

A New Approach to Digital Resilience

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What is Digital Resilience?

STRATEGY

Digital resilience

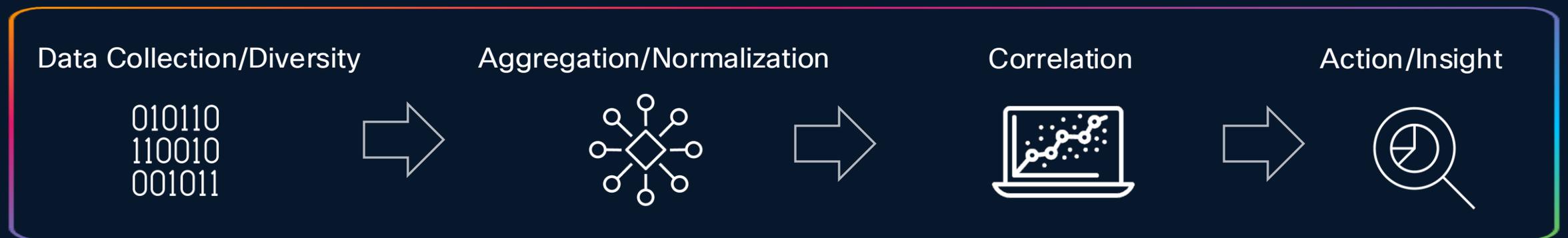
MONITORING

OBSERVABILITY

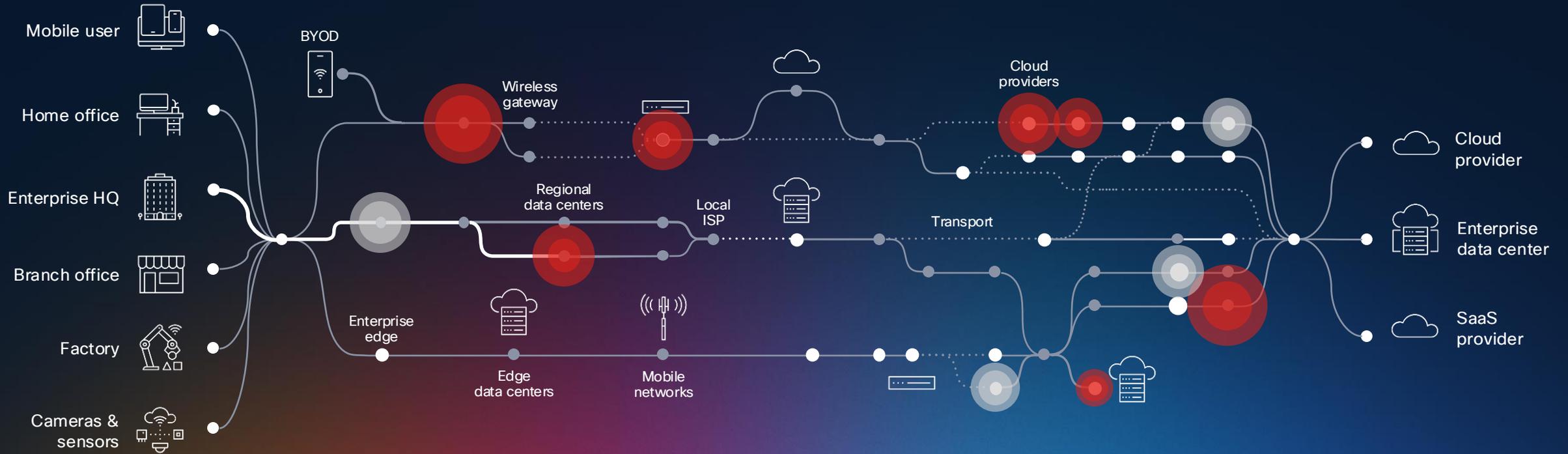
What is Observability's Role?

Feature	Monitoring	Observability
Focus	Known issues	Unknown and complex issues
Approach	Reactive	Proactive + Exploratory
Goal	Detect failures	Understand system behavior
Question it answers	"Is it working?"	"Why is it behaving this way?"

What Really Matters?



The **technology system** now spans owned and unowned environments



Silos of people, tools and data increase complexity | AI-powered workflows introduce new demands

Prevent issues before they affect customers, remediate rapidly, and adapt to new opportunities

Digital Resilience

Security

Gain comprehensive threat prevention, detection, investigation, and response for organizations of any size and security maturity

Observability

Prevent downtime and optimize experiences with visibility and insights across end-to-end services, including owned and unowned environments

Assurance

Enable seamless end-to-end connectivity across cloud, internet and enterprise networks to assure the delivery of applications and services

The Unified Advantage

Observability



Assurance

Unified visibility across network, infrastructure, and applications with business context



End to-end visibility into all networks and services that affect app performance and delivery



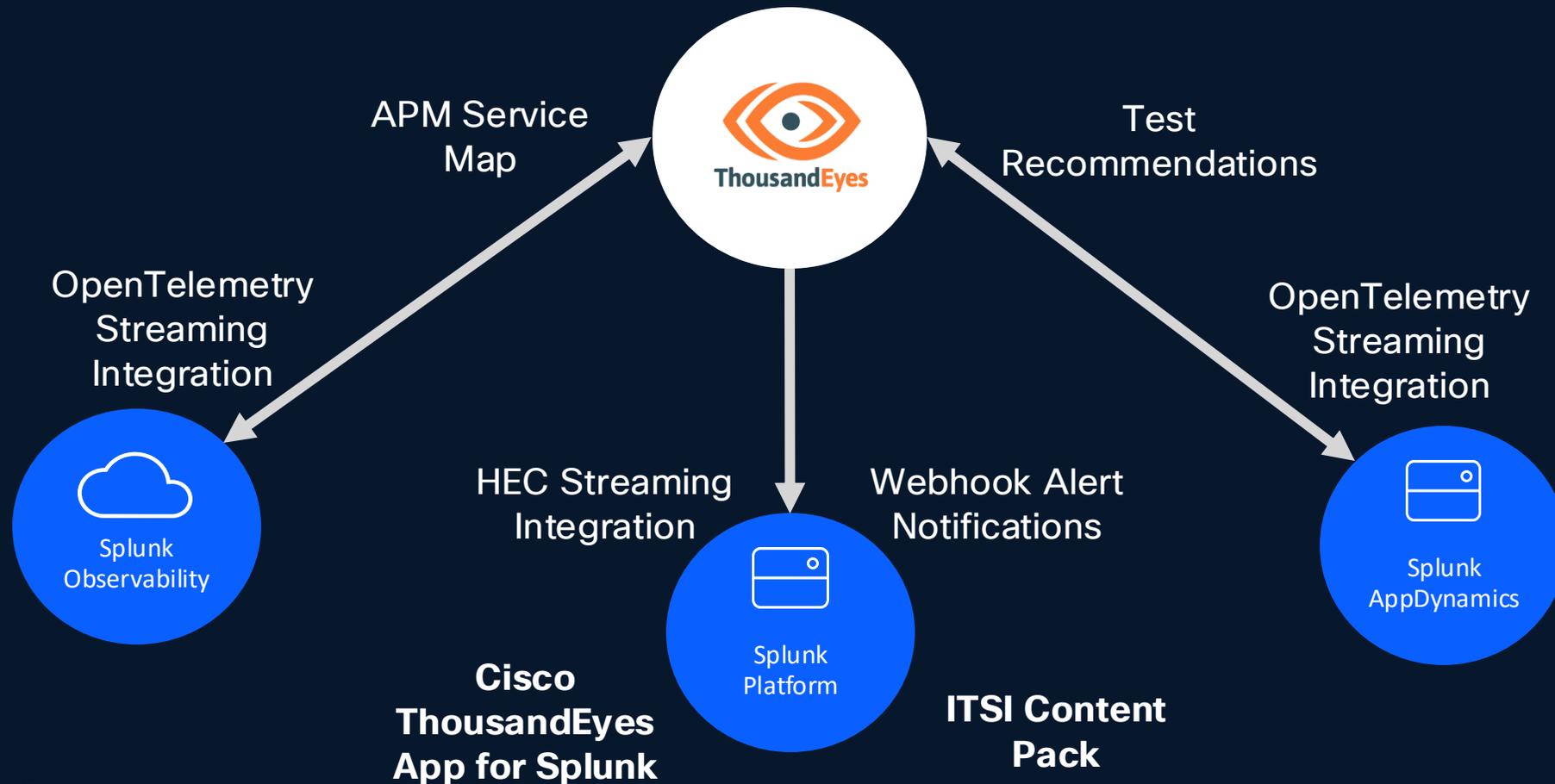
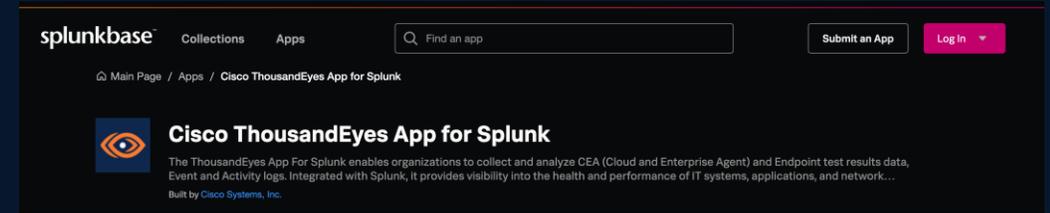
APPLICATION | NETWORK | INFRASTRUCTURE | CLOUD



BUILT-IN DATA AND PRODUCT INTEGRATION ACROSS CISCO NETWORKING, SECURITY, AND COLLABORATION

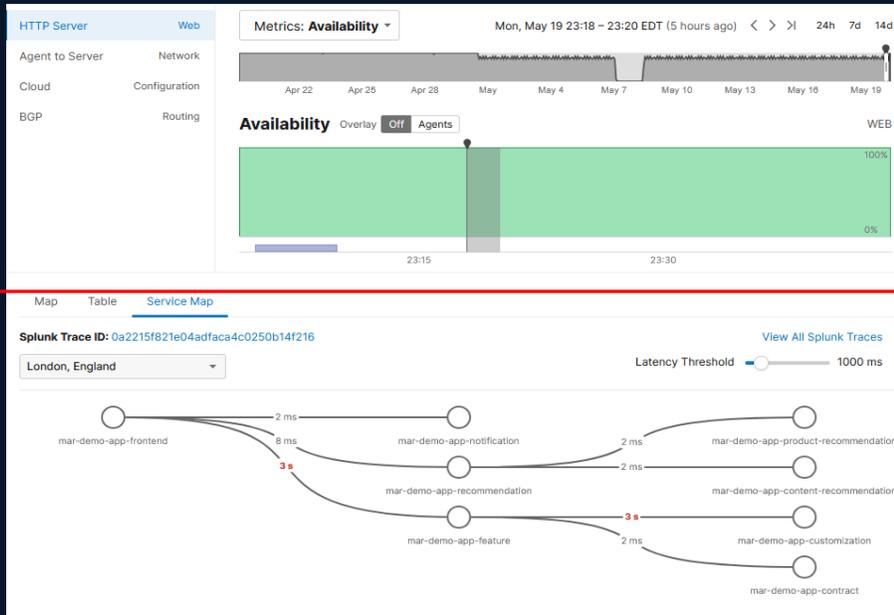
Splunk + ThousandEyes

Contextual Data Sharing and Enrichment

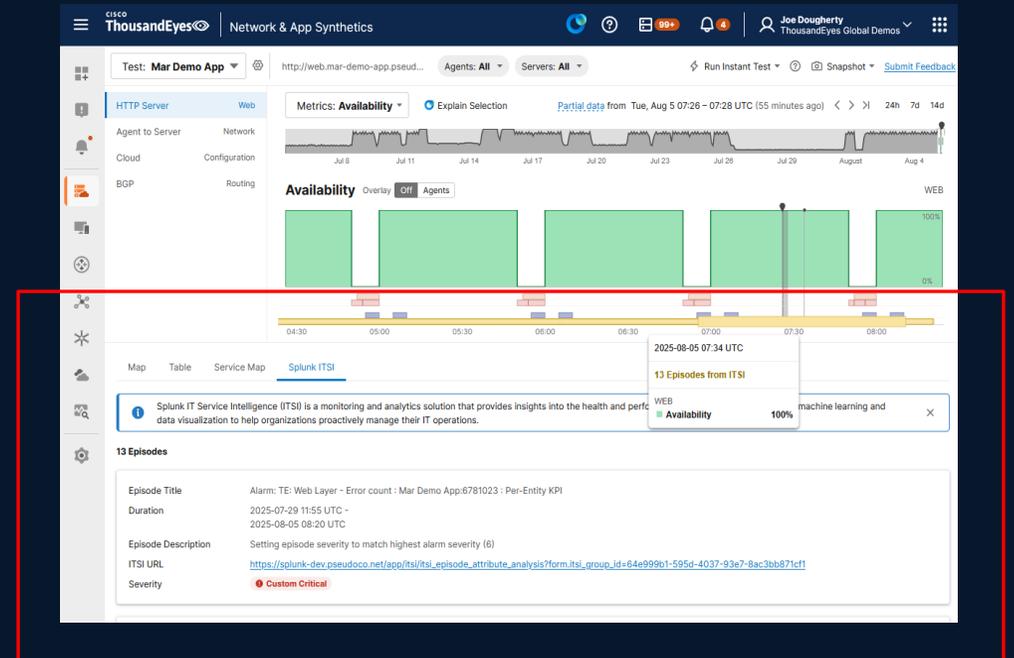


Splunk + ThousandEyes

Contextual Data Sharing and Enrichment

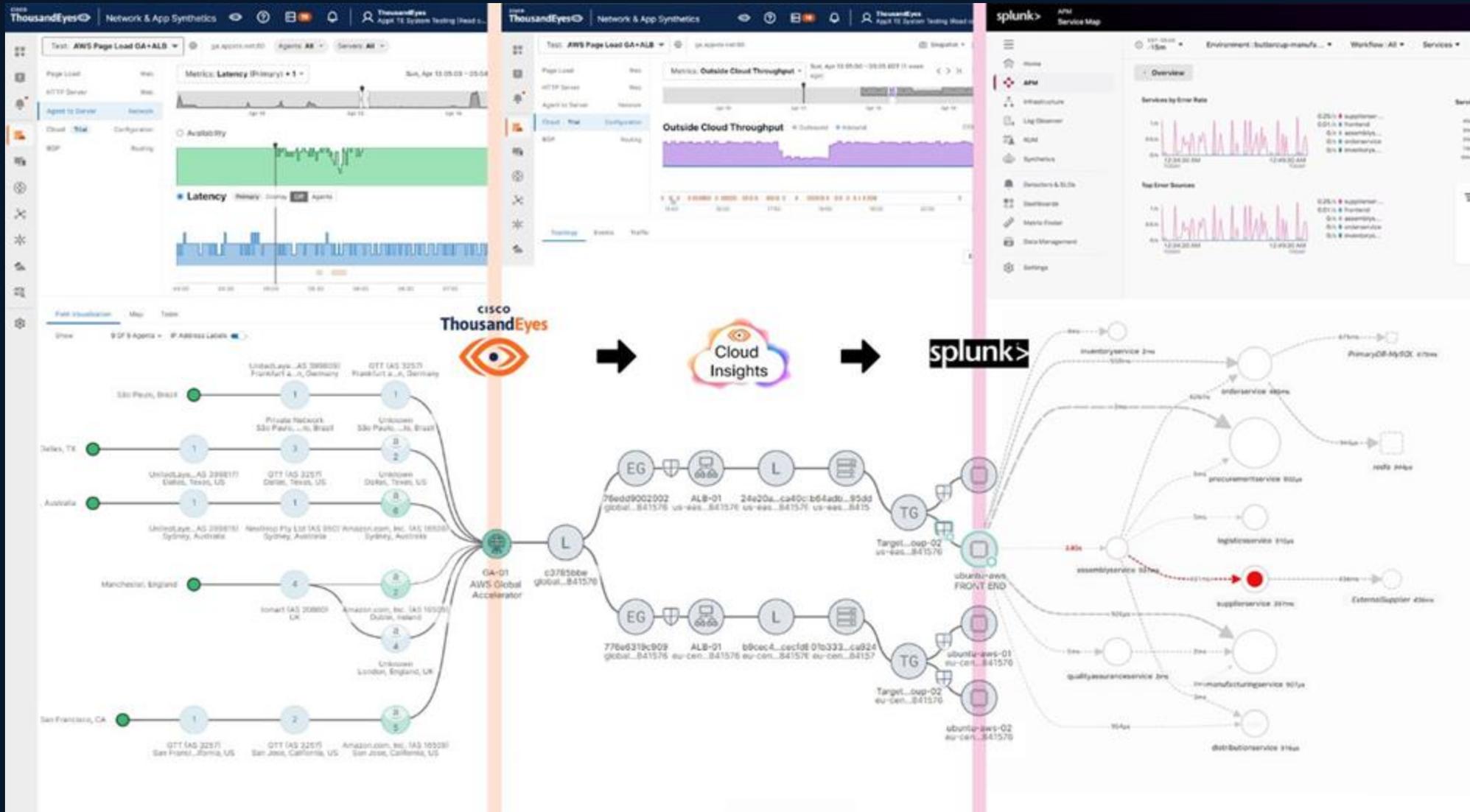


Splunk Service Dependency Map in ThousandEyes



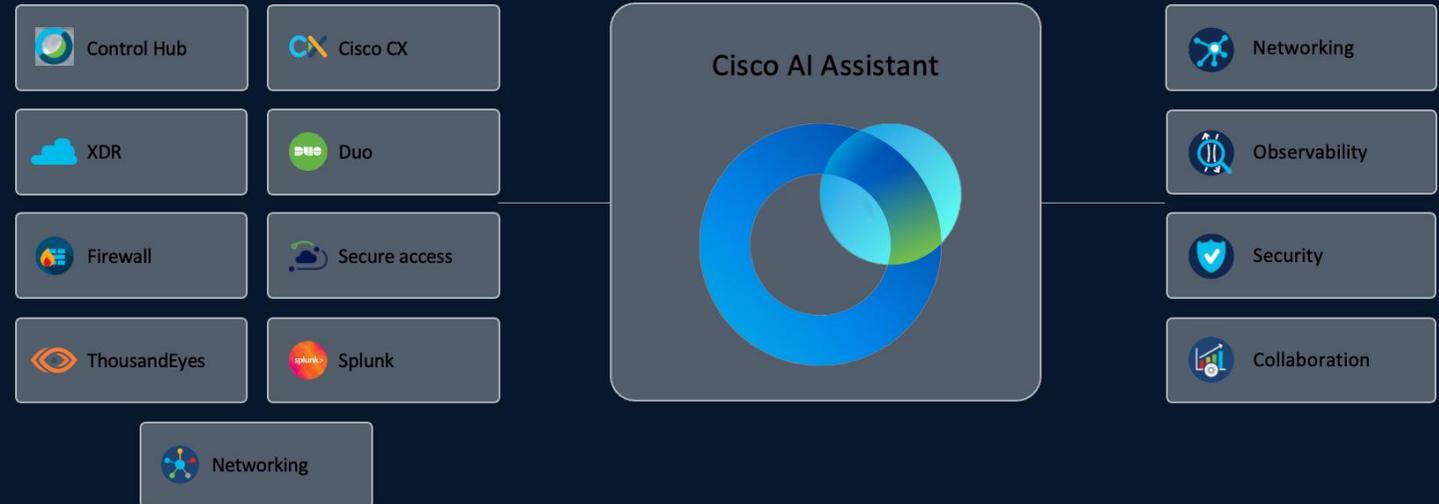
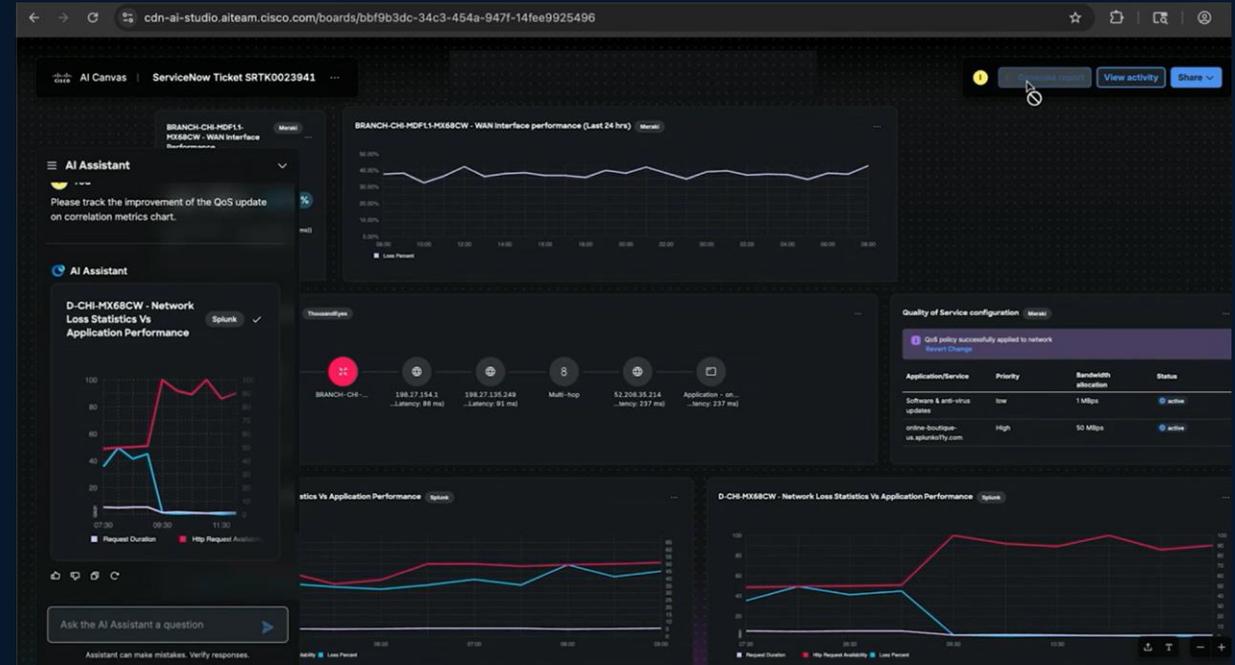
Splunk ITSI Event Context data in ThousandEyes

End to End Visibility (really)



AI Canvas

- Observability and Assurance have built-in AI
- AI Canvas is coming, Splunk and ThousandEyes are critical data sources
- Understanding the value of Observability and Assurance is critical to our AI story!



From reactive to proactive starts with intelligence



Baseline and detect

Monitor end-to-end digital experience from critical vantage points

See across environments

Troubleshoot mission-critical apps and infrastructure



Localize and diagnose

Visualize, localize, and diagnose across every network segment

Guided insights

Prioritize issues based on business impact



Mitigate and remediate

Closed-loop actions across digital domains and teams

Proactive response

Prevent outages & accelerate MTTR with guided root cause analysis



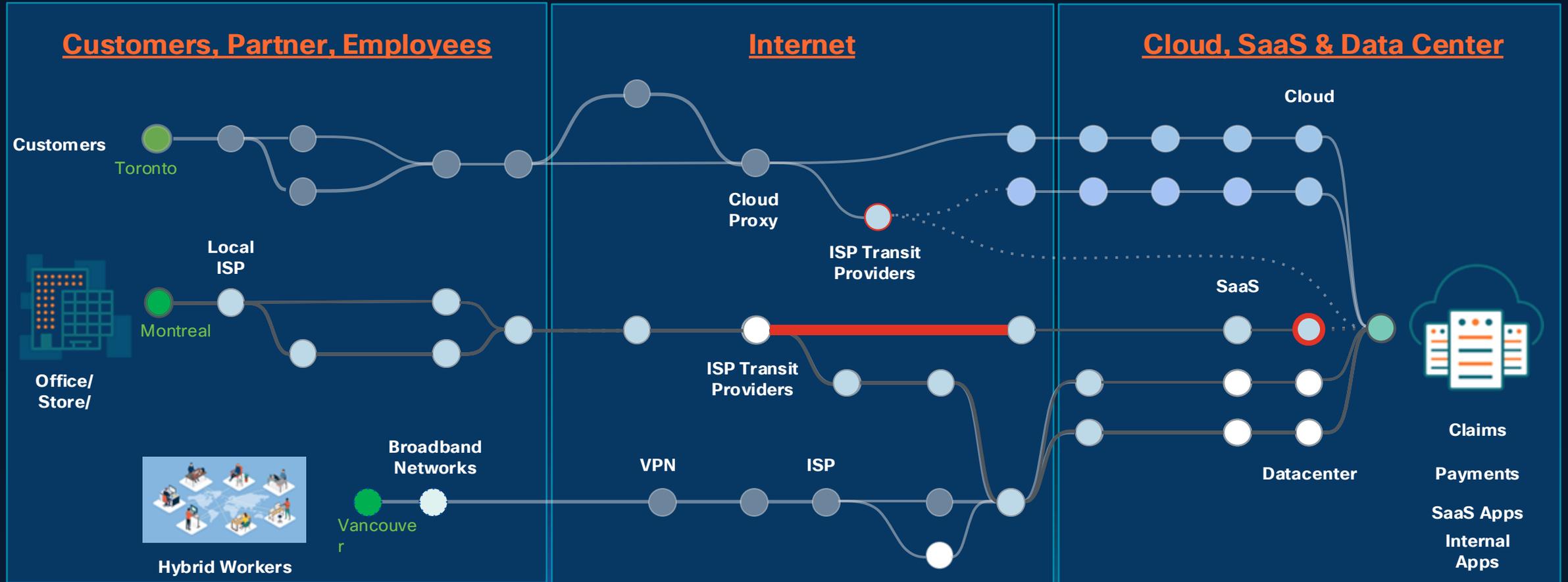
Predict and optimize

Forecast disruptions, optimize path, and plan connectivity and migrations

Unified workflows

Standardize observability practices across teams

Challenges Digital Resilience Strategies Solve



1000+ Points of Presence around the world
Leverage investments in Cisco solutions

Visibility into owned and unowned networks
Understand the impact of macro outages

Extends visibility into the Cloud and SaaS
provider networks

How It Works

CLOUD AGENT



- 400+ ThousandEyes maintained POPs
- Global scale
- T1/2 DCs, Cloud and Broadband providers
- Outside-in visibility
- Public facing sites and APIs
- Customer experience

ENTERPRISE AGENT

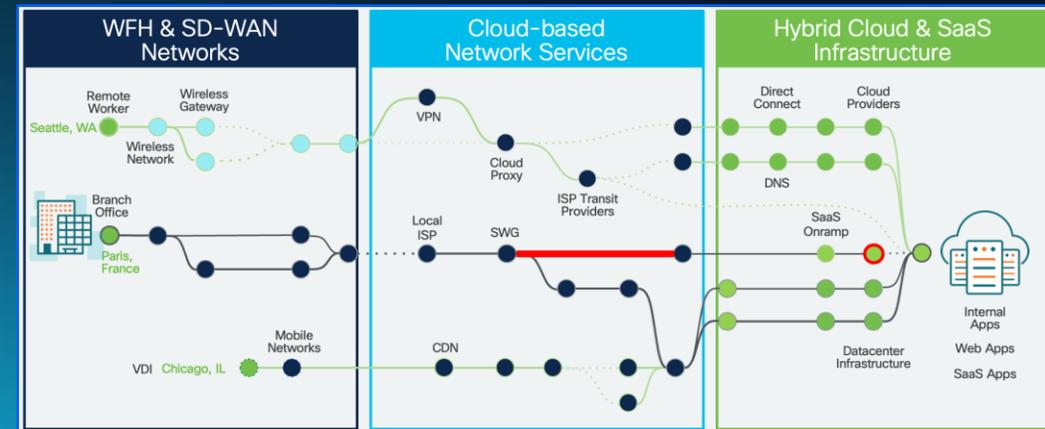
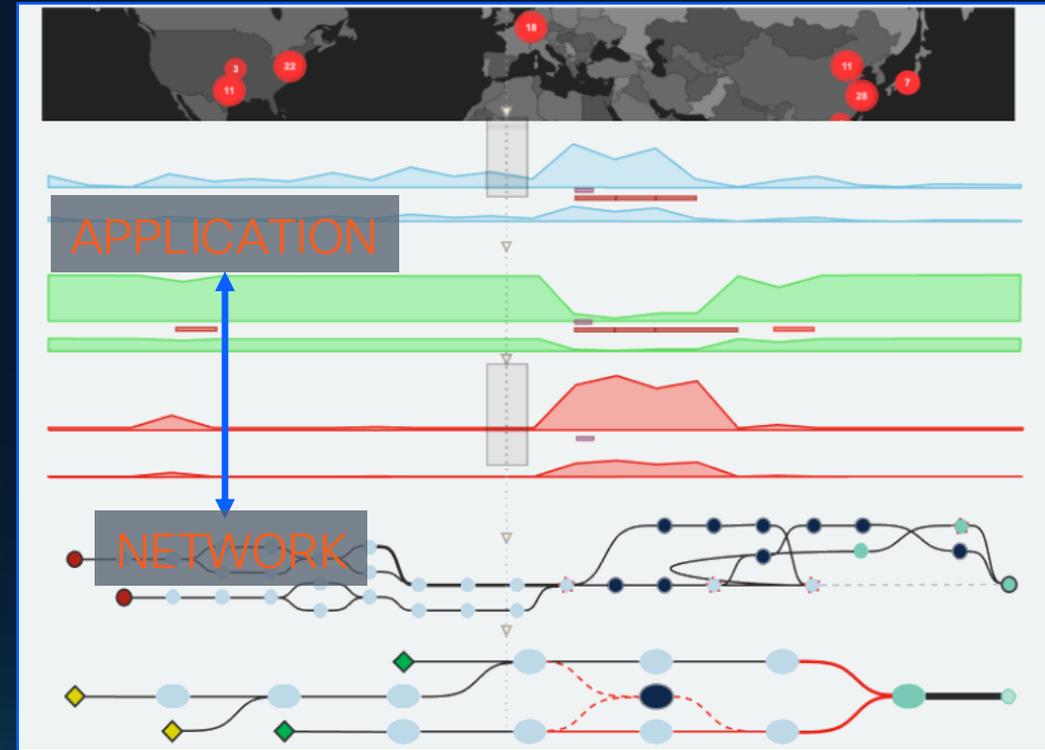


- Deployed in YOUR environment
- DCs, sites, offices, branches, stores...
- VMs, Servers, Containers, Cisco HW
- Inside-out, inside-inside
- Internal apps, SaaS, network
- Employee / network experience

ENDPOINT AGENT

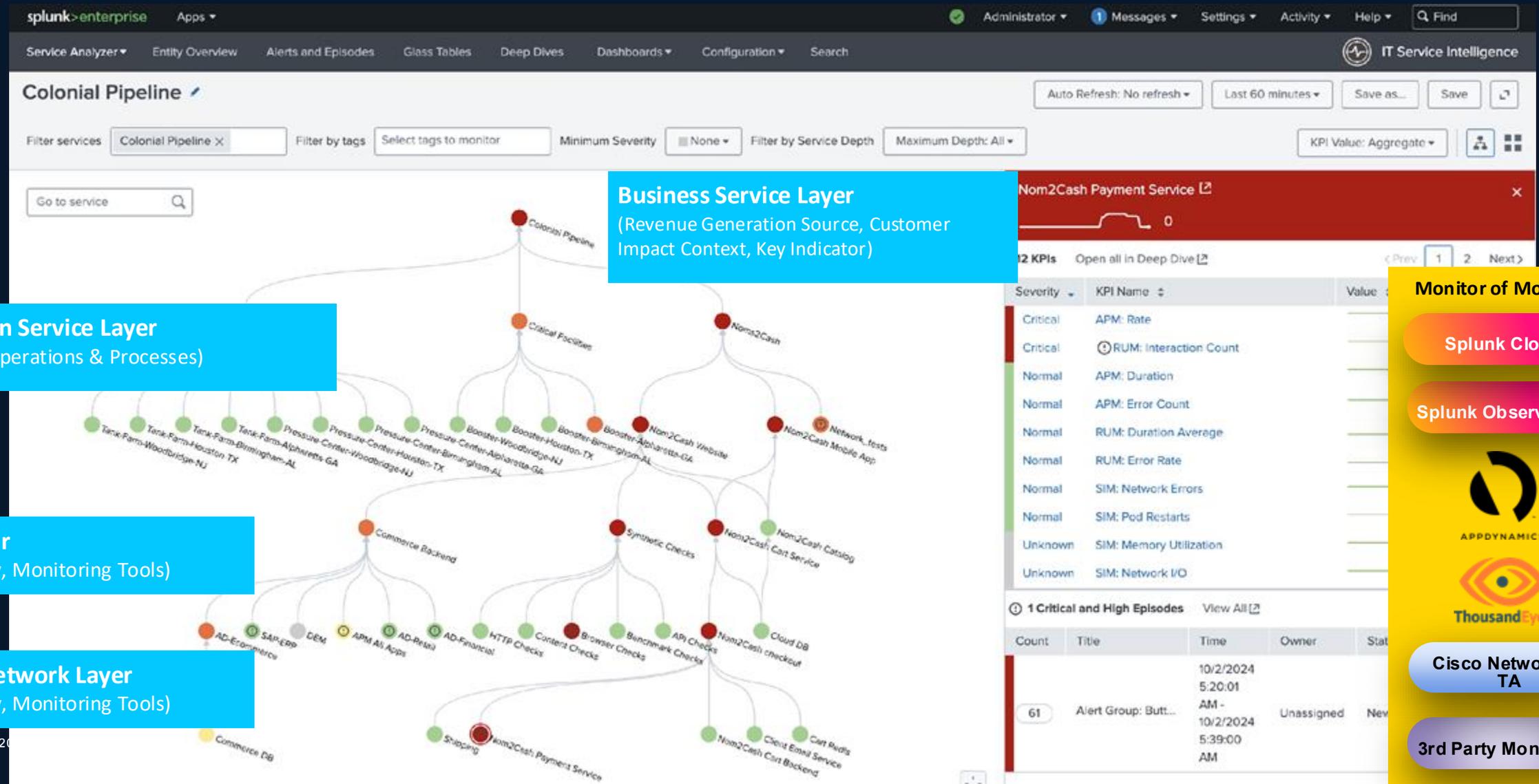


- Deployed on your employees' devices
- Home, office, anywhere...
- Laptops, RoomOS, Secure Access, Mobile
- Last mile visibility
- Internal/external apps, SaaS, network
- Wi-fi, VPN, ISP, any app



IT Service Intelligence: Top-down Business Visibility

Correlate business performance with underlying services & telemetry, across Splunk & 3rd Party monitoring



Business Service Layer
(Revenue Generation Source, Customer Impact Context, Key Indicator)

Operation Service Layer
(Primary Operations & Processes)

App Layer
(Telemetry, Monitoring Tools)

Infra / Network Layer
(Telemetry, Monitoring Tools)

Monitor of Monitors

- Splunk Cloud
- Splunk Observability
- APPDYNAMICS
- ThousandEyes
- Cisco Networking TA
- 3rd Party Monitoring

AI Assistant Value



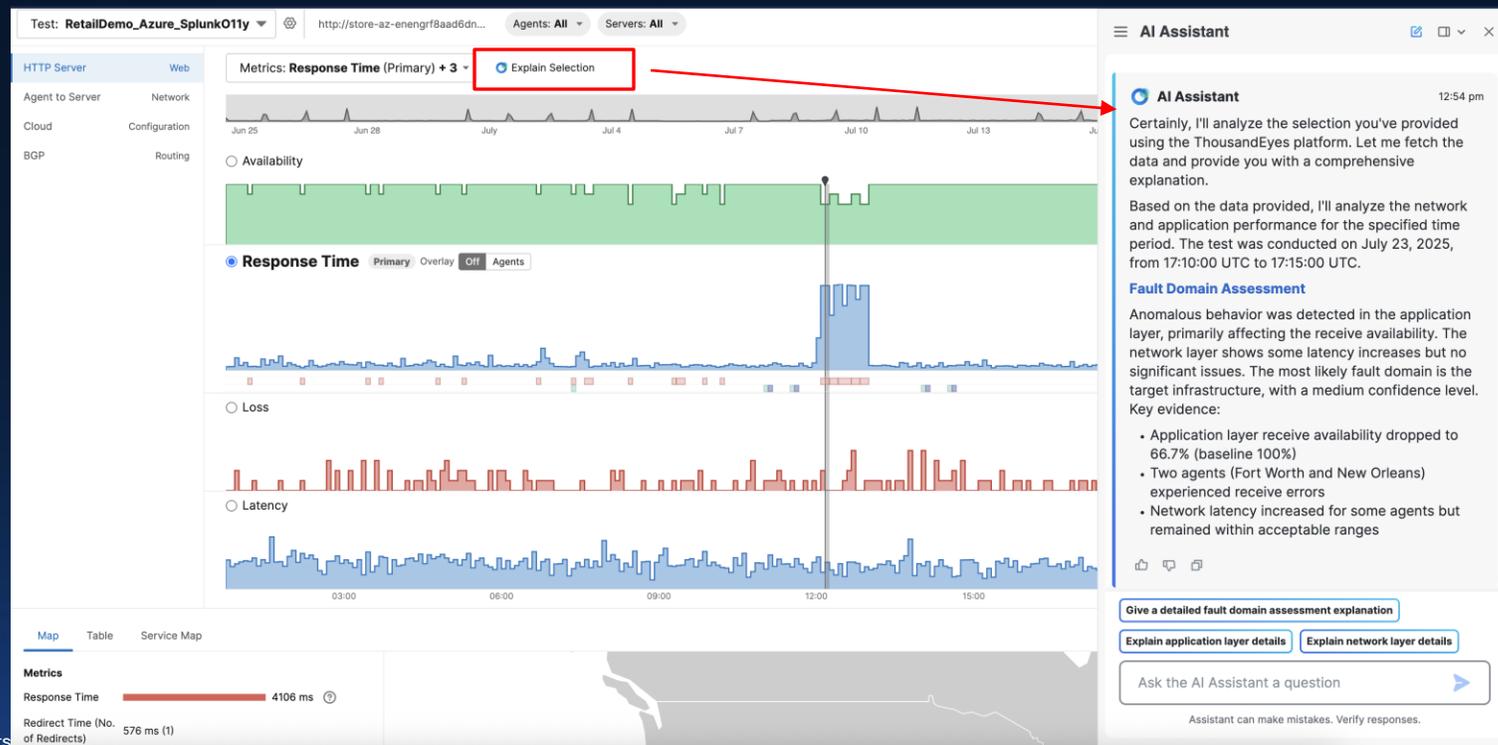
Unlock Assurance for all with everyday language empowering any user to operate like an expert



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



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



Built-In Assurance Built-On Resilience

LAN/WAN



Cisco Networking
Embedded Agents

Increase end-to-end
visibility leveraging
investments in Cisco
networking hardware

SSE/SASE



Cisco Secure Access
Experience Insights

Gain insights to quickly
resolve user impacting
issues

Collaboration



Leverage Cisco Devices &
Phones to optimize user
experiences anywhere they
choose to work

Observability



Extend visibility into
owned and unowned
networks to assure
resilient experiences

Thank you



