



# *ThousandEyes Assurance*

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*Cisco Connect Cancun 2025*

# *Agenda*

- *What is Assurance?*
- *ThousandEyes Use Cases*
- *Assurance in the Cisco Portfolio*
- *ThousandEyes Roadmap*

# What is Assurance?

## INSURANCE



Protection  
against  
possible events

## ASSURANCE



Protection  
against  
certain events

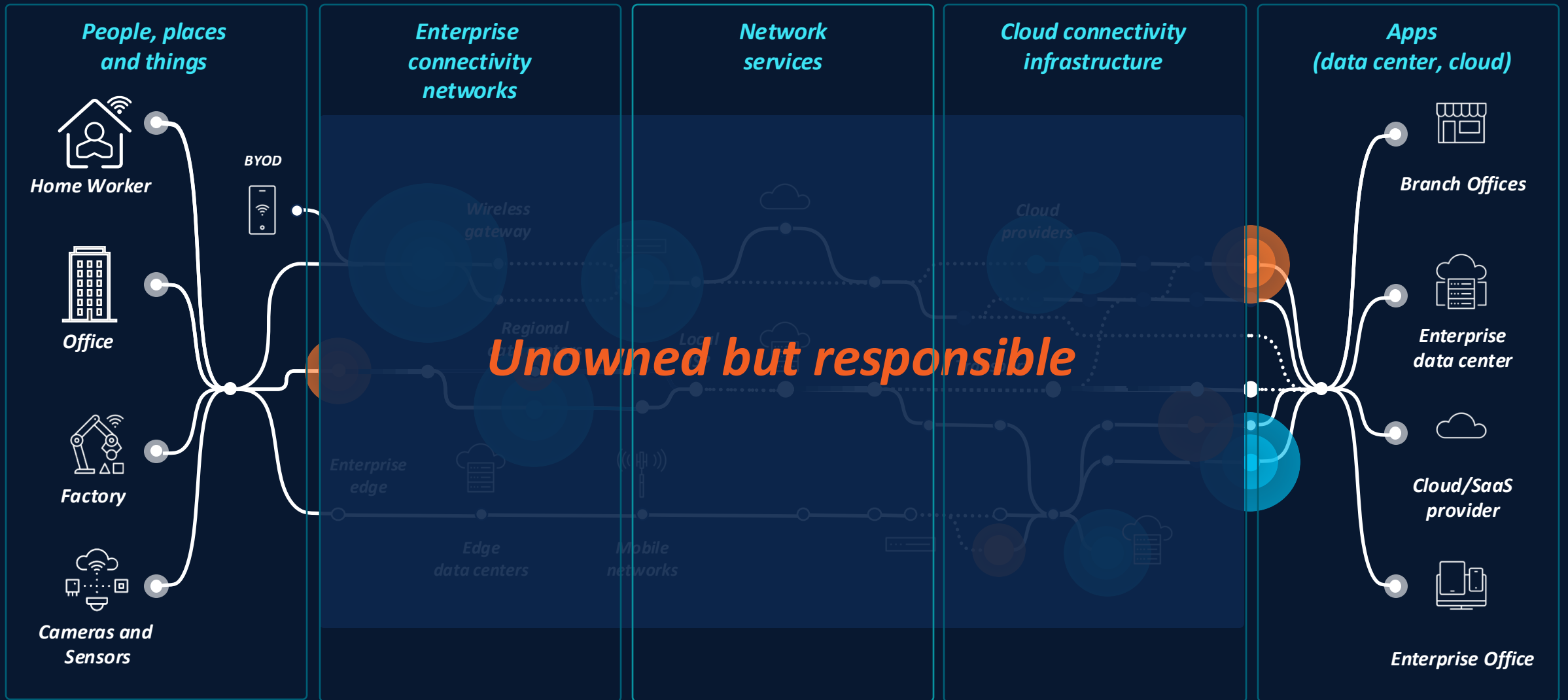


Assurance is the  
promise of an outcome



Deliver on the promise  
of a great connected  
experience

# Solving Our Customers' Most Pressing Challenge



# Assurance for Every Connected Experience



## Customers

*Your Apps*

Deliver stellar digital connectivity to customers however they connect



## Workforce

*Your People*

Keep workers connected and productive wherever they are located



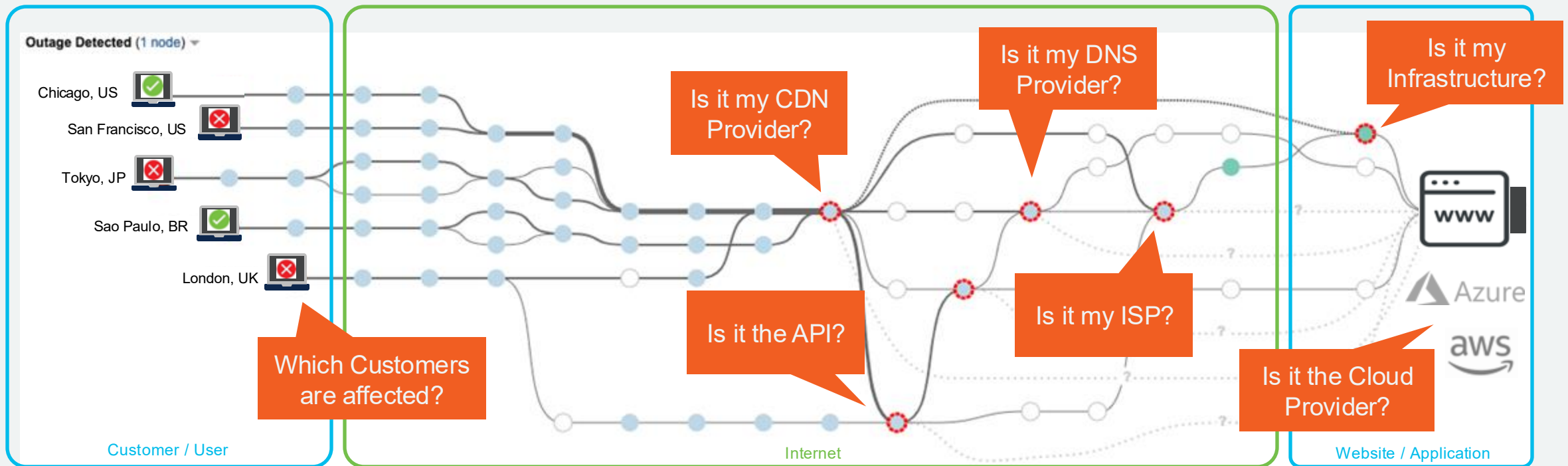
## Enterprise

*Your Infrastructure*

Optimize and sustain the flow of your digital supply chain across all locations

# Can users reach *my website*?

Assurance

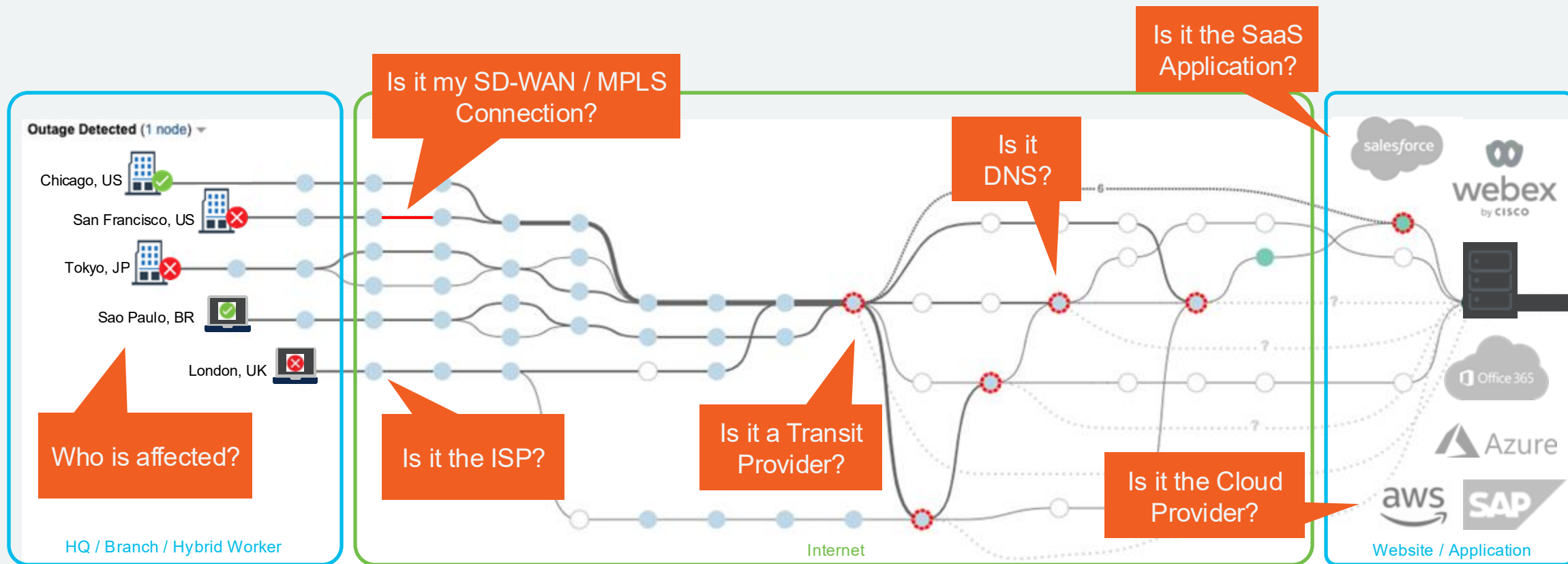


ThousandEyes



# Can employees access their *productivity apps*?

Assurance



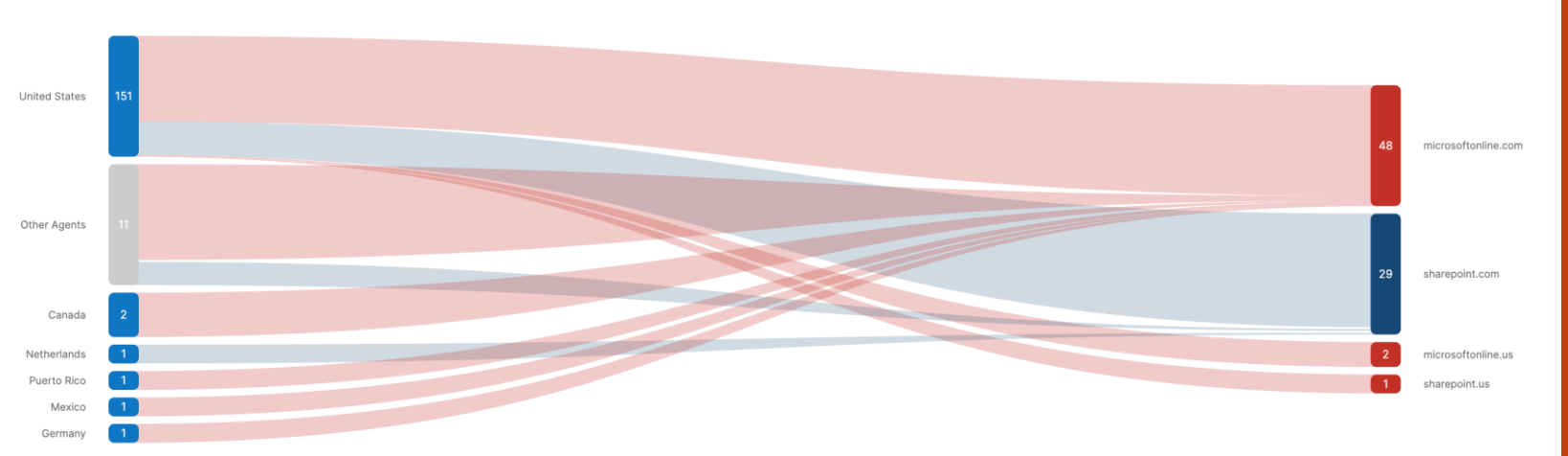
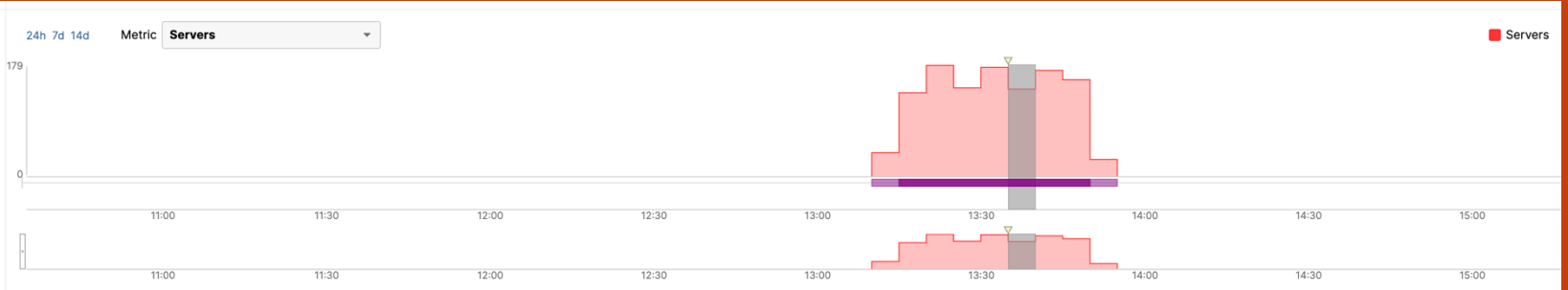


# Microsoft Outage October 9

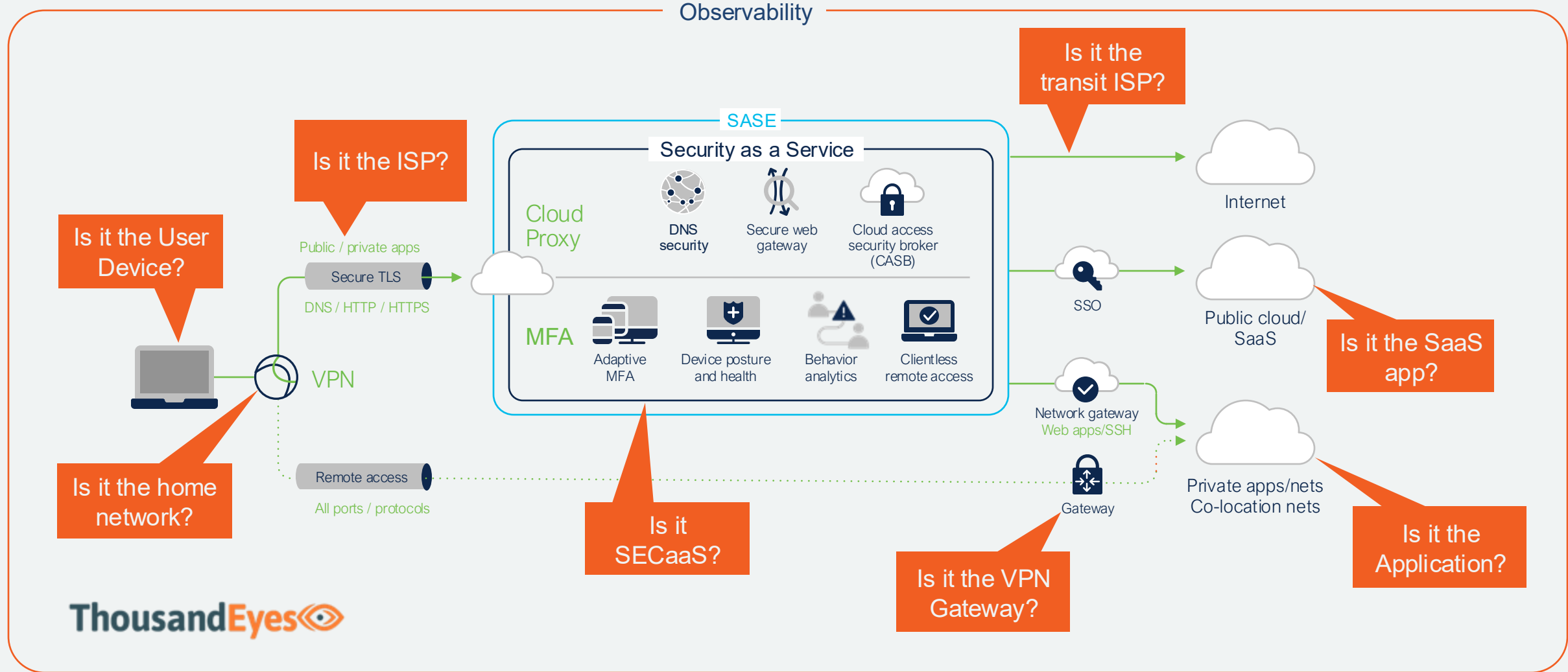
Demo



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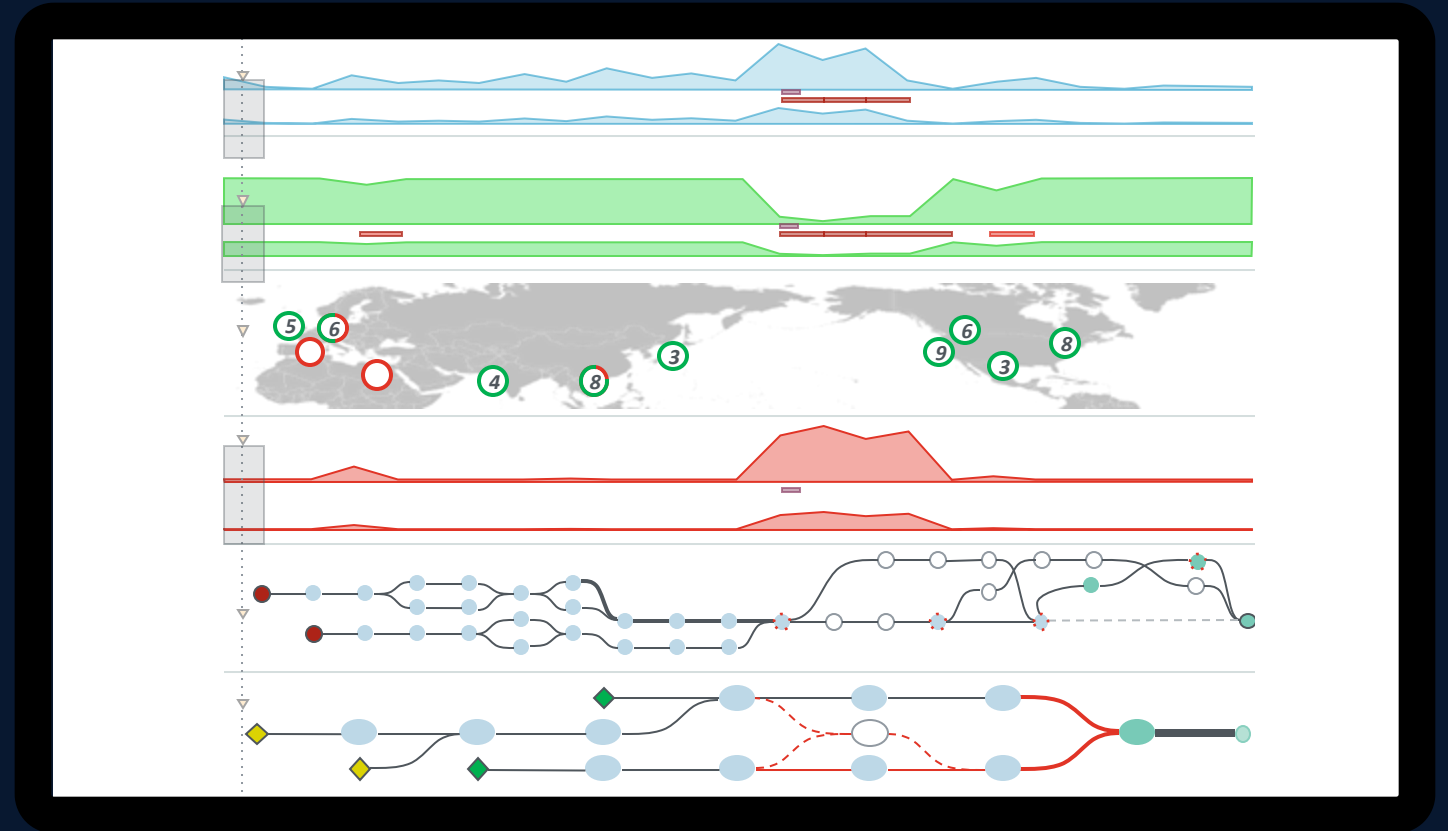


# How can I support *remote workers*?



# Correlate performance across *every* layer

Time Correlated

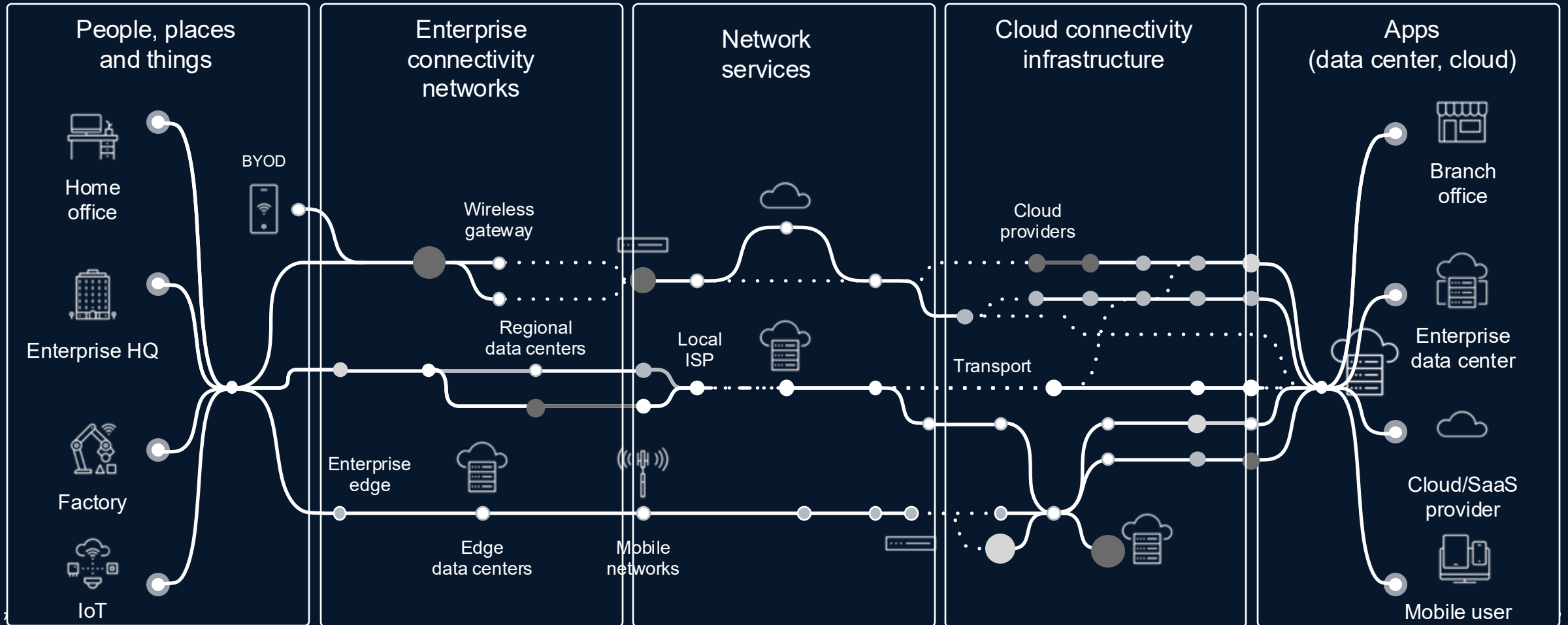


*Endpoint Experience*

*Traffic Insights*

*Enterprise and Cloud Synthetics*

*Cloud Insights*



# Cloud Insights

Extend visibility into unowned networks

## THE WHY

Applications can be deployed across the cloud and on-premise environments making it difficult to have a single solution that measures the entire experience from end to end.

## THE WHAT

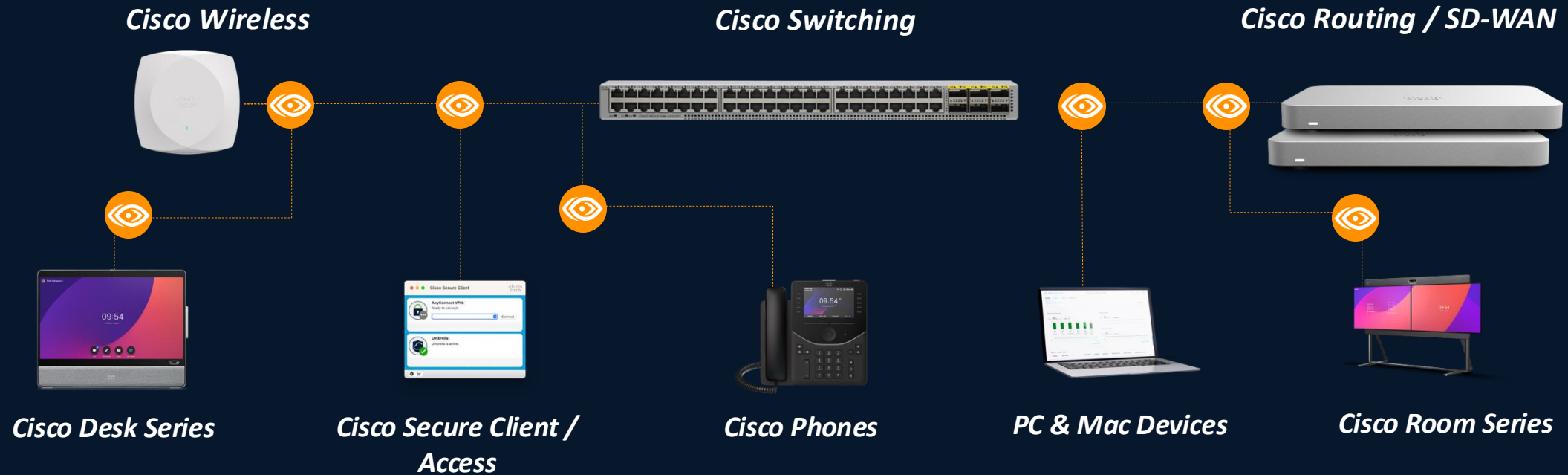
Cloud Insights extends path visualization into AWS networks with a topology, configuration changes, and VPC Flow logs to measure the impact of configuration changes or traffic flow to user performance.



## VALUE TO THE BUSINESS

Faster response times to live issues and proactive mitigation of problems arising from configuration changes.

# With Cisco, Assurance is built-in



AI-driven Intelligence + **splunk** > integration  
a CISCO company

# Extend Assurance Capabilities in Just a Few Clicks

Leveraging investments in Cisco networking

## Networking

Routing, Switching, Data Center



Catalyst 9k & 8k plus  
1000 and 4000 ISR series



Leverage existing  
Cisco hardware

## Collaboration

RoomOS



Meraki MX Security  
Appliances



Gain evidence and eliminate  
wasteful finger pointing



Nexus 9000 Series  
Switching



Cisco RoomOS  
Devices



Improve performance with  
expanded visibility

## Security

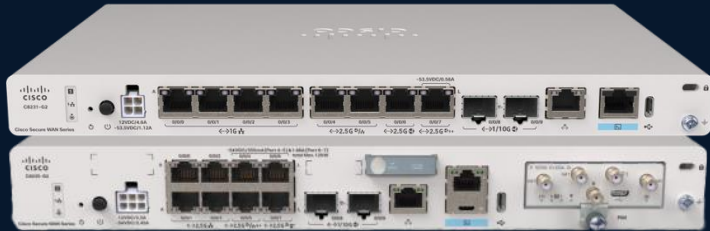
Secure Access

CISCO  
SECURE

Cisco Secure Client and  
Secure Access

# New Device Support

*Cisco 9350 Switches, Cisco 8000 G2 Routers, Industrial Edge Switch, Industrial Routers*



- **Cisco 9350 Switches**
  - With IOS-XE 17.18.1 switches running on-prem mode
  - CLI and Catalyst Center deployment
  
- **Cisco 8000 G2 Routers**
  - **IOS-XE 17.18.1**
  - **CLI and SD-WAN manager deployment**
  
- **Industrial Edge Switches**
  - **IE3500, IE9300, IE9300**
  
- **Industrial Routers**
  - **IR1101, IR1800, IR1800, IR8140**

# Traffic Insights

Extend visibility into owned networks

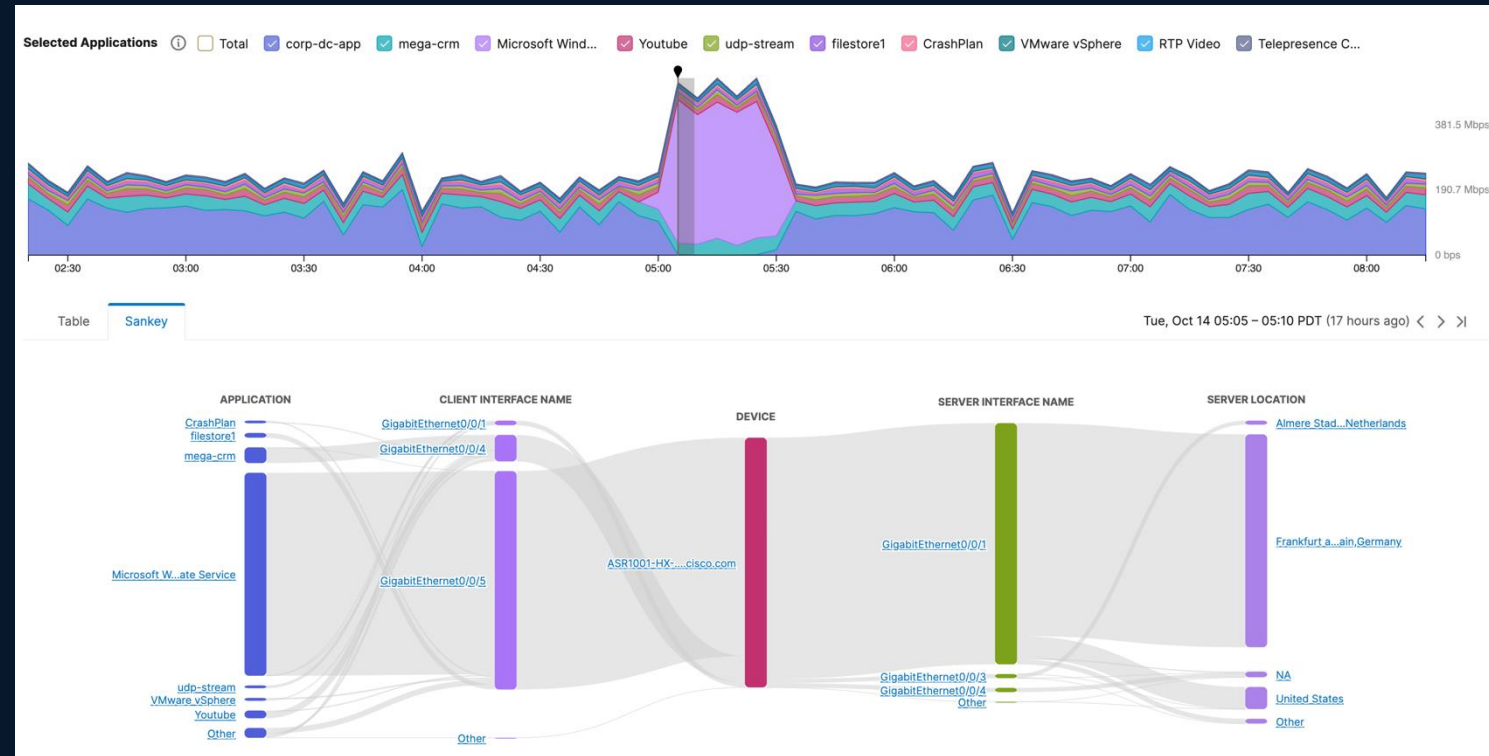
## THE WHY

Extend visibility into the customers networks leveraging flow related data

## THE WHAT

Combine NetFlow data with synthetic tests for added context that accelerates troubleshooting efforts

Analyze NetFlow data from all your network infrastructure to get a holistic view of usage across your environment

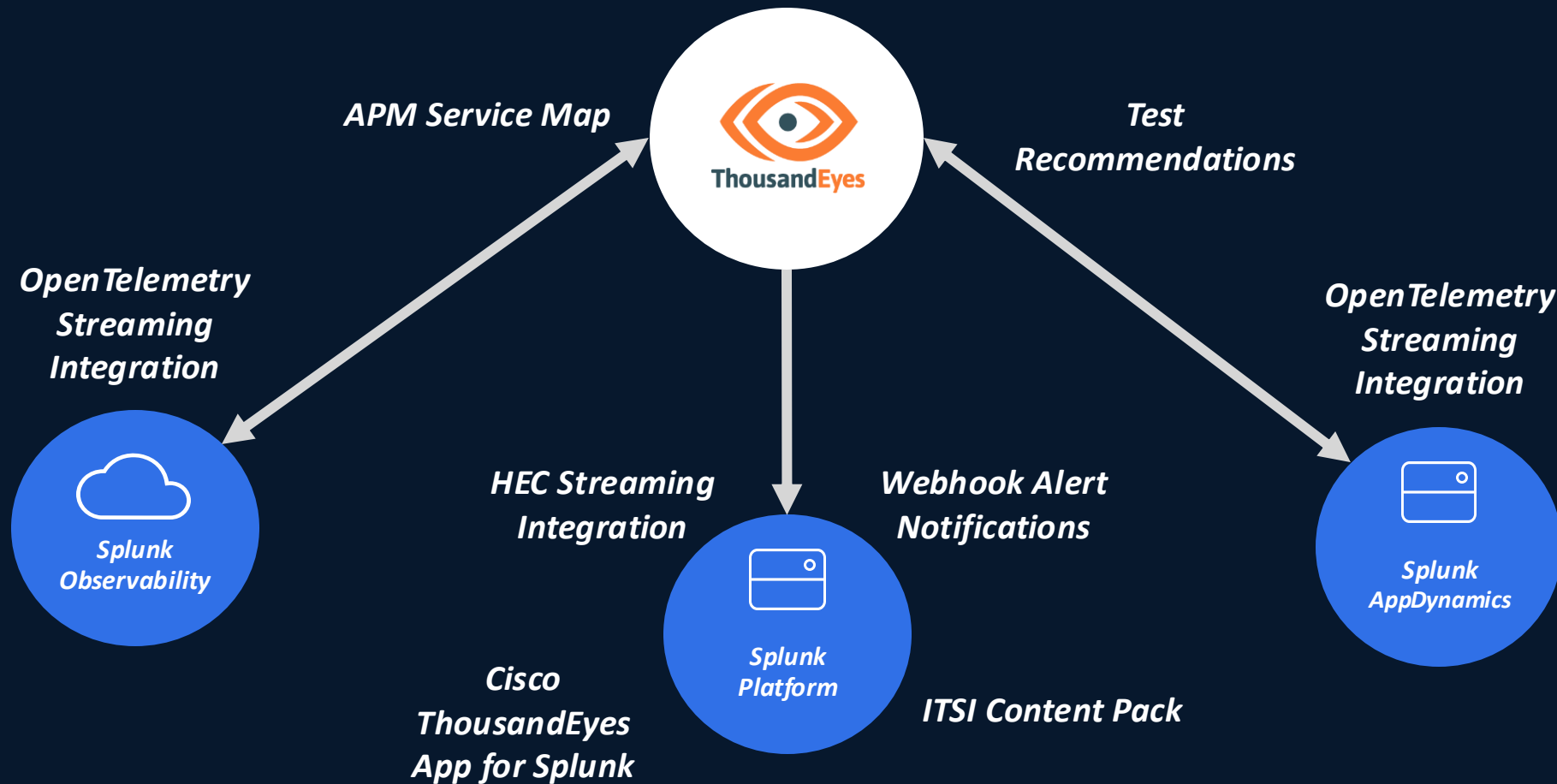
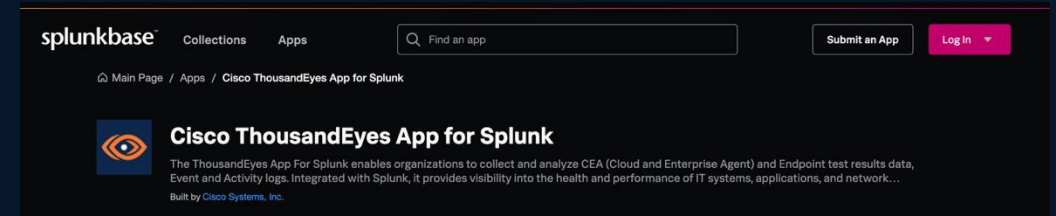


## VALUE TO THE BUSINESS

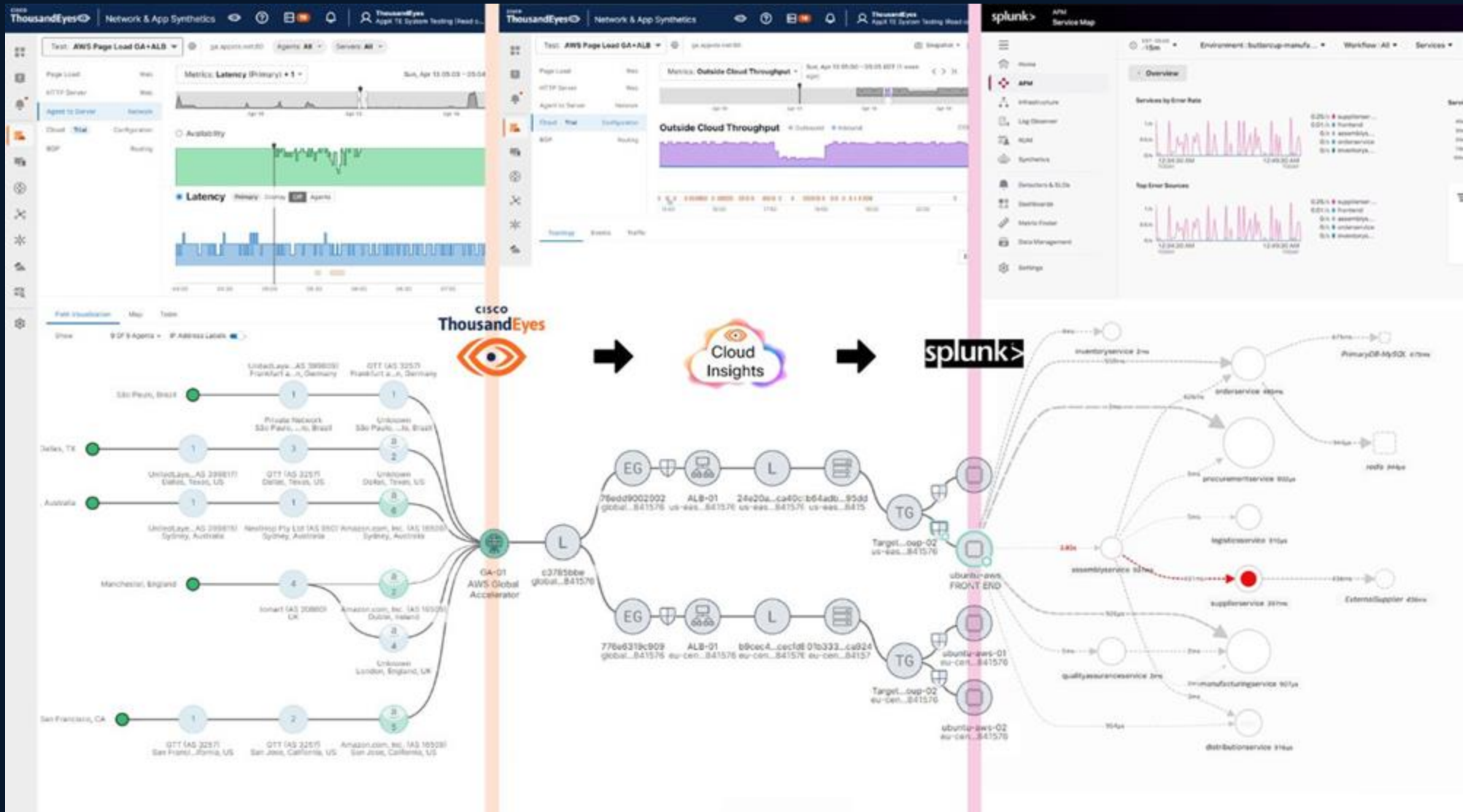
Unified view of conditions across diverse networking environments to streamline workflows and delivery of exceptional user experiences

# Splunk + ThousandEyes

Contextual Data Sharing and Enrichment

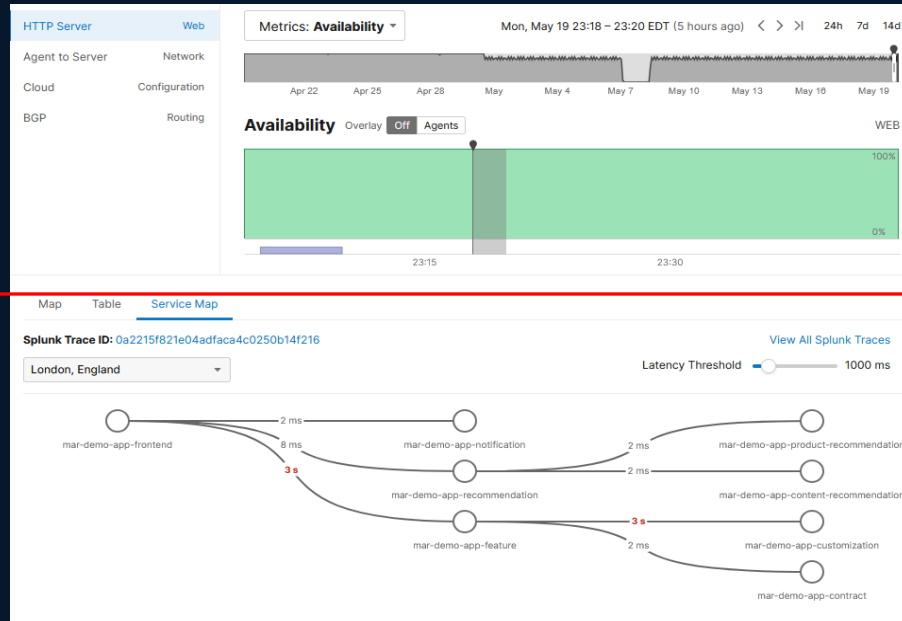


# End-to-End Visibility (really)

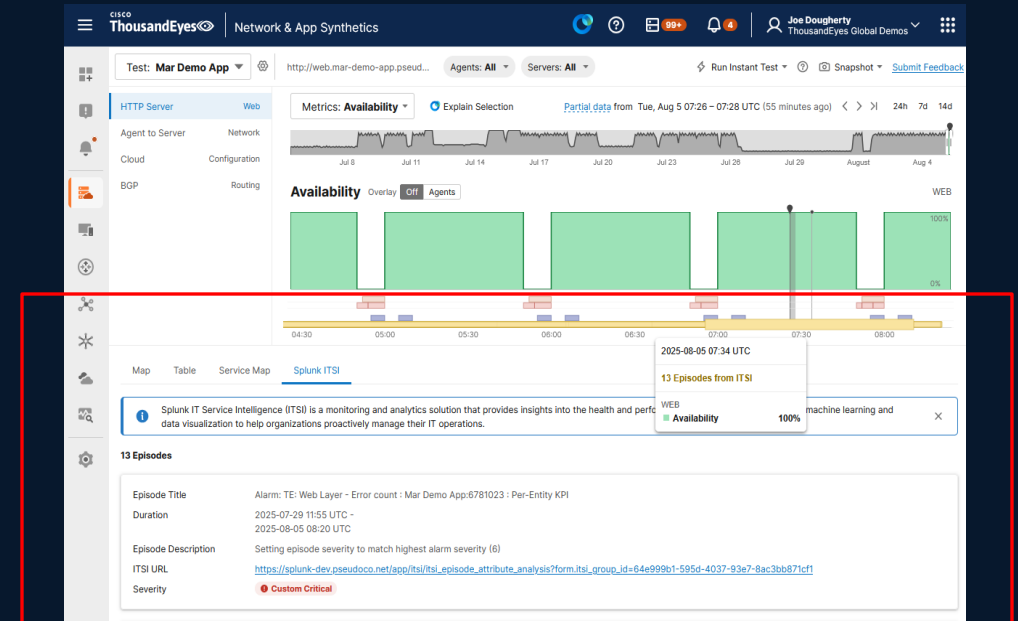


# Splunk + ThousandEyes

## Contextual Data Sharing and Enrichment



*Splunk Service Dependency Map in ThousandEyes*



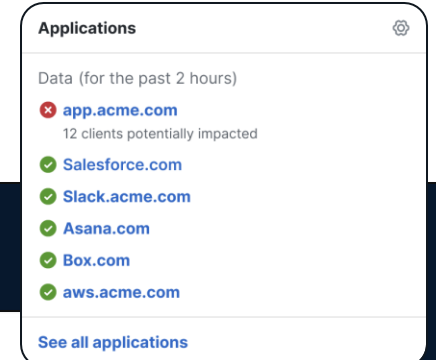
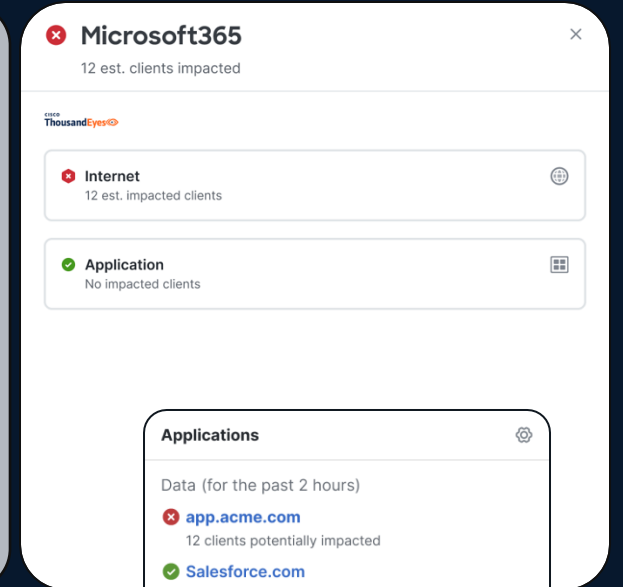
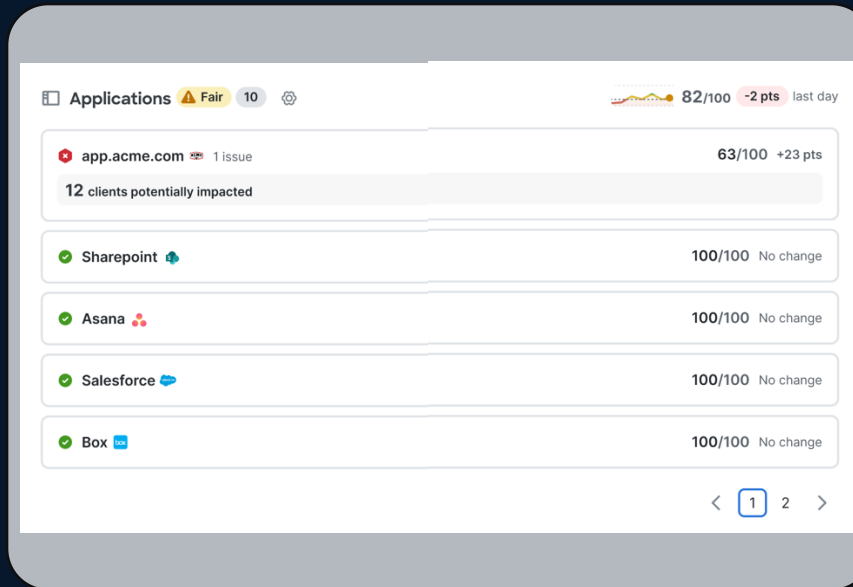
*Splunk ITSI Event Context data in ThousandEyes*

# ThousandEyes

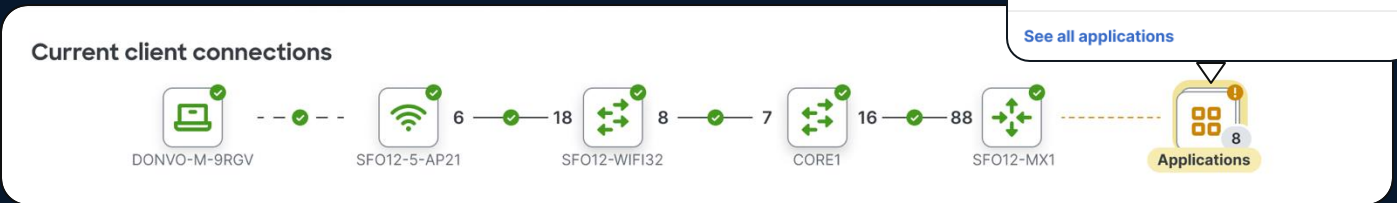
## Meraki Assurance Integration

- *Per-Application Health with active probing*
- *Visibility beyond the WAN*
- *Differentiate internet or application server issue*
- *Integration with both network & single-client workflows*

### Assurance Overview Dashboard



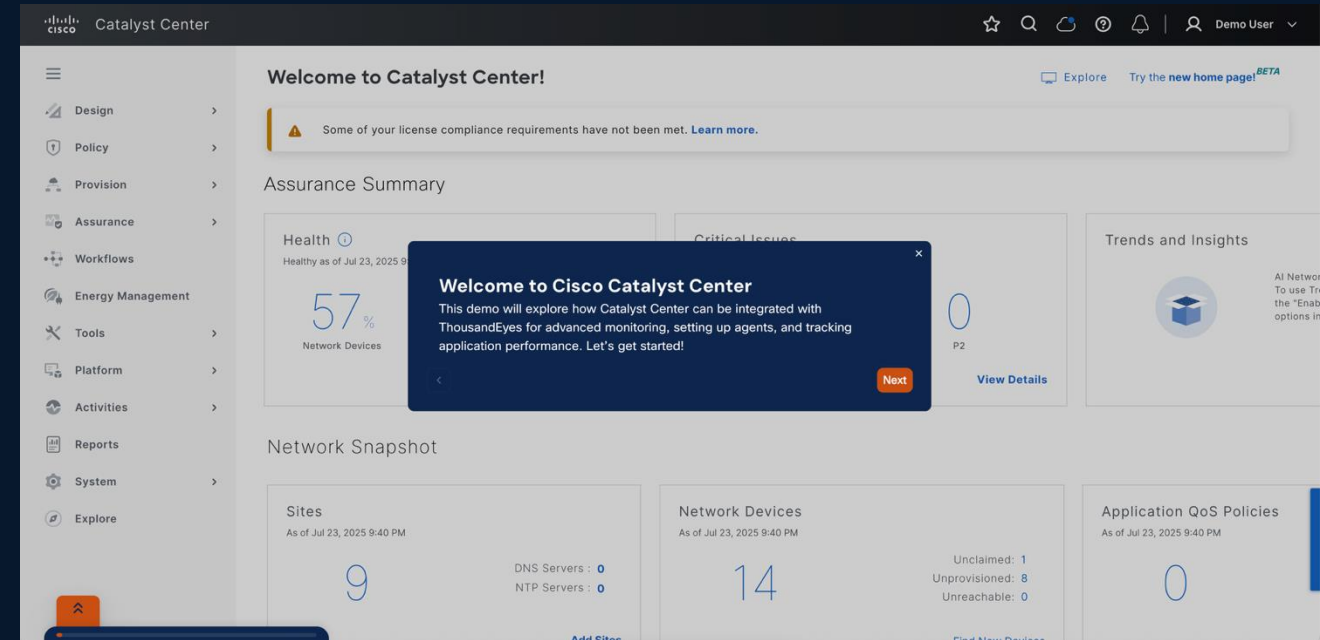
### Single Client Dashboard



# Catalyst Center Integration

Consistent and unified customer experience across all network controllers

- **Guided experience and templates enable quick deployment of ThousandEyes agents and tests**
- **Unified assurance dashboard that displays ThousandEyes network & application data with Catalyst telemetry (netflow, SNMP, device logs)**
- **Resolve issues faster with contextual drill-down from Catalyst Center into ThousandEyes and seamless authentication (Oauth 2.0)**



# Catalyst SD-WAN Manger Integration

Consistent and unified customer experience across all network controllers

*New onboarding workflow simplifies the deployment of ThousandEyes agents and leverages templates to quickly setup monitoring of the network and applications*

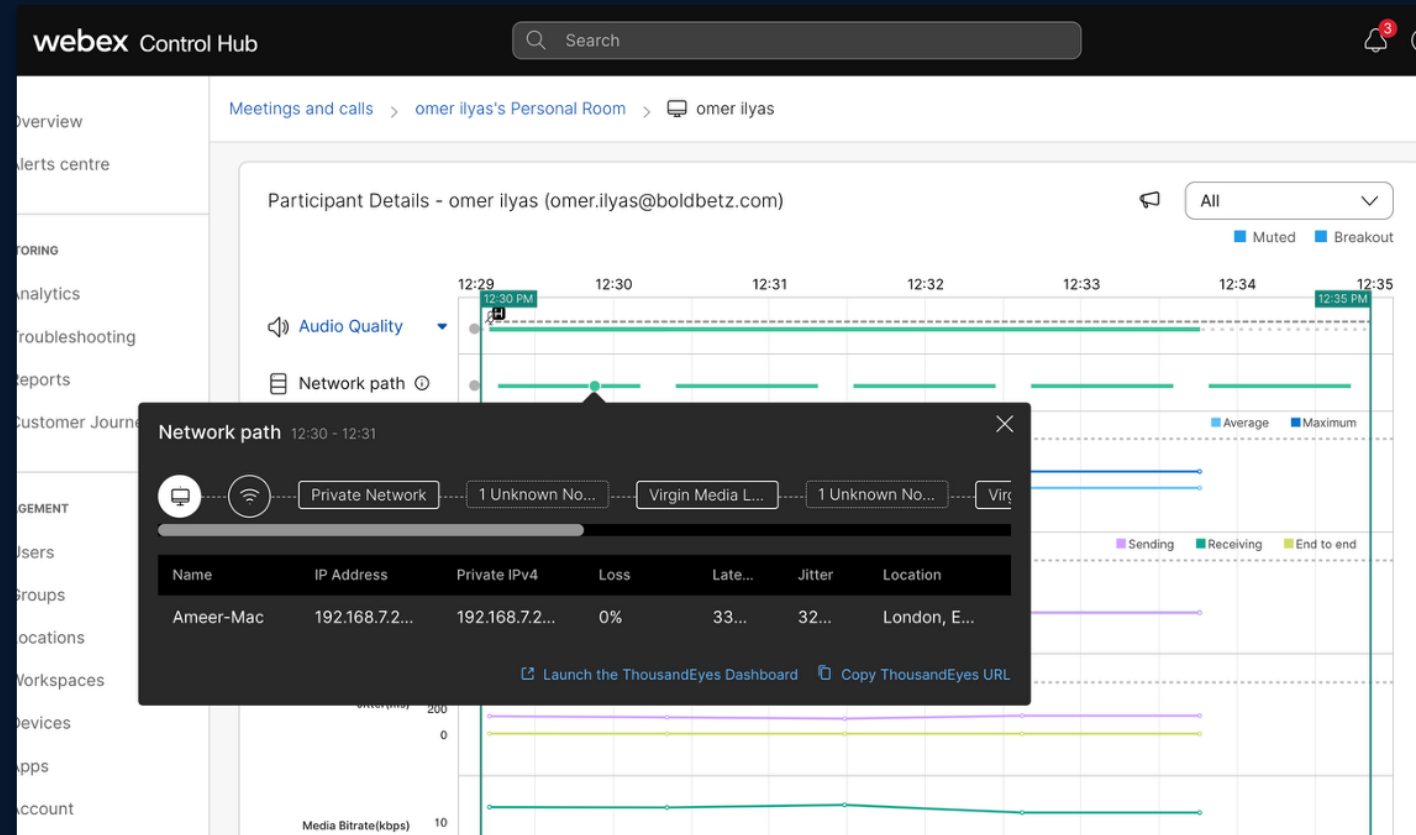
The screenshot displays the Catalyst SD-WAN Manager interface. At the top, a notification states: "The network is out of compliance due to licensing, please [click here](#) for more actions." The left sidebar contains navigation options: Monitor, Configuration, Analytics, Workflows (highlighted), Tools, Reports, Maintenance, Administration, and Explore. The main content area is titled "Workflows" and includes a "Library" dropdown menu set to "All". Below this, there are nine workflow cards, each with a "Create Configuration" button and a "Start" button. The "Configure ThousandEyes" card is highlighted with an orange border. The cards are:

- Create Configuration Group**: Configure your WAN with smart configuration group(s). Use recommended settings to get the WAN up and running quickly.
- Instantiate Service Chain**: We detected the following Service Chain Configurations. Select one from below to start instantiating.
- Define and Configure Service Chain**: Define and configure a Service Chain for cloud, SDCI, campus, data center.
- Create NGFW Policy**: Use this workflow to configure your security policy.
- Create NFV Configuration Group**: As a Network Architect create a device-independent NFV design for rapid deployment on Cisco's uCPE devices.
- Configure Teleworker Devices**: Get secure access to your corporate network from the comfort of your home.
- Configure UC Voice**: Configure Cisco Unified Communications (UC) voice services for supported routers.
- Configure ThousandEyes**: Simplify ThousandEyes Agent onboarding & test configuration.
- Create WAN regions and assign controllers**: Divide the SD-WAN fabric into smaller, easier to manage networks a.k.a WAN regions. Assign Controllers to WAN regions for enhanced scalability, redundancy and fault tolerance.

# Collaboration

## Control Hub and Webex Devices Integration

- **Real-time media streams like audio and video are very sensitive to network conditions**
- **Leverage insights from ThousandEyes and Webex Control Hub to optimize performance and ensure exceptional Webex user experiences**
- **Provides visibility between user locations and Webex**
- **Rapidly identify problem domains (application, network, or third-party)**



# *What's New and Upcoming*



# Mobile Endpoint Agents

## THE WHY

The connected workforce uses mobile devices to run business critical applications. Visibility from those vantage points is lacking, leading to critical gaps when assuring digital experience.

## THE WHAT

ThousandEyes Mobile Agents will extend digital experience visibility to Android and Zebra devices across the enterprise.

## VALUE TO THE BUSINESS

Customer will have visibility into critical mobile devices and their performance, reducing mean time to resolution for issues and saving organizations money and productivity.



# Cisco AI Assistant integrated into ThousandEyes



Unlock Assurance for all with everyday language empowering any user to operate like an expert



Instant explanations and guided troubleshooting, accelerate root cause analysis and resolution



Predict and minimize the impact of operational issues before they affect user experiences

The screenshot displays the ThousandEyes AI Assistant interface. On the left, a navigation pane shows various network layers: HTTP Server, Web, Agent to Server, Network, Cloud, Configuration, BGP, and Routing. The main area shows a time-series chart for 'Response Time (Primary)' with a red box around the 'Explain Selection' button. Below the chart are sections for 'Availability', 'Response Time', 'Loss', and 'Latency'. The 'Response Time' section shows a significant spike around 12:00. On the right, the 'AI Assistant' panel provides a detailed analysis: 'Certainly, I'll analyze the selection you've provided using the ThousandEyes platform. Let me fetch the data and provide you with a comprehensive explanation. Based on the data provided, I'll analyze the network and application performance for the specified time period. The test was conducted on July 23, 2025, from 17:10:00 UTC to 17:15:00 UTC. **Fault Domain Assessment** Anomalous behavior was detected in the application layer, primarily affecting the receive availability. The network layer shows some latency increases but no significant issues. The most likely fault domain is the target infrastructure, with a medium confidence level. Key evidence: 

- Application layer receive availability dropped to 66.7% (baseline 100%)
- Two agents (Fort Worth and New Orleans) experienced receive errors
- Network latency increased for some agents but remained within acceptable ranges

 Below the analysis are buttons for 'Give a detailed fault domain assessment explanation', 'Explain application layer details', and 'Explain network layer details', along with a text input field 'Ask the AI Assistant a question' and a submit button. A note at the bottom states 'Assistant can make mistakes. Verify responses.'

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