

# Cisco Crosswork Assurance

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The network has become the bedrock of digital business, employee productivity, and customer experience. For organizations, the stakes are high because network resiliency directly impacts customer retention, revenue, and brand reputation. Yet, as network architectures evolve to embrace multicloud and diverse network and IT domains, complexity is creating unprecedented challenges that legacy monitoring tools were never designed to handle.

## Product overview

Cisco® Crosswork Assurance provides comprehensive, real-time visibility and control over network and application performance. As networks evolve, Crosswork Assurance delivers end-to-end, service-centric monitoring enabling IT and network operations teams to proactively detect, diagnose, and resolve issues before they impact business outcomes.

With advanced AI-driven analytics, unified cross-domain visibility, and flexible deployment options, Crosswork Assurance transforms operational intelligence, accelerates troubleshooting, and ensures optimal user experience across even the most complex environments.

Crosswork Assurance offers comprehensive visualization across the entire network. It enables the correlation of network performance data with third-party device telemetry (for example, router utilization) for enriched insights. This accelerates Mean Time to Resolution (MTTR) and Mean Time to Insight (MTTI) by empowering operations teams with the intelligence to proactively detect anomalies, isolate faults, pinpoint root causes, and automate remediation processes. AI-powered analytics proactively identify and predict network-related issues, leading to improved, data-driven decision making.

Open REST APIs from the platform’s analytics engine allow you to effortlessly automate service assurance as part of the service lifecycle, and implement closed-loop automation, leading to improved management efficiency and reducing costs.

## Features and benefits

**Table 1.** Cisco Crosswork Assurance features and benefits

Feature	Benefit
<b>Real-time visibility</b>	Minimize downtime and improve customer experience with personalized dashboards that provide customers with a unified view of their network and services.
<b>Correlation</b>	Enhance network data with contextual metadata and powerful analytics to quickly identify issues. Use Cisco and third-party data with analysis tools to pinpoint service issues.
<b>Anomaly detection</b>	Receive alerts for network anomalies to prioritize tickets and troubleshooting tasks.
<b>Prediction</b>	Anticipate network issues with forecasting.

Feature	Benefit
<b>Alerting</b>	Improve operational efficiency and reduce alert fatigue with prioritized, actionable alerts.
<b>Baselines</b>	Use baselines for network key performance indicators (KPIs) to automatically uncover service performance irregularities and trends.
<b>End-customer portal offering</b>	Differentiate service offerings and enhance the Business-to-Business (B2B) end-customer experience with customized reporting and analytics, role-based access control, and single sign-on.
<b>Open REST APIs</b>	Automate service assurance by integrating seamlessly with service and domain orchestrators to enable closed-loop network automation.
<b>Intelligent fault correlation</b>	Reduce alert noise by correlating both fault and performance management and enable teams to prioritize severe issues that impact users and isolate the true root causes.

## Prominent features

**Gain service-centric visibility and actionable insights:** Leveraging AI-powered analytics, Crosswork Assurance delivers real-time, service-centric visibility into the network and its overall health by correlating granular performance data and KPIs alongside third-party telemetry into a unified view.

**Scale up with hosted Software as a Service (SaaS):** Deploy a managed, cloud-based solution with low Total Cost of Ownership (TCO) that scales rapidly to provide real-time and highly granular network performance monitoring.\*

**Harness the power of metadata:** Use metadata to discover correlations that more easily suggest potential root causes, filter and group data, and control permissions.

**AI-enabled analytics :** Reduce noise with data cleaning and deduplication, examine causality with trend analysis and correlations, capture anomalies with alerts based on baselines, and extrapolate future events with forecasting for more effective analysis and troubleshooting workflows.

**End-to-end assurance automation:** Seamlessly add service assurance as you deploy a new service and enable the network controller to take corrective or optimization actions on the network.

**Unified data collection:** Reduce data silos by unifying and correlating service performance and network performance in a single view for multiple stakeholders.

**Segment routing analytics and Integrated Performance Measurement:** Visualize and analyze segment routing paths for advanced traffic optimization. Gain unparalleled visibility on IP network health with built-in synthetic testing in IOS-XR across all ECMP. Combine in Crosswork Assurance with routing analytics to understand the correlation between ECMP path changes and network performance.

**Kubernetes container management:** Deploy assurance with ease using OpenShift, Rancher, generic Kubernetes, Azure Kubernetes Service (AKS), and Google Kubernetes Engine (GKE).

**Enhanced user experience:** Assure real-time user quality of experience maintaining quality even during peak congestion and challenging network conditions.

\*On-premises deployments of Cisco Crosswork Assurance are available conditionally on request.

## Licensing

Cisco Crosswork Assurance is licensed through a Right-To-Use (RTU) license to enable the desired set of capabilities and volume-based licensing specific to the type of assurance customers are looking for.

**Table 2.** Crosswork Assurance RTU licenses

Description	PID
<b>SKY Essentials RTU License</b>	SKY-ESS-RTU
<b>SKY Advantage RTU License</b>	SKY-ADV-RTU

**Table 3.** Crosswork Assurance volume licenses

License type	Description
<b>Test session</b>	<ul style="list-style-type: none"><li>• Continuous network and service assurance for Layer 2 (Y.1731) or Layer 3 (Two-Way Active Measurement Protocol [TWAMP] or Internet Control Message Protocol [ICMP]/User Datagram Protocol [UDP] Echo)</li><li>• RFC 6349, service activation tests for Layer 4 TCP throughput</li><li>• Continuous protocol testing to monitor endpoint responsiveness</li><li>• RFC 2544 and Y.1564 Service Activation Test (SAT) - requires hardware sensors</li></ul>
<b>Flows</b>	Real-time traffic insights and user experience scores leveraging Crosswork Assurance User Experience to measure transactions through the network
<b>Telemetry</b>	Pulls in other Cisco and third-party time series performance data; common examples include: <ul style="list-style-type: none"><li>• MDT performance metrics on Cisco IOS® devices</li><li>• Simple Network Management Protocol (SNMP) network performance metrics on third-party devices</li><li>• SD-WAN vendor performance data</li></ul>

See the Assurance Sensor data sheets for the range of software and hardware sensor options.

## Product specifications

Cisco Crosswork Assurance is built for carrier-grade, high-performance networks and services with stringent performance requirements at the forefront. Whether your focus is on integrations or automation, the platform has been developed to be user-friendly and address customer use cases. Cisco Crosswork Assurance has three primary touchpoints into the network.

**Table 4.** Standard protocol support: Southbound Interface (SBI) and Northbound Interface (NBI)

Topic	Protocol details
Sensor, service, and test session provisioning	REST, RESTCONF/YANG
Data queries and export	REST, gNMI
Data collection	CSV, SNMP, gNMI, MDT, OpenMetrics

## System requirements

Crosswork Assurance has two components:

- Crosswork Assurance
  - Sensor management, central data ingestion, and an AI-driven analytics solution that can be deployed on the customer premises or hosted by Cisco.
  - System compute requirements vary based on the amount of data ingested and how long data is retained.
  - Please contact your Cisco account representative to get the appropriate sizing for your use case.
- Data collector
  - Supports collecting data over a variety of protocols and securely streaming to the Crosswork Assurance.
  - The data collector is commonly deployed near the Assurance Sensors or other data sources.

**Table 5.** Crosswork Assurance minimum requirements

Feature	Description
Disk space	HDD - 17 TB SSD - 2 TB
CPU (virtual CPUs)	198 vCPUs
Memory	500 GB RAM
Software	Docker 24.05 or later Debian 11 is recommended

**Table 6.** Data collector requirements

Feature	Description
Disk space	100 GB
CPU	4 CPUs
Memory	2 GB RAM
Software	Docker 24.05 or later Debian 11 or CentOS 7.3 or higher

For more information on System Requirements, consult the [documentation page](#).

## Ordering information

Please contact your Cisco account representative for details about how to order Crosswork Assurance.

## Warranty information

Cisco Crosswork Assurance technical support plus software update availability is included with the subscription software.

## Cisco Capital

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## For more information

Does your organization have a service-centric, end-to-end view of your network and application performance? Put digital experience first. [Start](#) leveraging AI-enabled analytics and real-time visibility into your network and service health today.

Speak to your Cisco account representative to learn more or schedule a demonstration.

## Document history

New or Revised Topic	Described in	Date
Name change	<a href="#">Product Overview</a>	September, 2025
Crosswork Assurance updates		May 18, 2026

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