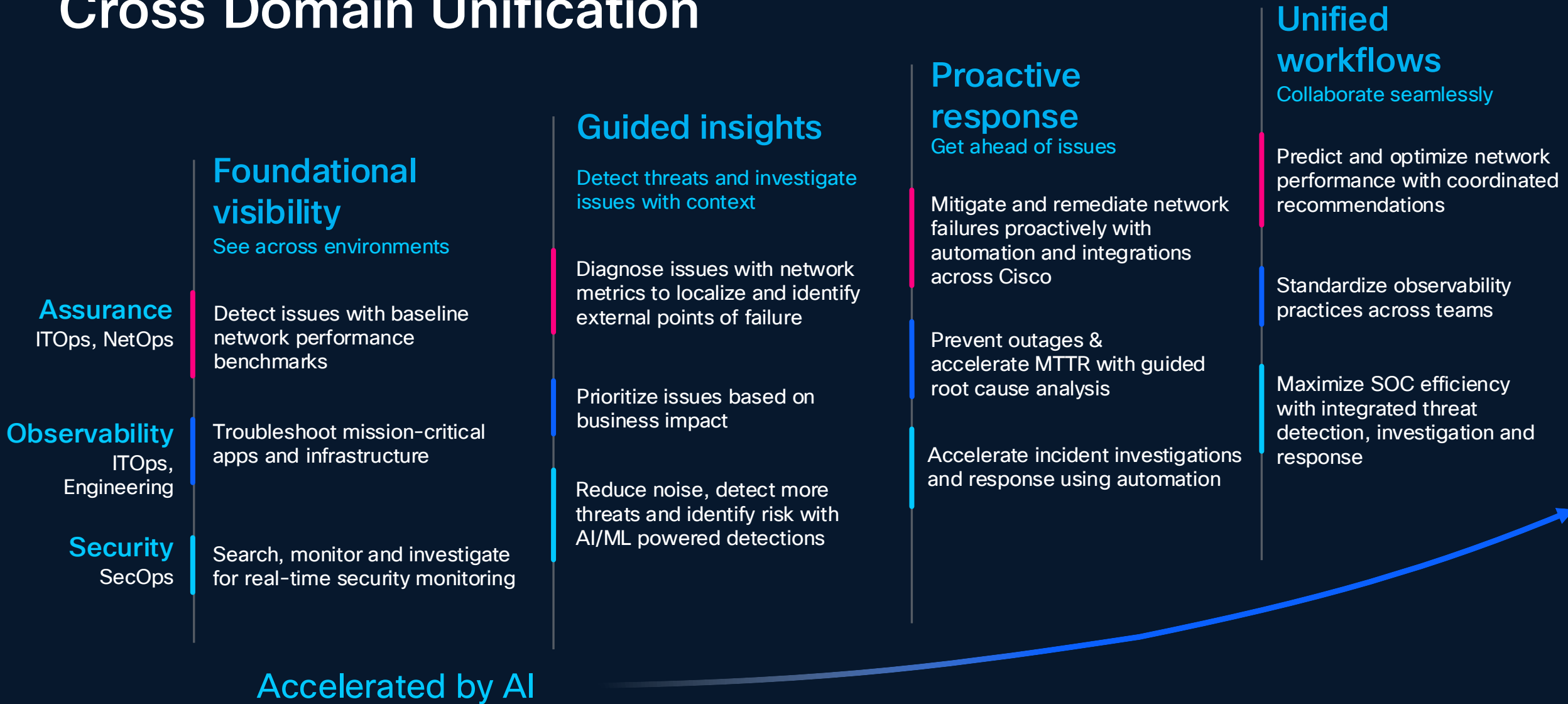
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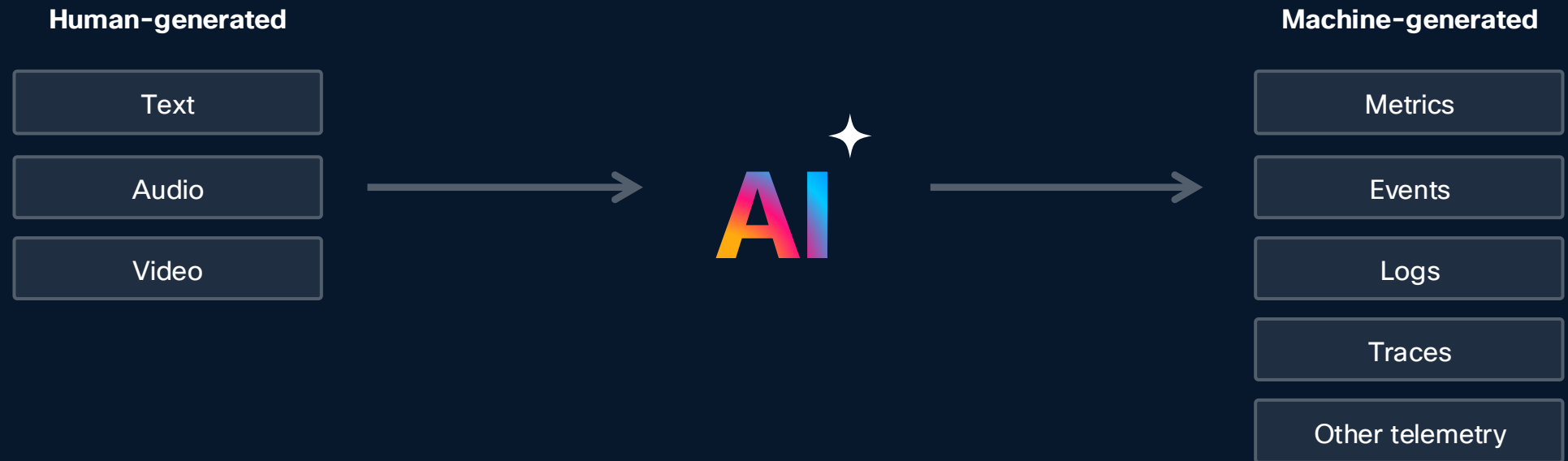
Cross Domain Unification



Introducing **AgenticOps**

Cross-domain | Multiplayer | Purpose-built model

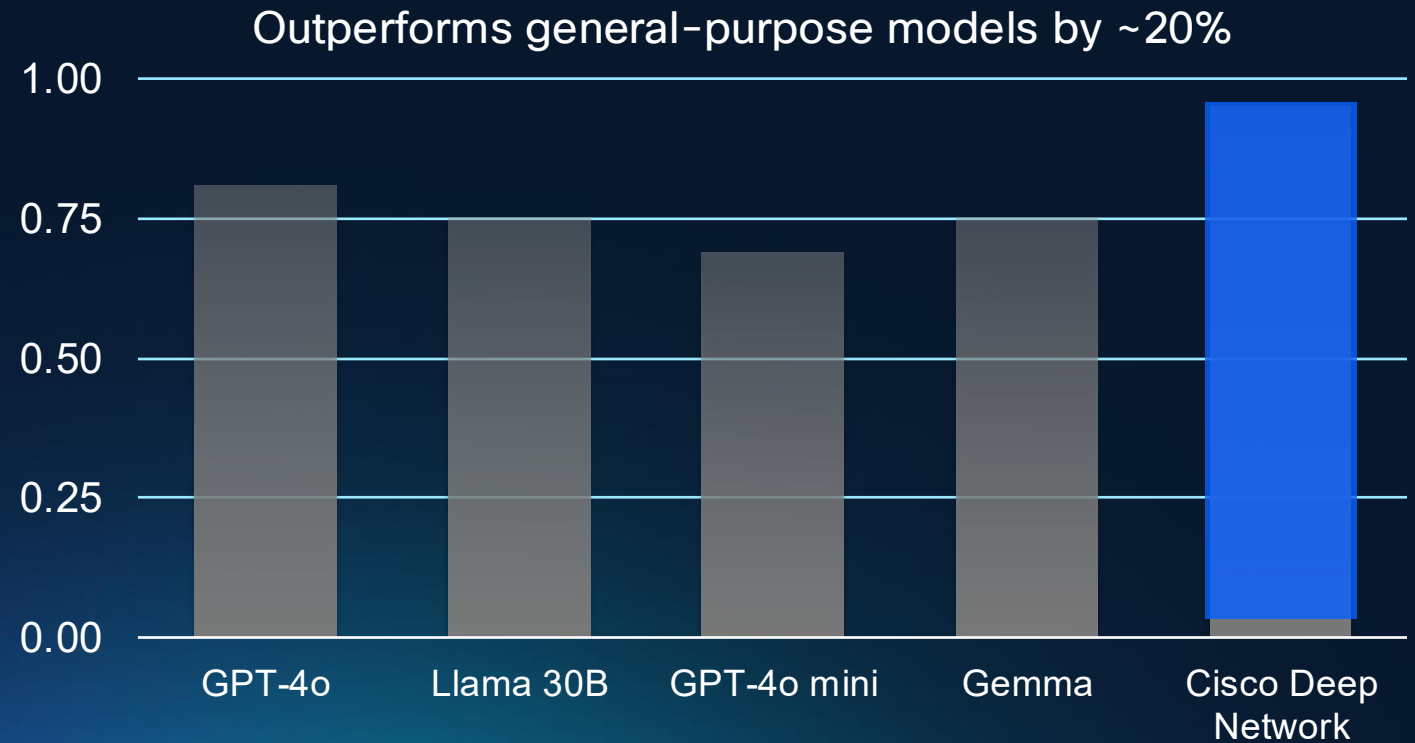
Data is the essential fuel for AI



Deep Network Model

Purpose-built for networking,
expert accuracy

- 10% more precise reasoning for troubleshooting, configuration, and automation
- Fine-tuned on 40+ years of expertise and expert-vetted for accuracy
- Evolves with live telemetry and real-world Cisco TAC and CX insights



Accuracy on CCIE-style multiple choice questions (590-question benchmark), May 2025



ANNOUNCING

Time Series Foundation Model

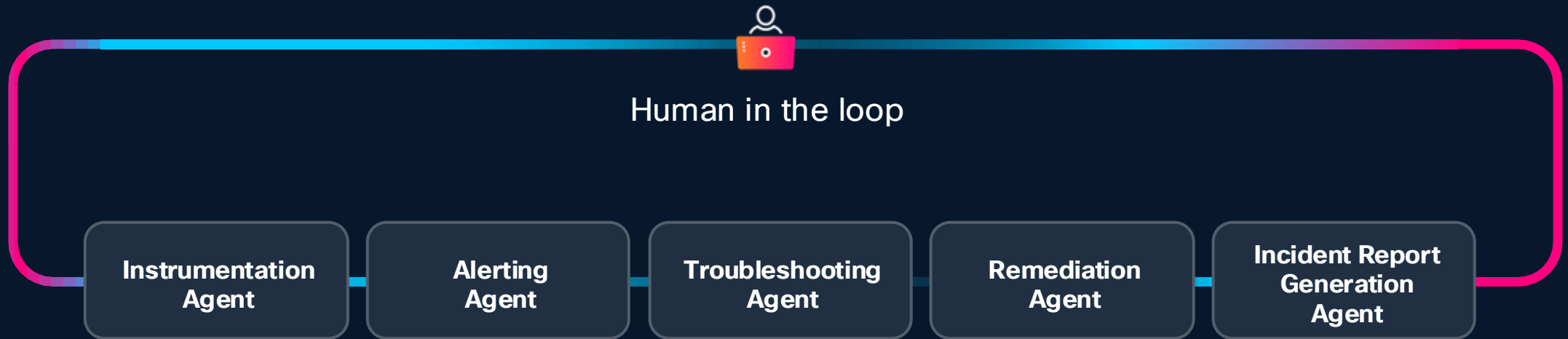
OPEN-SOURCE | ON HUGGING FACE NOVEMBER 2025

Optimized for machine data

Accurate and scalable

Adaptable to your domain

Fix and prevent with AI agents



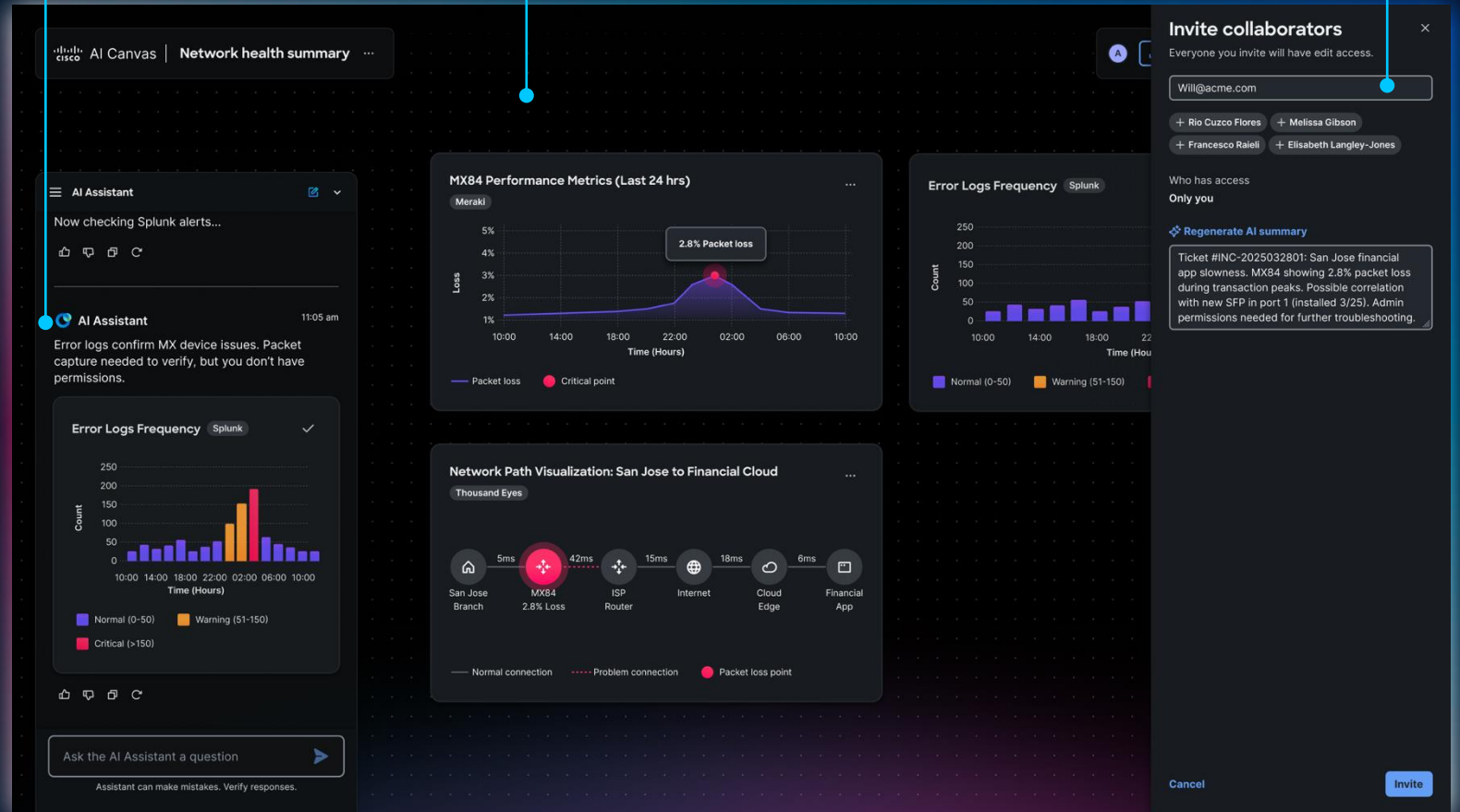
AI Canvas

AI Assistant

Shared Workspace

Users

- Single canvas for cross domain troubleshooting
- Generative UI with reasoning built-in
- Keeps NetOps, SecOps, IT and execs on the same page



Many of the products and features mentioned are still in development and will be made available as they are finalized, subject to ongoing evolution in development and innovation. The timeline for their release is subject to change.

≡ AI Assistant 

Get details from servicenow



Assistant can make mistakes. Verify responses.





McLaren F1 trusts Cisco's secure, reliable technology to **innovate** **faster, act smarter, and stay ahead**

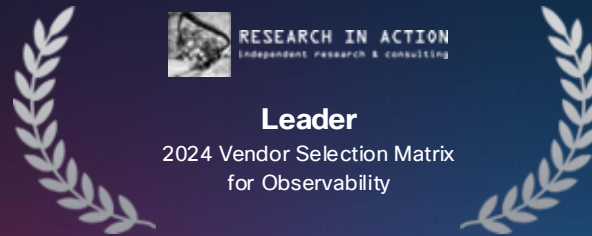
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"Our AI compute capability is only as good as the network connecting it to our data and to our engineers. And Cisco provides us with the speeds of connectivity that match the speed of our cars on the track."

Andrew McHutchon
Head of Data Science
McLaren Formula 1 Team

McLaren

A leader in Security & Observability



Leader & Fast Mover
2024 AIOps Radar

Top Vendor
2024 Vendor Selection Matrix
for AIOps

Overall Leader
2024 SPARK Matrix AIOps

Leader & Outperformer
2024 APM Radar

Leader & Fast Mover
2024 Kubernetes Observability Radar



Overall Leader
2024 SPARK Matrix
Infrastructure Monitoring

Next Steps....

Partner with your Cisco
account team
to **supercharge** your
Observability strategy

Thank you

