



Digital Assurance

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Leader, Solutions Engineering

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A large, faint watermark of the ThousandEyes logo, which is a stylized eye shape composed of concentric, overlapping curved lines, is centered in the background.

ThousandEyes

Solution Overview



When something goes wrong...



Service Desk

Customer or employee opens support ticket



Endpoint Team

All devices are showing green.



Network Team

Everything's fine!



Cloud Ops / Infra Team

IaaS vendor says they're good.



App Team

No issues here.

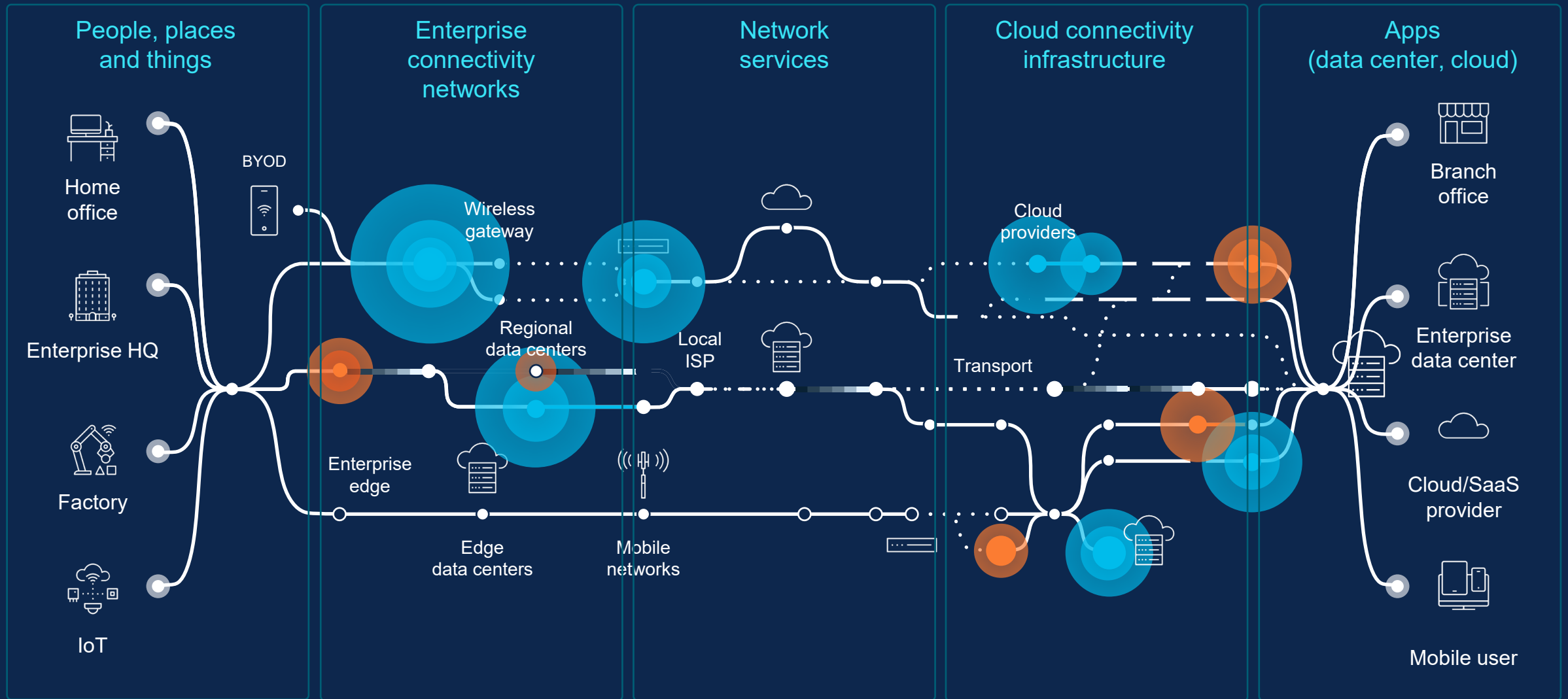


"War Room"

Multiple teams.
Of course, no finger pointing.



Assuring Your Network is an End-to-End Challenge



How ThousandEyes Collects Data



Enterprise

Lightweight agent deployed to customer sites and data center locations.



Cloud

No installation required. > 400 POPs. Tier 1, 2 and 3 ISPs, broadband service providers and Cloud DCs.



Endpoint

Pushed to end user laptop or desktop for last mile visibility.

Flexible Deployment Options

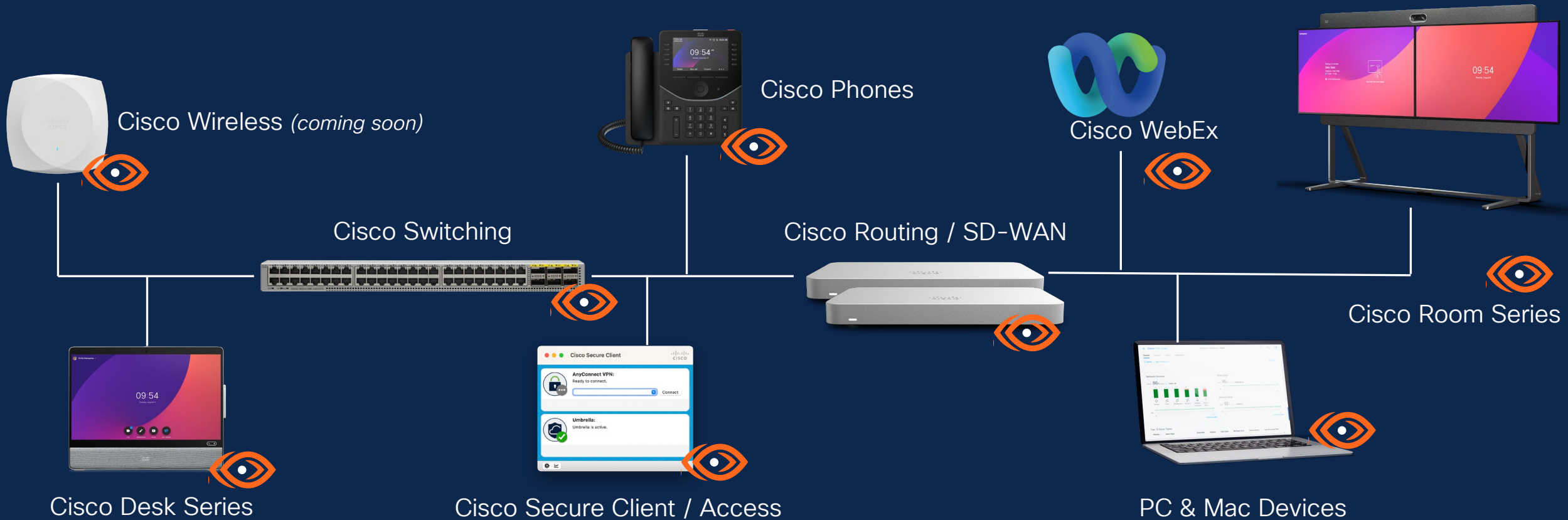
- OVA / Virtual Machine
- Linux Server
- Intel NUC / rPi
- Cisco Routing and Switching
- Docker
- AWS / Azure / GCP



End User Visibility

- Real user (browser) telemetry
- Automated session testing
- 24/7 scheduled testing

With Cisco, Assurance is built-in



Drives closed-loop operations + **splunk** integration
a **CISCO** company



Correlated Application and Network Visibility

Internet Insights

- Detection of global network outages
- Identification of affected domains

App Experience

- Transaction scripting, page load
- Waterfall

HTTP/DNS/RTP Server

- HTTP Availability, response time, throughput

Network Metrics

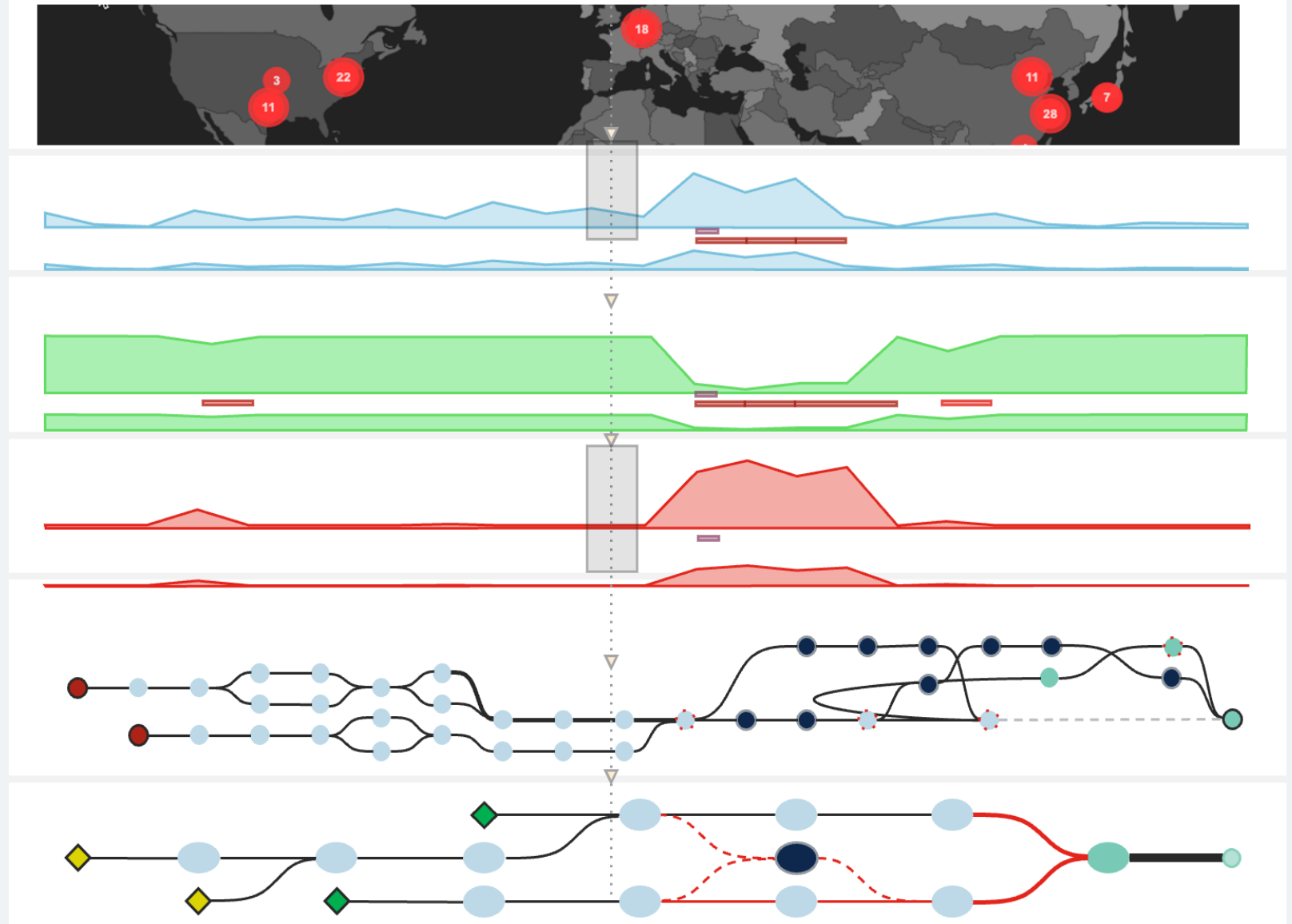
- Packet Loss, Latency, Jitter

Path Visualization

- Hop-by-hop; multi-point; bidirectional
- Metrics and data per hop
- Integrated Outage Detection

BGP Monitoring

- Reachability, path changes, updates

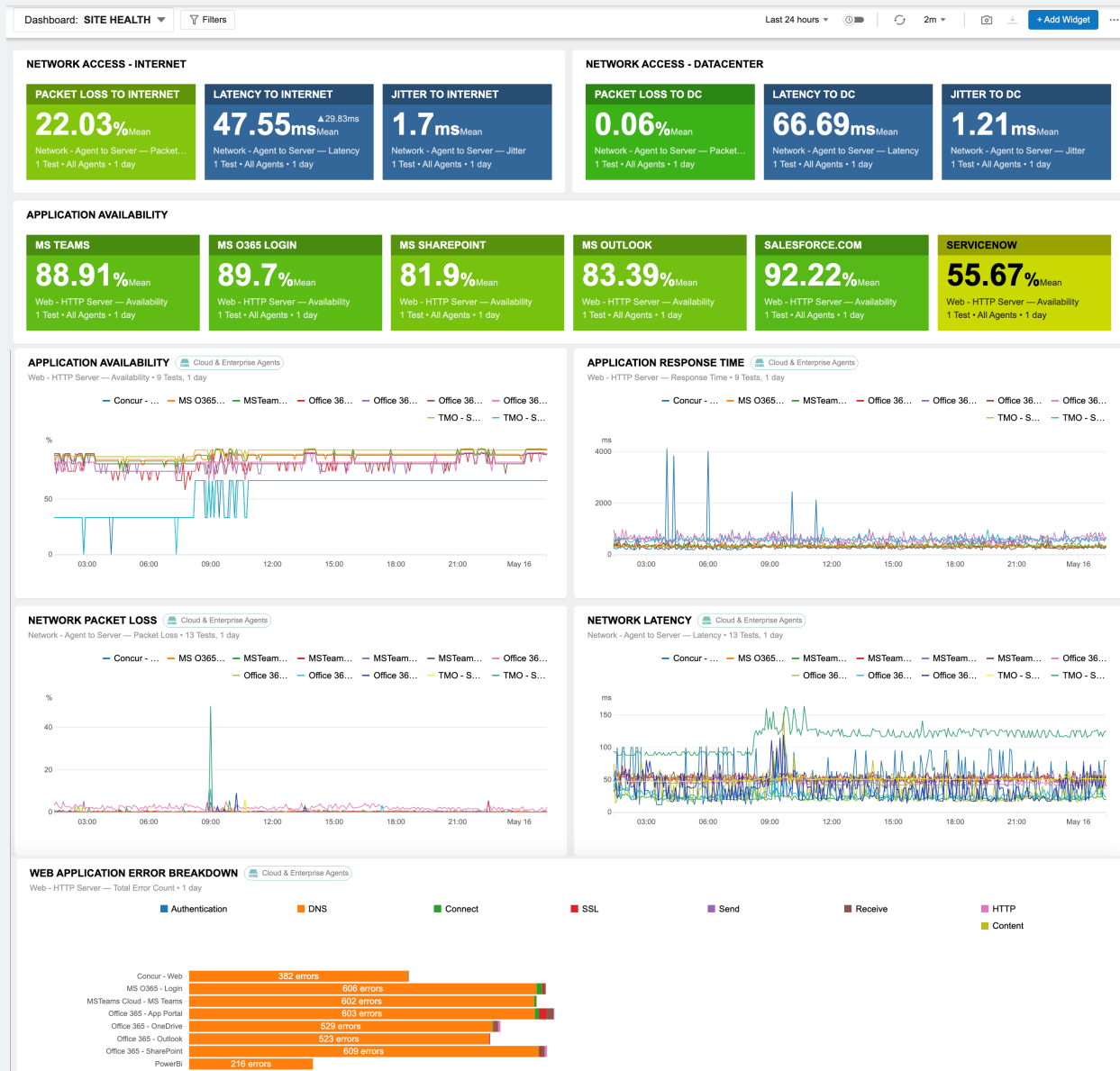


ThousandEyes Dashboards

Role-based views,
widget driven, easily
customized

Seamlessly drill down
into specific test data

Save views as
reports/pdfs, share
dashboard views with
sharelinks



Context driven – change
context with filters focus on
the data you need – on
dashboard for multiple data
sets

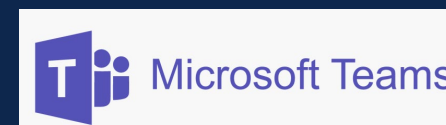
Set time context that allows
you to quickly adjust scope

Integrate – export widgets as
iframes to embed in other
platforms



Automation and Integration

- Out-of-box integration with popular automation, ITSM and notification solutions
- Flexible and configurable alert integration
- Easy data integration into 3rd party and custom analytic and reporting solutions using the OpenTelemetry connector
- Flexible, powerful REST APIs
(developer.thousandeyes.com)





ThousandEyes

Cloud Insights



Cloud: A Dominant Pillar in Digitization

From a technology disruptor to a required component for competitiveness that enables businesses and individuals to scale, collaborate, and innovate

+90%

Of organizations use the public cloud.

Source: Spacelift stats

73%

Of organizations embrace hybrid cloud environments.

Source: Flexera

2nd

Top challenge

Is operational complexity using multiple cloud environments.

Source: Cisco

Organizations must balance the greater flexibility and breadth of technology options offered by different cloud strategies against operational complexity.

Cloud Networking Architectures

Cloud providers' network strategies can drastically impact performance and operations once user traffic enters their environment.



Cloud networks are highly virtualized

Traditional monitoring tools provide limited visibility into a cloud providers network.



Cloud networks are highly dynamic

Cloud platform configuration changes and automation make them a moving target due to the ephemeral nature of cloud resources.



Cloud networks span cross multiple accounts

Managing multiple accounts across cloud providers is challenging due to the complexity of managing access control, and resource allocation across different accounts.



Today's approaches are not enough to close the Visibility Gap

Create homegrown solutions

1

Leverage internal tools for traffic mapping between instances and identify gaps in security group rules.

2

Create network connectivity checkers that confirm if networking issues are impacting services

3

Adopting a “shared VPC model” to understand if a set of services are operational post migration

Use cloud provider tools

1

Collect metrics and logs and create alerts to monitor performance and troubleshoot instances

2

Record resource activity including API calls, administrative actions, and data access

3

Discover resources and configurations and receive notifications of resource creation, modification or deletion

To succeed I&O teams need 360-degree visibility across multi-cloud environments enriched with the context of owned and unowned networks

ThousandEyes Cloud Insights

Navigate and explore the assets deployed in your cloud environment

Topology Visualization



Auto discover cloud provider resources to understand every service dependency

Infrastructure Changes



Correlate network performance issues within the cloud environment with configuration changes

Traffic Views

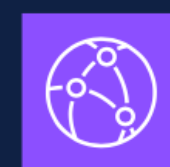
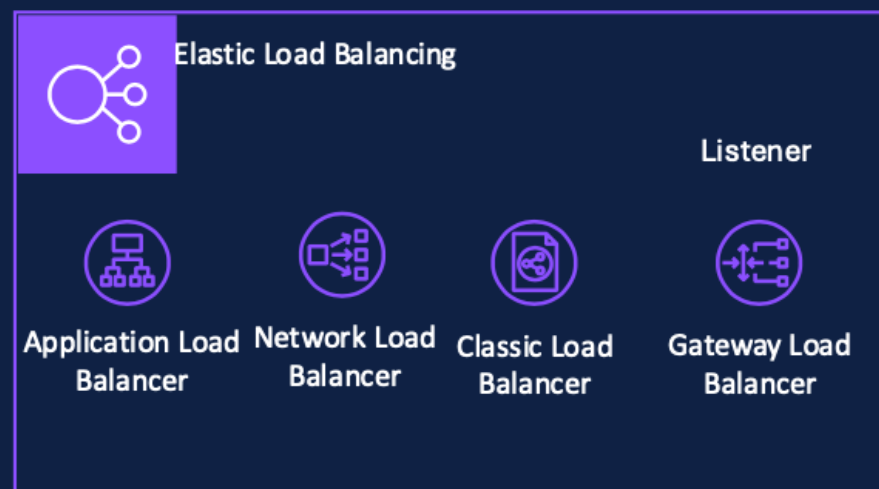
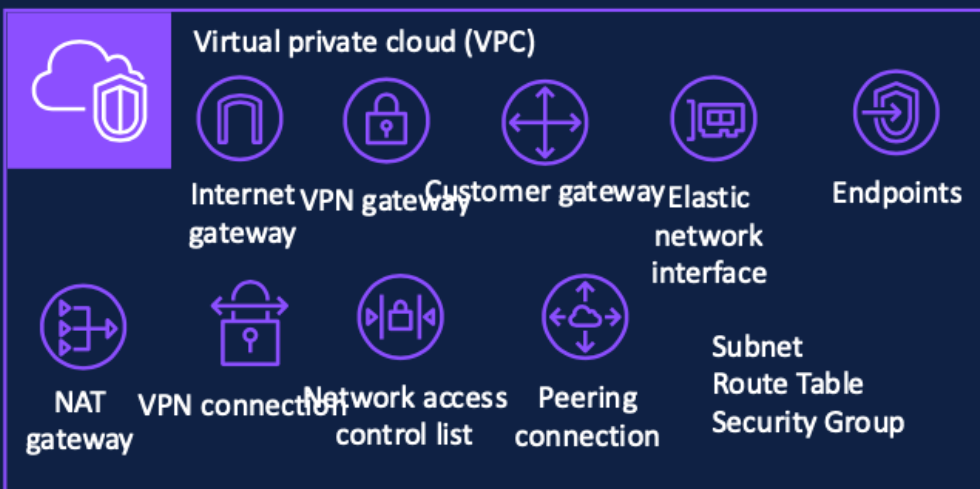


View traffic patterns to efficiently architect and troubleshoot your cloud network

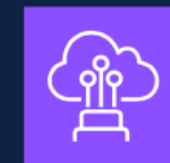


Inventory Monitoring Supported AWS Services

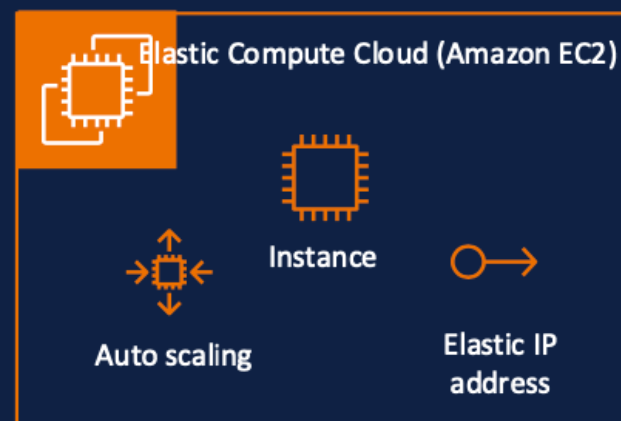
Inventory Monitoring & Topology



Amazon CloudFront



AWS Direct Connect



Elastic Kubernetes Service (Amazon EKS)



ThousandEyes

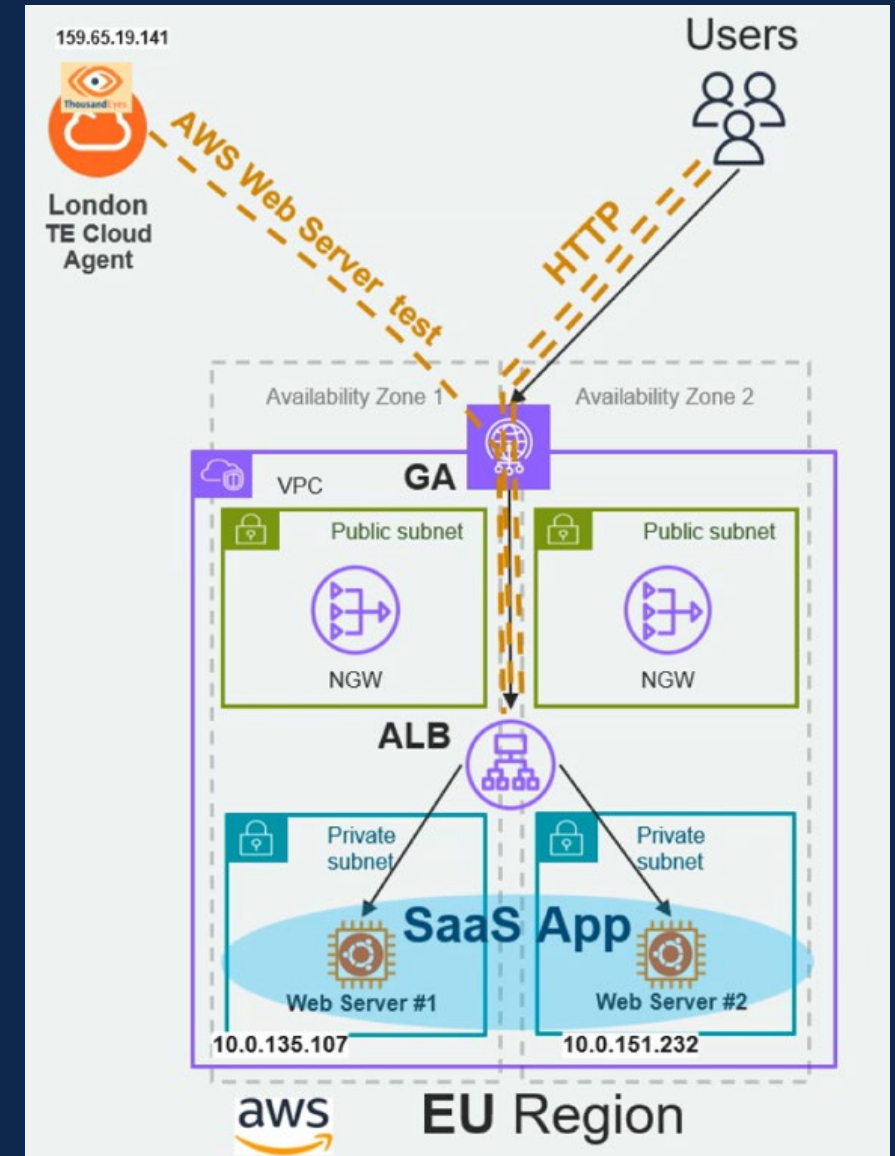
Use Cases

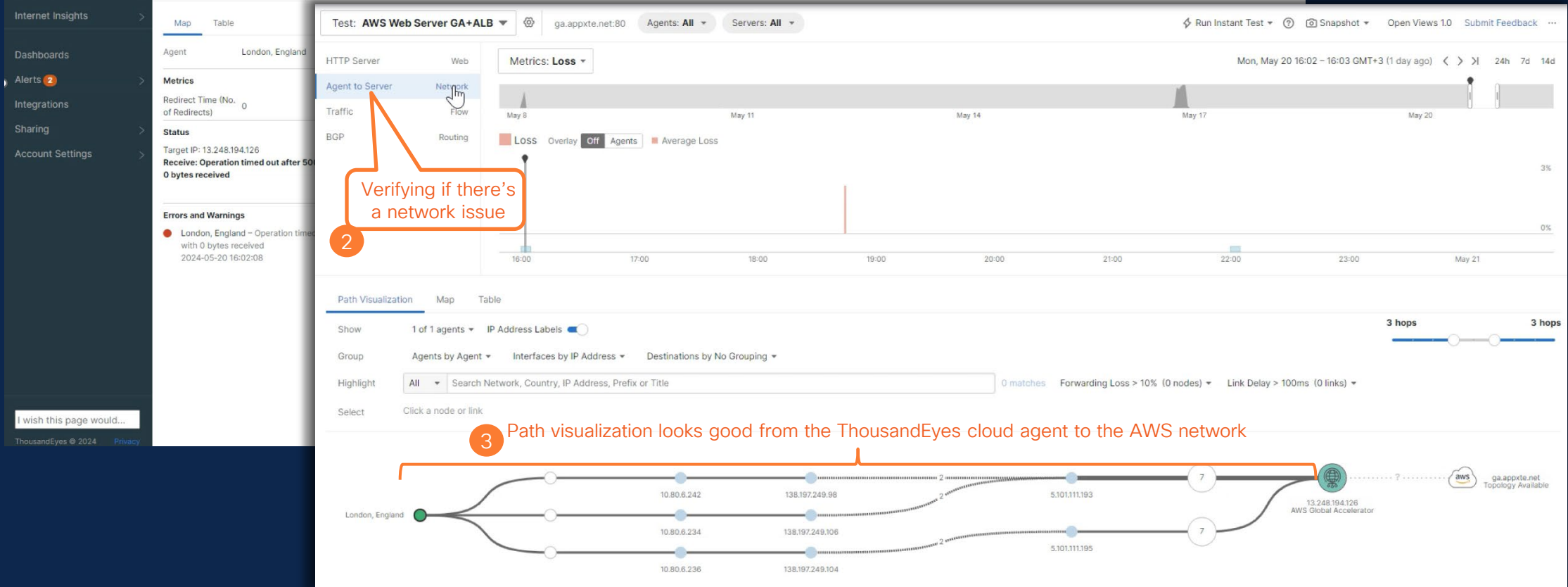
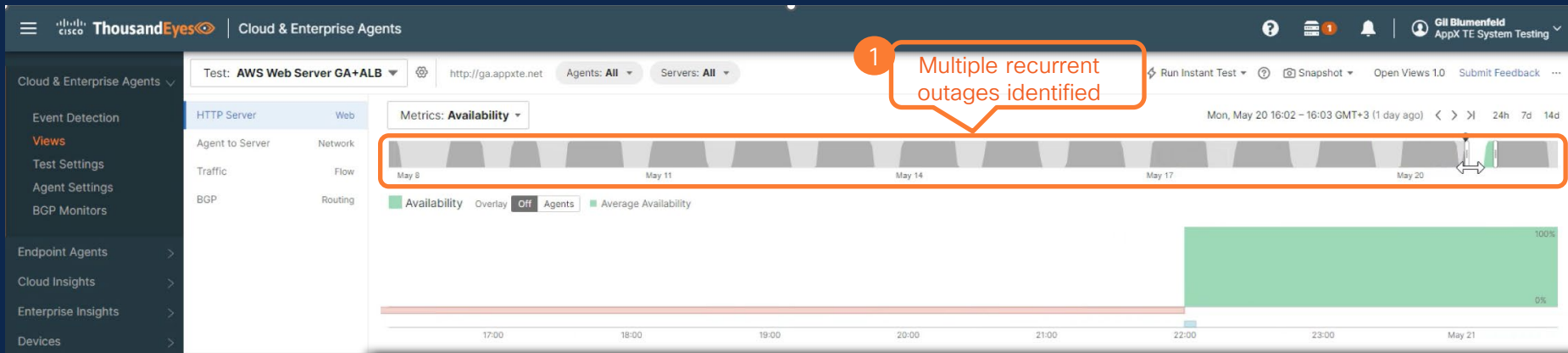


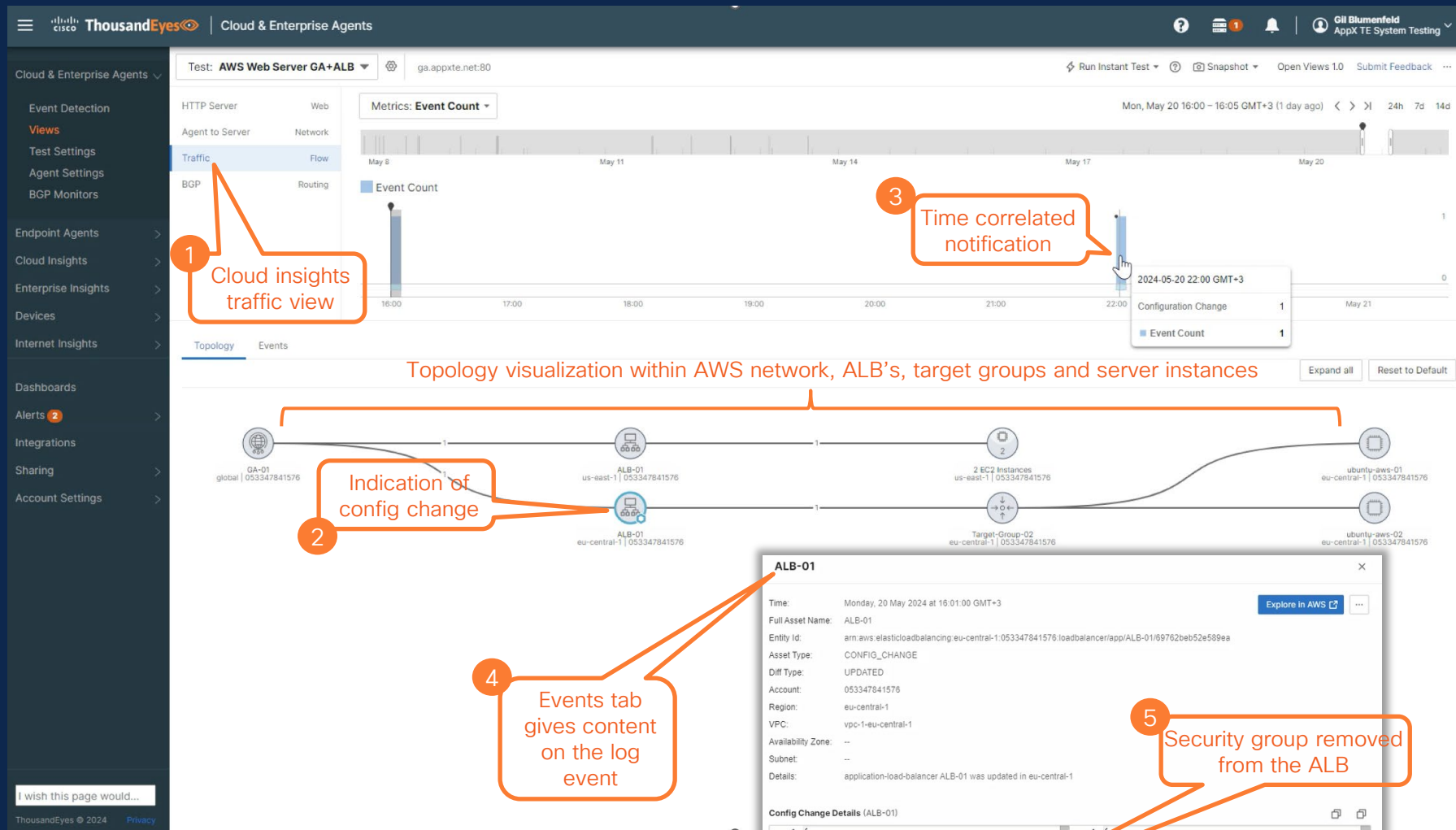
Use case: Ensure digital experience to critical apps

Situation:

- 1 Cloud providers, like all organizations, experience performance issues. Whether intermittent or sustained, can have a meaningful impact.
- 2 A distributed workforce connects from different locations and different networks, not controlled by IT, to the SaaS applications they need.
- 3 I&O teams are responsible of architecting and ensuring the user experience and reachability to the app considering the interdependencies of the Internet and the topology within the cloud.

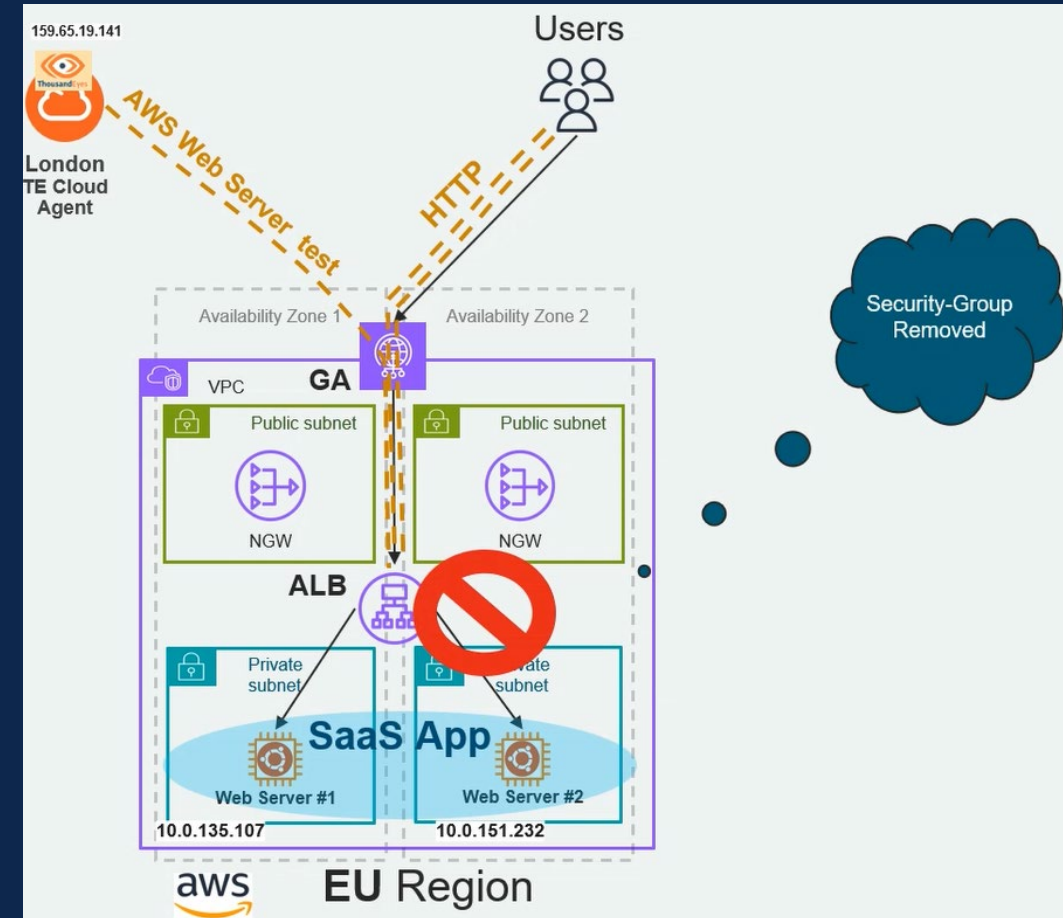






Summary

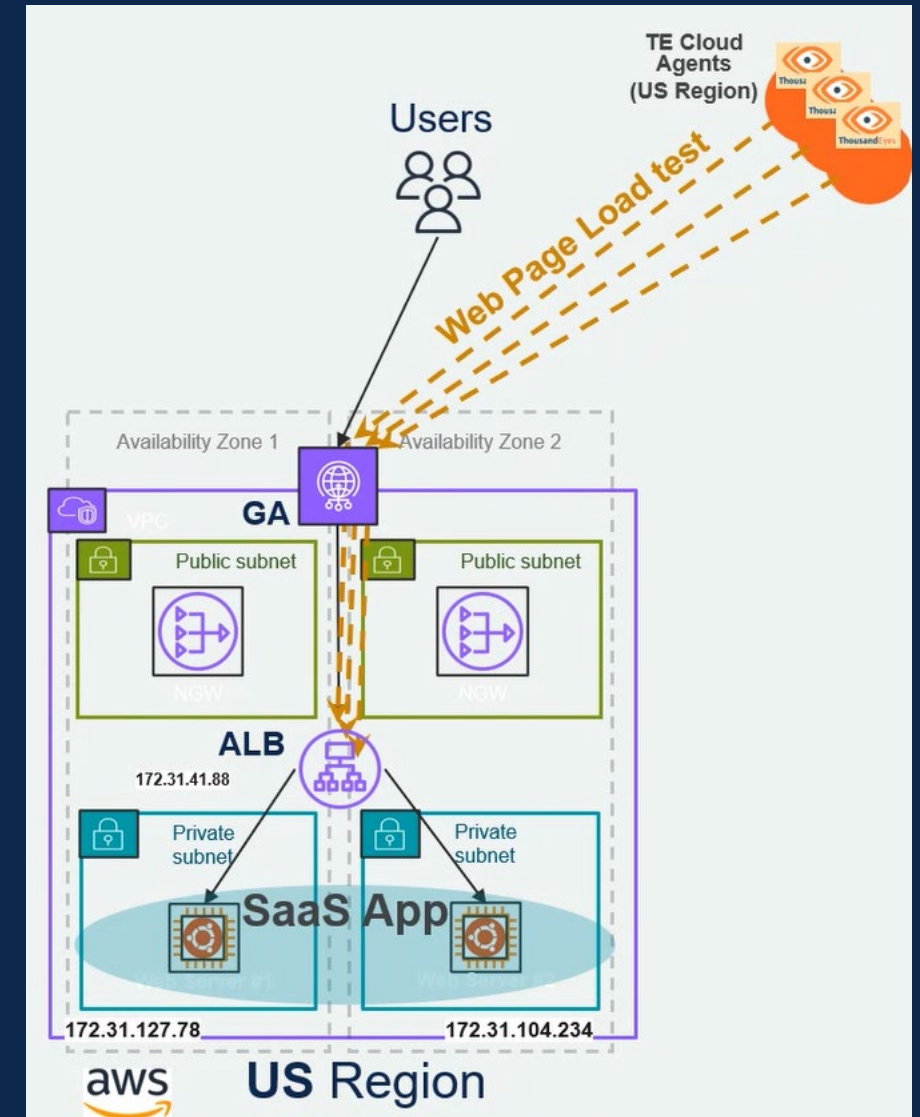
- 1 Visibility within the cloud topology in the context of the end-to-end path from the user to the app, is key.
- 2 Taking a proactive approach emulating users' interaction with critical applications can prevent business disruptions and employee productivity issues.
- 3 Identifying the problem domain, whether the network, the application, or anything in between, helps I&O teams ensure business continuity.

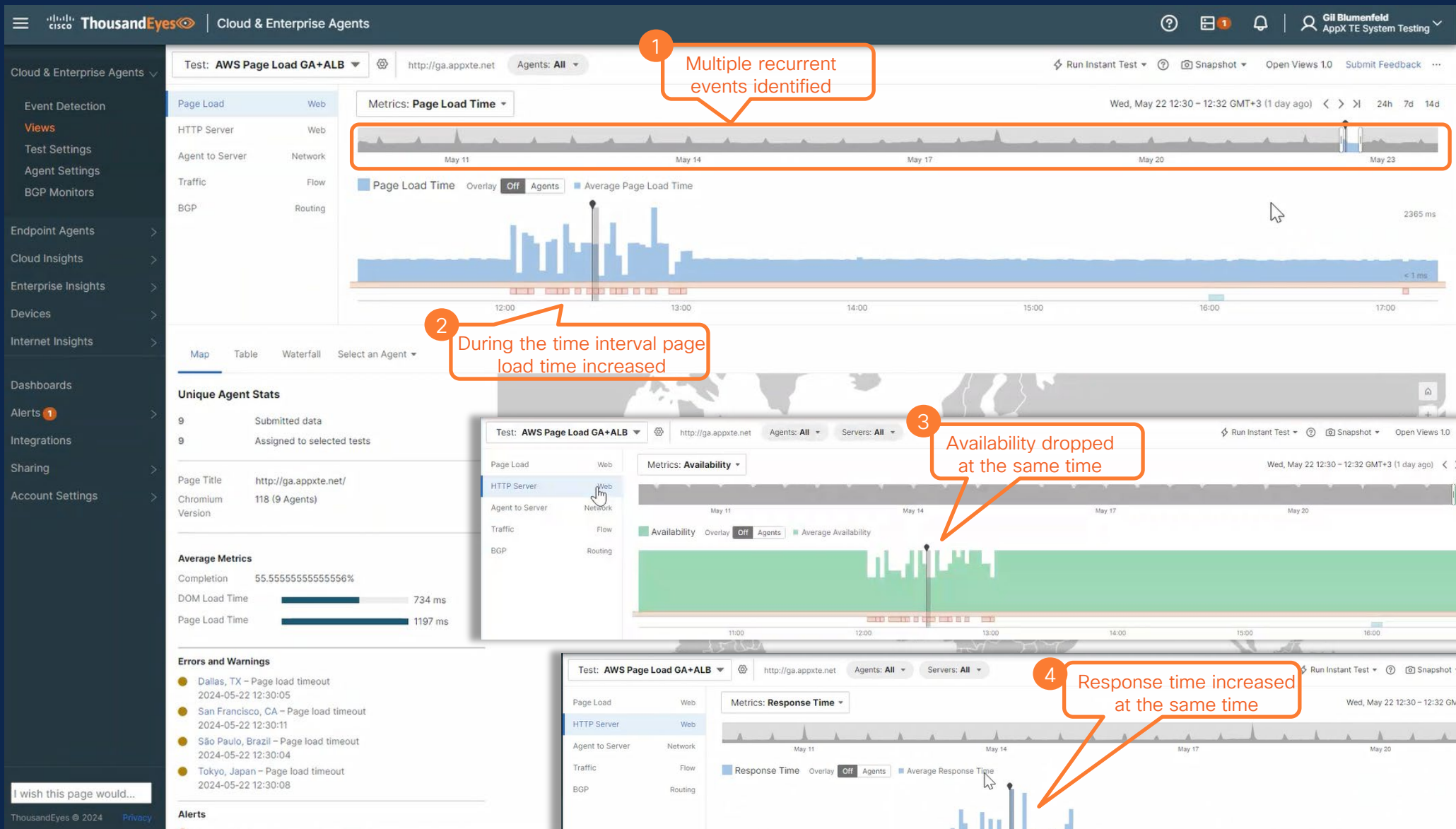


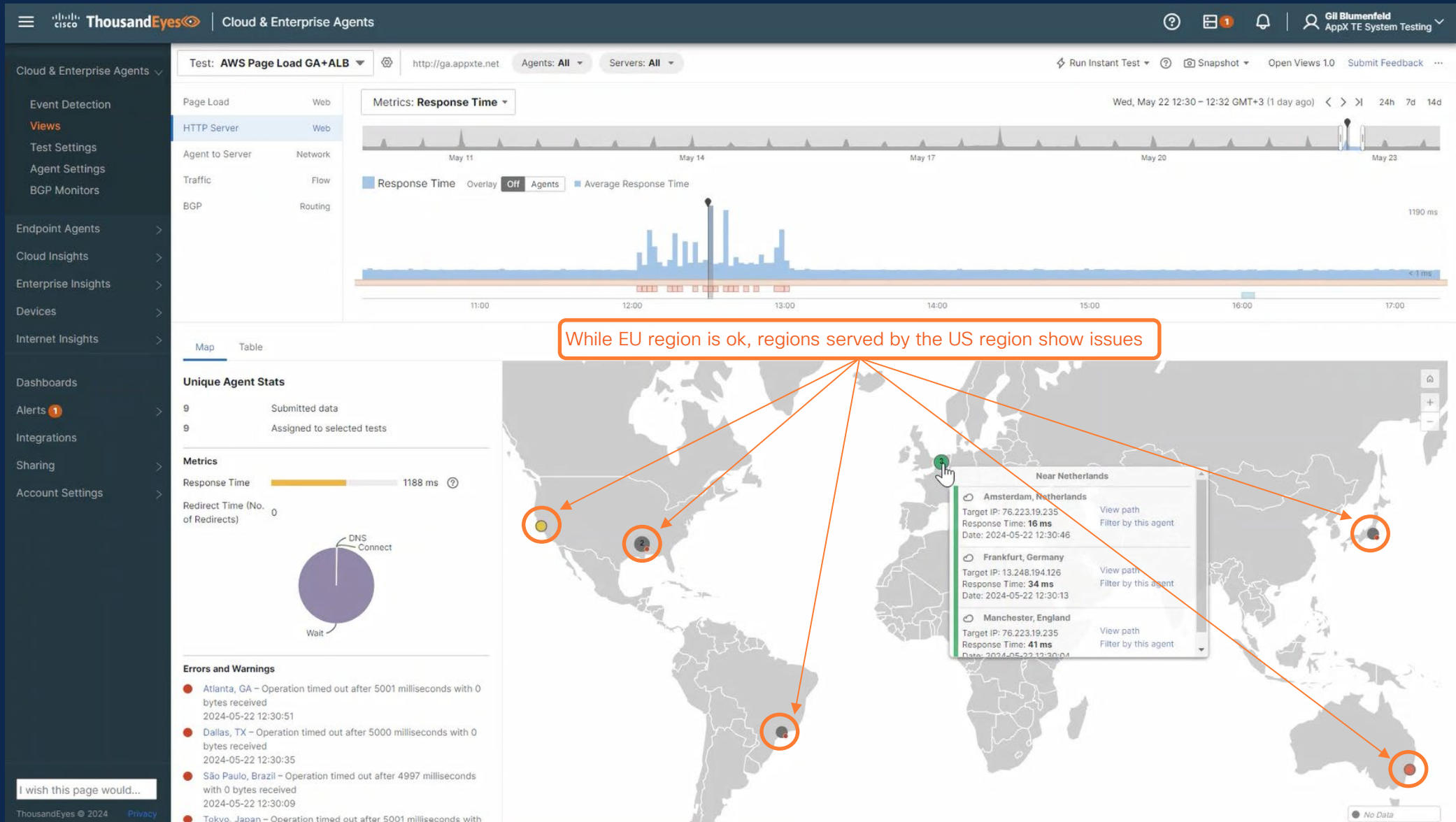
Use case: Poor digital experience due to malicious traffic

Situation:

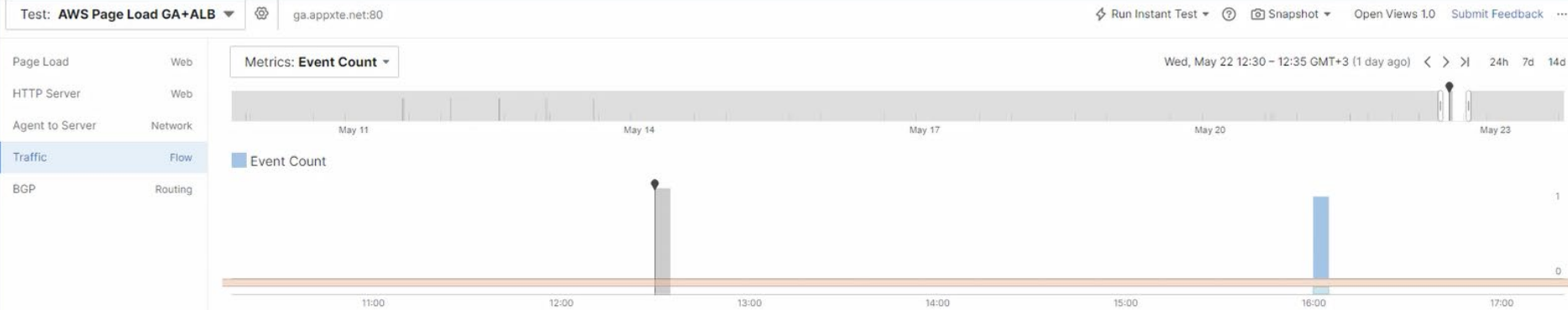
- 1 While security is a top priority for cloud providers, malicious traffic may be targeting an app hosted in more than one region.
- 2 Baselining the end user experience with the application can help identify if there's degradation leading to poor performance.
- 3 IT requires the proper tools to quickly identify the problem domain and minimize time to problem resolution.



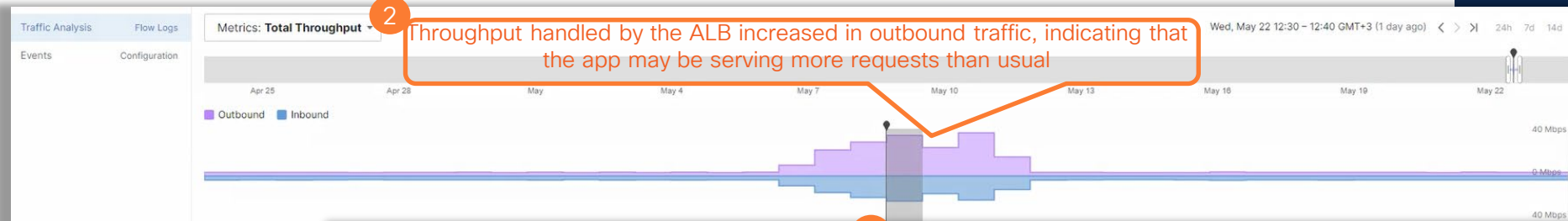
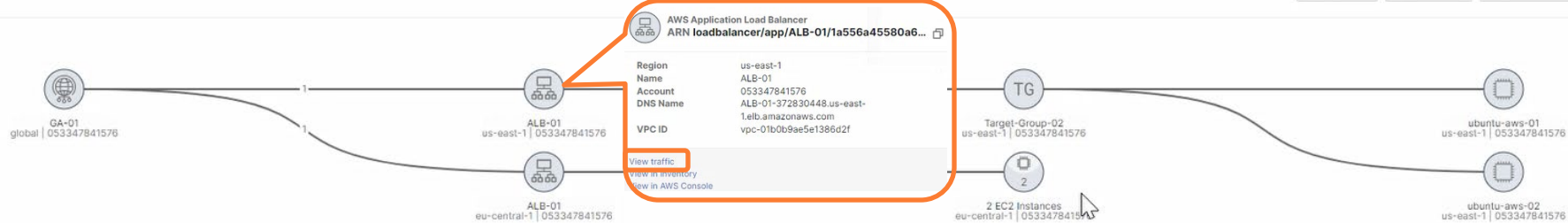




- Cloud & Enterprise Agents
 - Event Detection
 - Views
 - Test Settings
 - Agent Settings
 - BGP Monitors
- Endpoint Agents
- Cloud Insights
- Enterprise Insights
- Devices
- Internet Insights
- Dashboards
- Alerts 1
- Integrations
- Sharing
- Account Settings



1 After checking there's no network issue and no visible change in configuration, the operator decides to check traffic on ALB-01 (US Region)



2 Throughput handled by the ALB increased in outbound traffic, indicating that the app may be serving more requests than usual

Table Map Sankey

Grouping Local: Resource Remote: IP 15 rows Search...

Add Filter

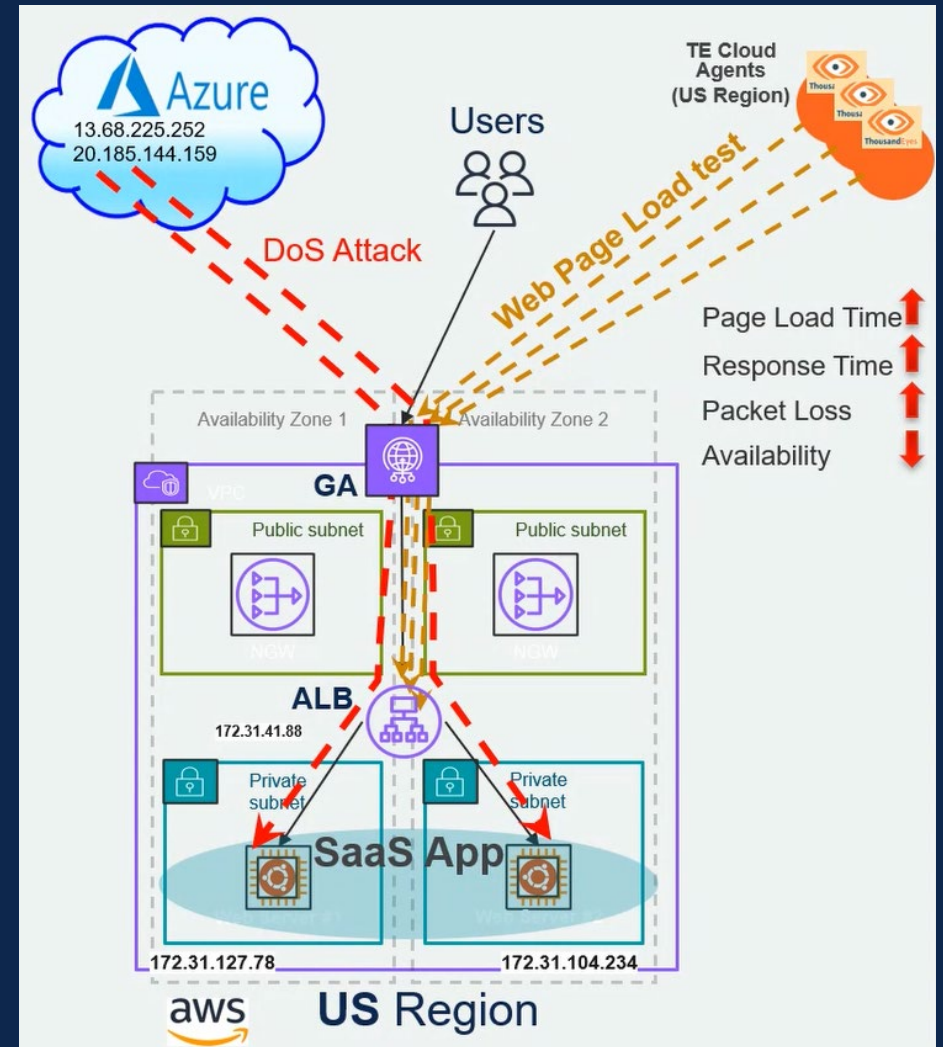
Local (Resources)	Local Region	Local → Remote ↓	Local ← Remote ↑	Remote Region	Remote Service Provider	Remote (IPs)
ALB-01	us-east-1	14.6 Mbps / 42.2%	2.1 Mbps / 10.0%	eastus	Azure	13.68.225.252
ALB-01	us-east-1	13.6 Mbps / 39.5%	2.0 Mbps / 9.5%	eastus	Azure	20.185.144.159
ALB-01	us-east-1	6.0 Mbps / 17.4%	16.9 Mbps / 80.1%	us-east-1	AWS (Inside Cloud)	172.31.104.234
ALB-01	us-east-1	112.8 Kbps / 0.3%	75.2 Kbps / 0.4%	us-east-1	AWS (Inside Cloud)	172.31.127.78

3 Public IP addresses in Azure generating requests to the app resulting in denial of service in the US region



Summary

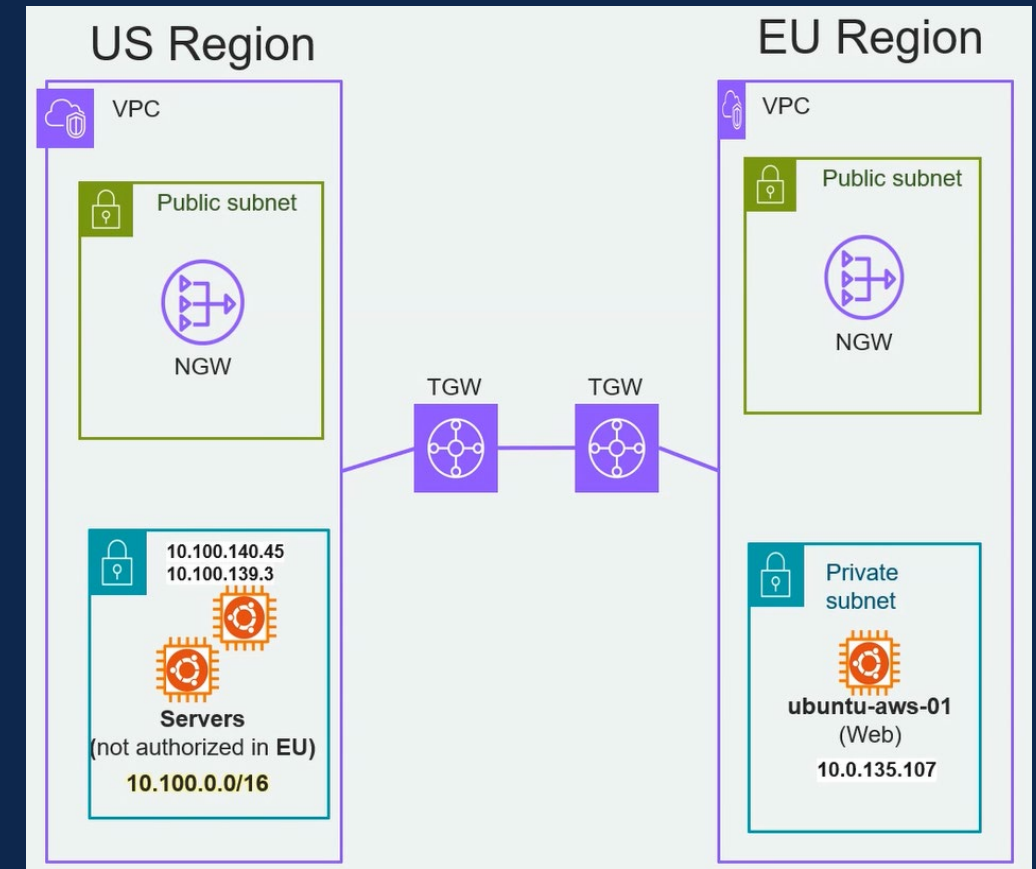
- 1 Continuously monitor the app performance helps quickly identify when there's degradation causing a poor user experience.
- 2 The correlation on the application and network layers helps narrow the troubleshooting process to investigate further within the cloud.
- 3 The ability to see the cloud service dependencies and local resources within the AWS network, at the IP address level, helps identify external sources affecting app performance.

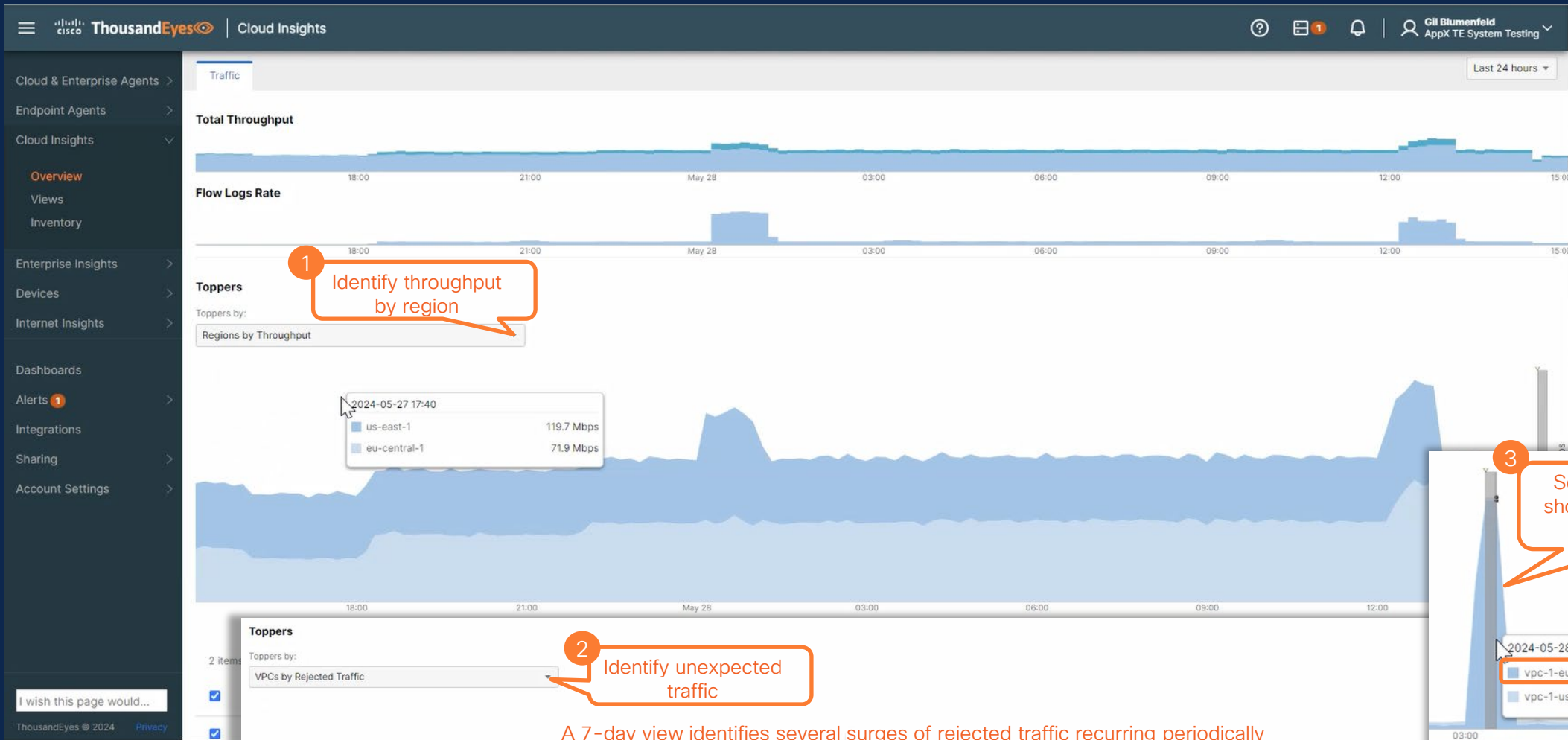


Use case: Cloud traffic visibility and analysis

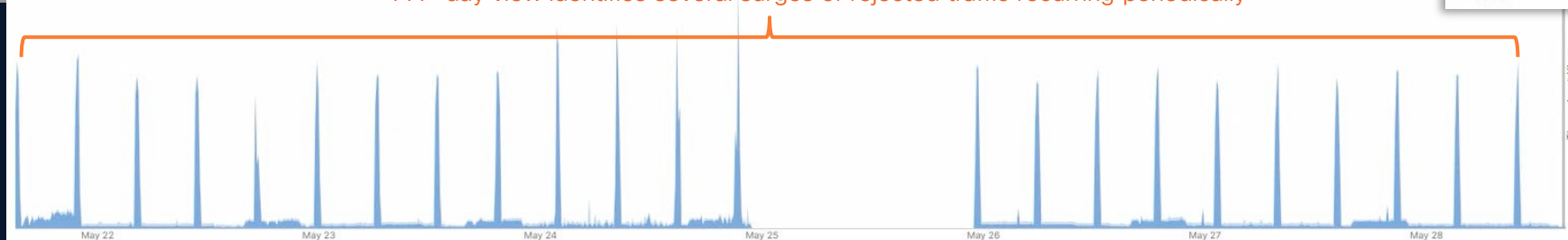
Scenario:

- 1 Organizations with global presence can leverage transit gateways to centralize network connectivity, improve performance and security.
- 2 Inbound and outbound traffic can be very dynamic and sometimes, inbound rules are configured to restrict access to specific IP subnets.
- 3 IT teams need to continuously check if there's any traffic, potentially rejected by security groups, from unexpected sources inside the cloud network.





A 7-day view identifies several surges of rejected traffic recurring periodically



Cloud & Enterprise Agents >

Endpoint Agents >

Cloud Insights >

Overview

Views

Inventory

Enterprise Insights >

Devices >

Internet Insights >

Dashboards

Alerts 1 >

Integrations

Sharing >

Account Settings >

I wish this page would...

ThousandEyes © 2024 [Privacy](#)

Add Filter Account: All Region: All Availability Zone: All VPC: vpc-1-eu-central-1 Reset Filters

Traffic Analysis Flow Logs

Events Configuration

Metrics: Total Rejected

View of rejected traffic for EU VPC

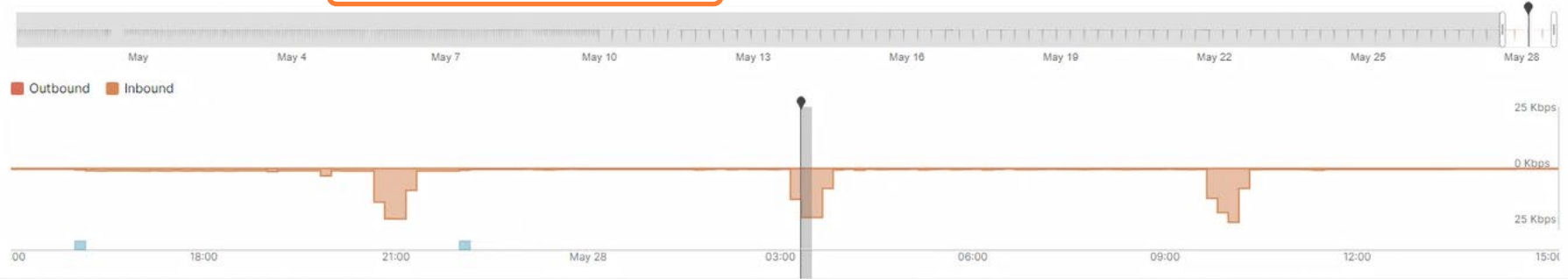


Table Map Sankey

Grouping Local: Region Remote: Region 7 rows Search... Add Filter

Local (Regions)

Local → Remote

Local ← Remote

Remote Service Provider

Remote (Regions)

eu-central-1	0.0 Kbps / 0.0%	19.4 Kbps / 98.3%	AWS (Inside Cloud)	us-east-1	...
eu-central-1	0.0 Kbps / 0.0%	0.2 Kbps / 1.2%	Other	Other	...

Almost all rejected traffic coming from inside the cloud from the US region

Filtering by "inside cloud rejected" and local and remote resources

Grouping Local: Resource Remote: Resource 2 rows Search... Add Filter

Local (Resources)

Local Region

Local → Remote

Local ← Remote

Remote Region

Remote Service Provider

Remote (Resources)

ubuntu-aws-01	eu-central-1	0.0 Kbps / 0.0%	9.9 Kbps / 50.8%	us-east-1	AWS (Inside Cloud)	ubuntu-share-01
ubuntu-aws-01	eu-central-1	0.0 Kbps / 0.0%	9.6 Kbps / 49.2%	us-east-1	AWS (Inside Cloud)	ubuntu-share-02

Identify direction and target resources



Cloud & Enterprise Agents >

Endpoint Agents >

Cloud Insights >

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Internet Insights >

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Alerts 1 >

Integrations

Sharing >

Account Settings >

ThousandEyes

Cloud Insights

Add Filter

Account: All

Region: All

Availability Zone: All

VPC: vpc-1-eu-central-1

Resource: All

Reset Filters

Tue, May 28 03:20 – 03:30 GMT+3 (11 hours ago)

24h7d14d

MayMay 4May 7May 10May 13May 16May 19May 22May 25May 28

450

Group By

Click on a group to see assets arranged in hierarchical structure

AWS Groups

AWS Tags

Account1

Region1

VPC1

Subnet4

35 items

inside-cloud-inter-region

Asset Name

Asset Type

Event Type

Region

Asset Count

Show asset number for 5/28/2024. Click on a bar to filter by type

ASSETS NUMBER

14

4

1

Application...

Instance

Interface

1

Filter by specific security group to review inbound rules

inside-cloud-inter-region

TimeTuesday 28 May 2024 at 03:20:00 GMT+3

Full Asset Nameinside-cloud-inter-region

Entity Idsg-0e2ea9fe7384442c2

Asset TypeSecurity Group

Account053347841576

Regioneu-central-1

VPCvpc-0ce1d1da0f97c9398

Availability Zone--

Subnet--

Explore In AWS

Current Configurations

24"ipProtocol": "-1",

25"ipRanges": [

26{

27"cidrIp": "192.118.78.0/24"

28},

29{

30"cidrIp": "192.168.200.0/24"

31},

32{

33"cidrIp": "172.31.0.0/16"

34},

35{

36"cidrIp": "172.30.0.0/16"

37}

38}],

39"ipv6Ranges": [

2

No inbound rule for the 10.100/16 subnet which explains why traffic was rejected

10.100.140.45

10.100.139.3

Servers

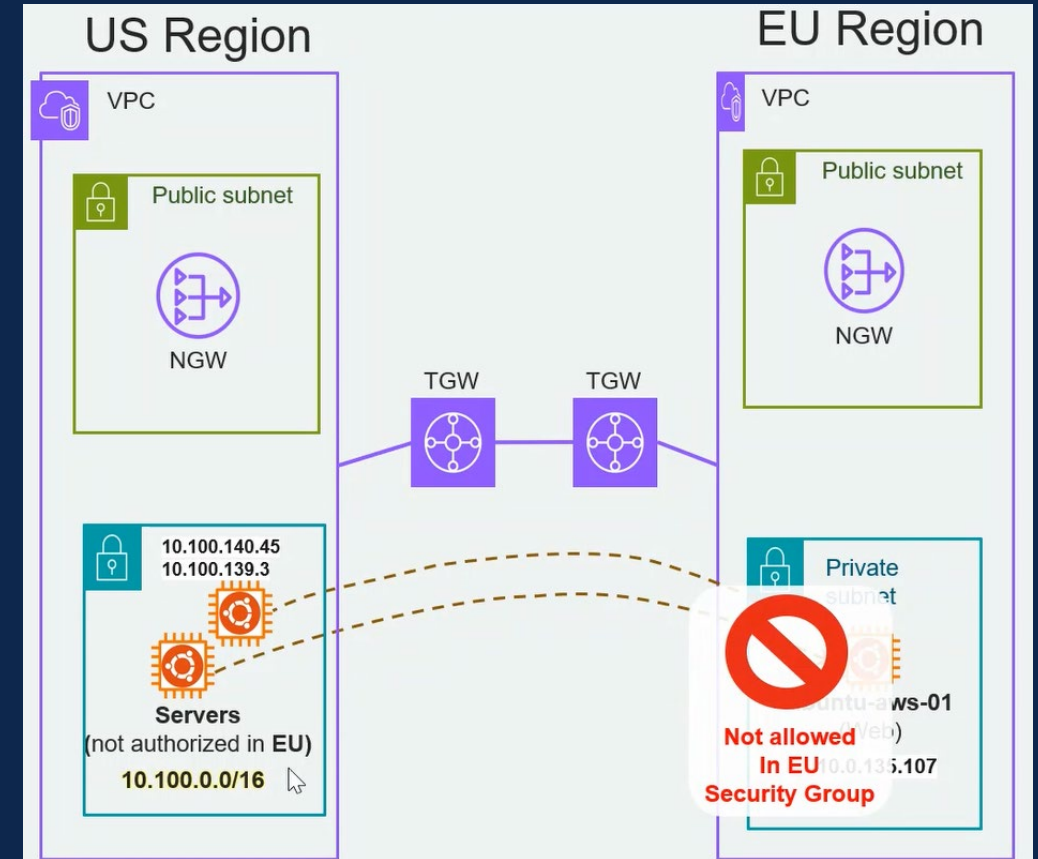
(not authorized in EU)

10.100.0.0/16

Cisco Confidential

Summary

- 1 Creating Security Groups are crucial to maintaining a secure environment. I&O teams need to detect unauthorized traffic from the inside or outside of the cloud.
- 2 Assuring the user experience requires getting detailed traffic analysis and toppers view can help understand who are the main actors and their impact in the cloud network.
- 3 Finding abnormal and recurrent traffic spikes and AWS config causing rejects, with evidence, helps you better collaborate with your AWS support team and minimize MTTR.



A Holistic Approach to Cloud Monitoring

Organizations need to understand how cloud providers operate their networks and factor their performance and behaviors into their cloud management strategy



Put the full digital experience in context

Virtual Automatic correlation of cloud provider configurations and traffic with digital experience data



Centralized view across all owned and unowned environments

Deep visibility into on-premises deployments, public cloud providers, and the Internet, with a single view of resources across providers



See cloud networks like your own

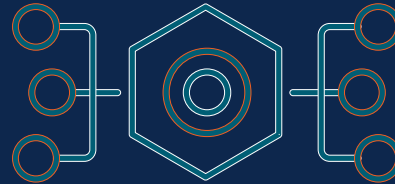
See 3rd party cloud infrastructure like an extension of your environment and overlay performance metrics from multiple public cloud environments for centralized visibility and troubleshooting .



One Platform for your Multicloud Environments



End-to-end
visibility



AI-driven
intelligence



Closed-looped
operations

Assure every digital experience

Data from globally located agents across regions, AZ's, wavelength, local zones and VPC's

Path enrichment to correlate ThousandEyes data sets with cloud provider data sources

Operationalize with your existing tools via APIs and/or OpenTelemetry



ThousandEyes

DEMO





ThousandEyes

Traffic Insights



NetOps today relies on multiple tools/solutions

Inefficient troubleshooting workflows = slower time to identify/remediate

- Time lost manually correlating disparate datasets
- Difficult to identify root cause at the node level
- Don't know which users are impacted and where
- Can't tell which apps are degrading experience



Today's Monitoring – More Complementary than Cohesive

Disparities in data and usage reduce efficiency, accuracy

	Passive (NetFlow, SNMP)	Active (Synthetics)
Used with	<ul style="list-style-type: none">• Networks within your control	<ul style="list-style-type: none">• Networks within and outside your control
Measures	<ul style="list-style-type: none">• Network/node utilization• Traffic characteristics/patterns	<ul style="list-style-type: none">• End-to-end performance• Symptoms (loss, latency, etc.)
When data is analyzed	<ul style="list-style-type: none">• After collection / flow termination	<ul style="list-style-type: none">• Near real-time
Typical use cases	<ul style="list-style-type: none">• Infrastructure troubleshooting• Traffic engineering• Trend analysis• Capacity planning	<ul style="list-style-type: none">• End-to-end troubleshooting• Monitoring 3rd-party networks/services• Proactive incident detection• Before/during/after analytics



Cisco ThousandEyes Traffic Insights

Rapidly attribute degraded network performance to specific traffic flows



Boost efficiency through
automated correlation

Dramatically reduce time and
effort to determine root cause

View flow data in the context
of synthetics to quickly see which
traffic is impacting experience



Quickly identify issues
across your network

Flexible views make it easy to
understand and interpret usage

Filtering and dashboards to
format and view data
exactly the way you want



Scale visibility through
simplified deployment

Centralized onboarding makes it
simple to activate more locations

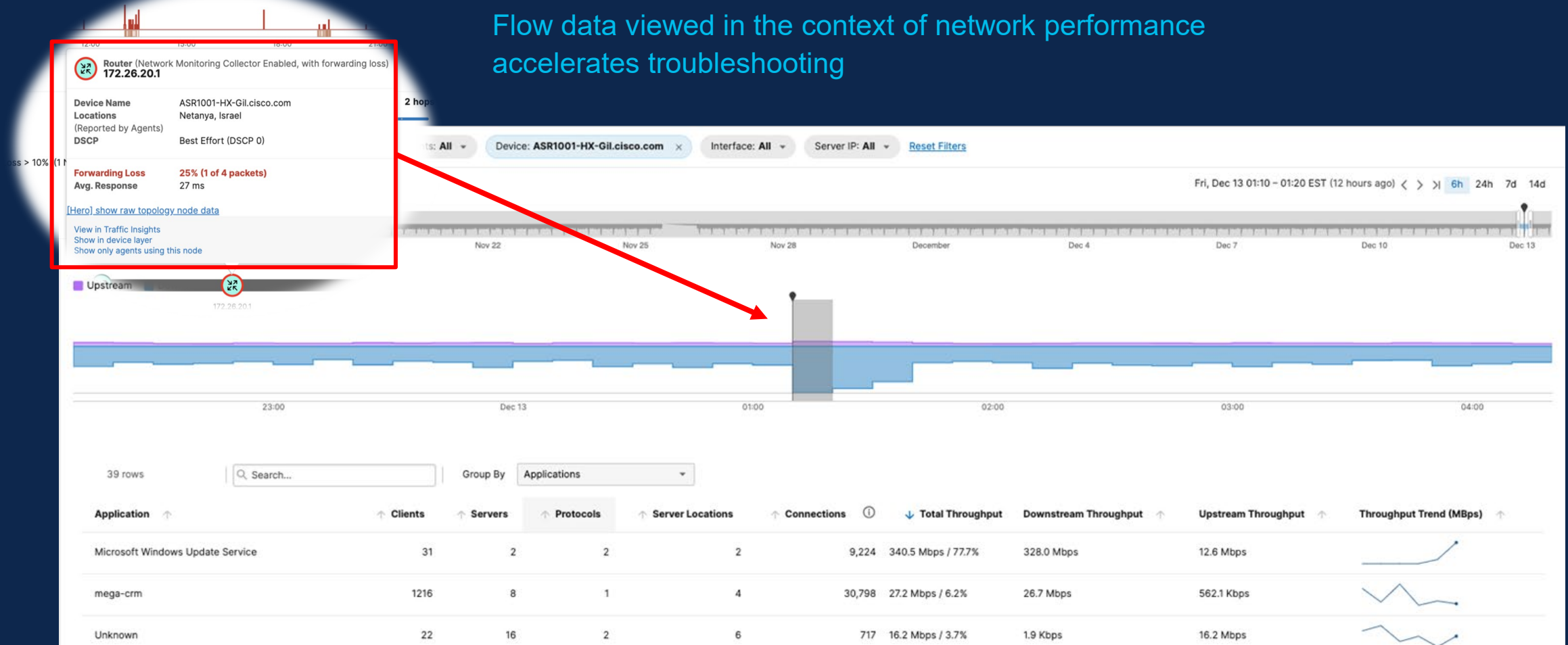
ThousandEyes Enterprise Agents
with integrated NetFlow, IPFIX for
broader more granular visibility



Traffic Insights Changes the Game for NetOps

Quickly resolve degraded experiences through detailed visibility into network traffic

Flow data viewed in the context of network performance accelerates troubleshooting



Powerful Views, Seamless Integration

Traffic Insights combines power with flexibility

Intuitive User Interface

Access views directly or via path visualization

- Assess performance over 30-day window for before / during / after analysis
- Filter / group data to quickly zero in on root cause

Customizable Alerts

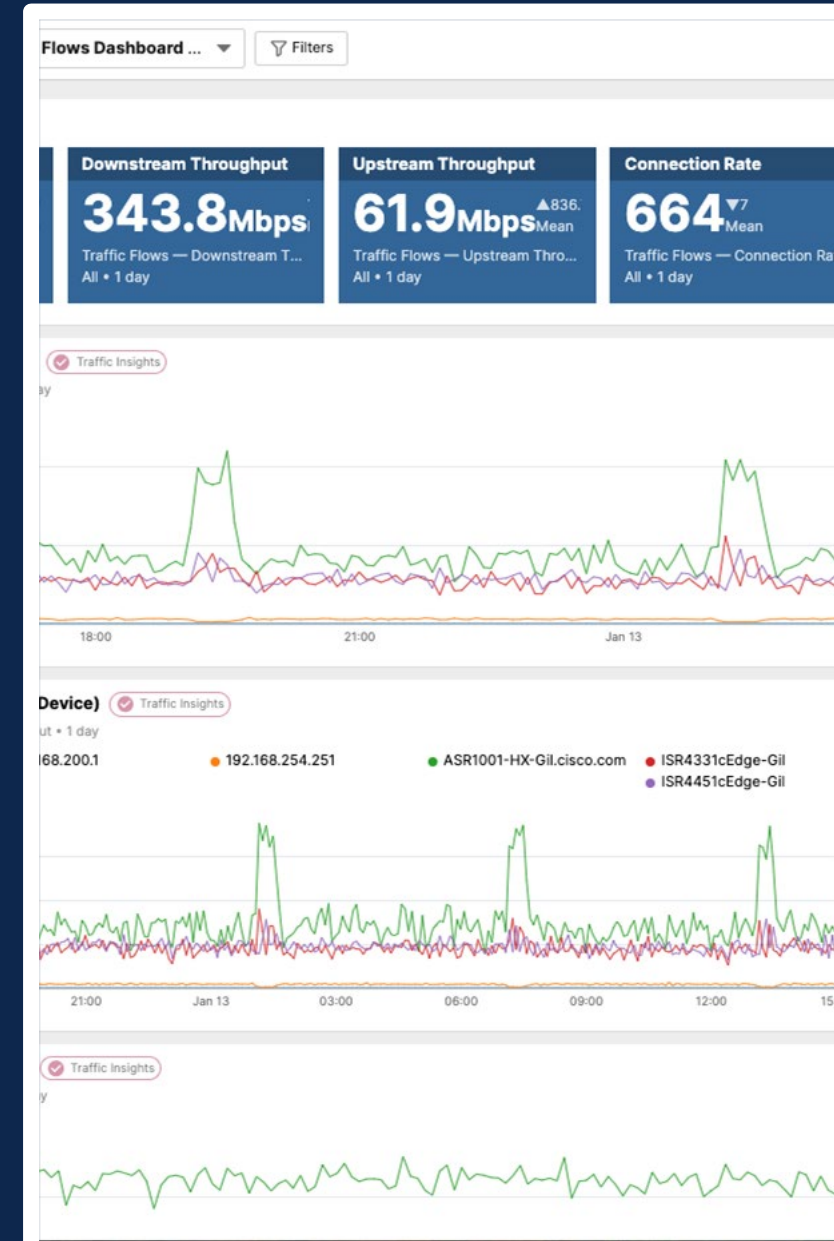
Respond immediately when traffic levels spike

- Leverage flow-specific thresholds
- Integrate with ITSM via built-in integrations or custom webhooks

Custom Dashboards and Reporting

Understand trends, anticipate issues

- View usage data according to user preference
- Pre-configured or customizable widgets



Scalable Visibility Across the Enterprise

Activate Traffic Insights at any location with an Enterprise Agent

Flexible deployment options

- Physical or virtual appliance
- Native Linux
- Docker container
- Cisco Networking – branch, campus, datacenter

Simple, straightforward activation

NetFlow and IPFIX collection & forwarding

Compatible with external collectors



Nexus 9000 Switches



Catalyst 9000 Switches



Catalyst 8000 Routers



ISR 4000 Series



ASR 1000 Series



ISR 1000 Series

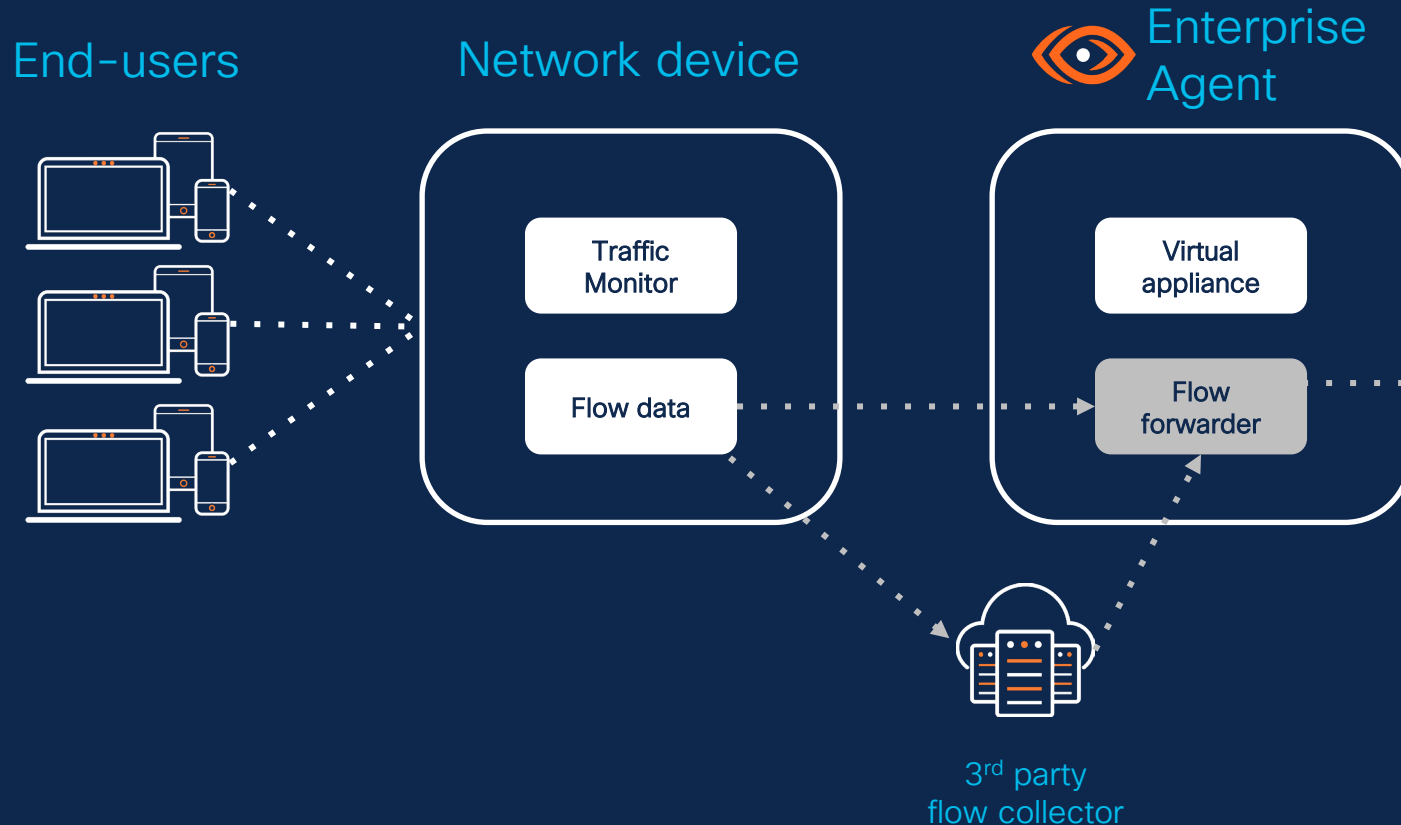


Meraki MX



A Unique Solution to a Complex Problem

Enterprise Network



CISCO ThousandEyes Platform



ThousandEyes

DEMO



