

# Harnessing the Power of Third-party Performance Data

Multiple network tools and data sources create new challenges



The increasing complexities of modern-day networks have necessitated the need for customers to purchase and maintain numerous tools, leading to elevated costs and overwhelming network management challenges for many companies. In fact, most companies use four to ten distinct tools with varying types of network data and KPIs to manage performance problems for network, security, and applications.<sup>1</sup> This makes it difficult to obtain a unified understanding of network, application, and service performance.

Even with all these tools, enterprises are still struggling to proactively get ahead of network performance incidents. Most of these technologies and tools are managed separately, leading to poor data integration and visibility gaps, which cause downtime and negatively affect customer experience.

Cisco Provider Connectivity Assurance (formerly Accedian Skylight) offers a performance monitoring and analytics platform that can easily ingest and correlate third-party performance data and metrics in a single view. Provider Connectivity Assurance enhances monitoring and troubleshooting workflows through personalized dashboards, providing enterprises

with a unified network solution. Additionally, the platform machine learning and advanced, AI-enabled predictive analytics to generate actionable insights for improved decision making, productivity, and positive business outcomes. This results in greater cost and time savings.

## Get ahead of network problems

Provider Connectivity Assurance combined with ingested third-party data, allows network operations teams to proactively identify potential issues before they become major problems. Leverage the intelligent insights of the platform's analytics engine and take action to optimize, enhance the network, and drive additional operational efficiency.

Cisco Provider Connectivity Assurance offers a range of features to facilitate data ingestion and analysis, such as customizable dashboards, alerts, baselines, and an end-customer visibility portal. With a user-friendly interface and intuitive visualizations, it makes it easy to understand network performance in real time and take immediate action to improve it.

## Key business benefits

- Gain a single view of network performance.
- Identify and diagnose performance issues quickly and efficiently.
- Reduce Mean Time To Repair (MTTR) and Mean Time To Identify (MTTI).
- Automate the process of data collection and analysis.
- Reduce time and effort in monitoring, enabling faster issue resolution and increased efficiency.
- Optimize network and application performance based on real-time Key Performance Indicators (KPIs)/ Key Quality Indicators (KQIs).
- Improve end-user experience by providing performance insights and monitoring critical services.
- Make data-driven decisions by organizing, cleaning, aggregating, and enriching data for key insights.

<sup>1</sup> Source: 2022 EMA Network Observability, [Delivering Actionable Insights to Network Operations](#), October 2022. All EMA Network Observability, research reference in this solution overview have been taken from this article

## Technical benefits

- Monitor network and application performance end-to-end, including external factors like cloud services or third-party applications.
- Analyze large amounts of data quickly and identify issues in real time.
- Gain intelligent insights into network and application performance across different environments.
- Ingest data from multiple sources to optimize performance based on specific environments.
- Use data cleaning, aggregations, filtering, sorting, trend analysis, and correlations.
- Apply Machine Learning (ML)/ Artificial Intelligence (AI) for predictive analytics and clustering, baselining, and alerting on network performance issues.

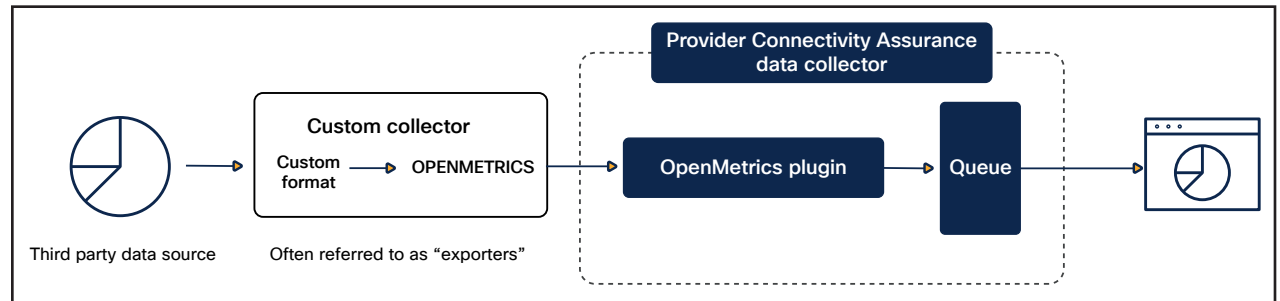


Figure 1. Data ingestion capability of Cisco Provider Connectivity Assurance

## Third-party integration through an OpenMetrics plugin

The platform's third-party Provider Connectivity Assurance's third-party data ingestion capabilities allow the platform to seamlessly integrate data from external sources, enhancing network monitoring and analysis. This means that the platform can ingest data from network switches, routers, or firewalls provided by Cisco or other vendors. It can also integrate data from

third-party monitoring tools, log files, or APIs. By consolidating and normalizing this diverse data, the platform provides comprehensive visibility and analysis, allowing users to gain valuable insights and make informed decisions to optimize network performance and troubleshoot issues effectively.

Enterprises are facing new challenges because of tool sprawl as network teams are using 10, 15, or even 20 tools to monitor and troubleshoot their networks.

- EMA 2022 Network Management Megatrends Report



## Leverage the benefits of data ingestion into Cisco Provider Connectivity Assurance

Provider Connectivity Assurance is a single platform where third-party data can be correlated and contextualized with granular performance data, resulting in intelligent insights into network performance.

With its advanced analytics and machine learning capabilities, the platform helps service providers and enterprises detect and address potential issues before they impact end-user or B2B customer experience and become more significant problems. Moreover, the user-friendly interface makes it easy for businesses

to comprehend and act on their network performance data.

[Book a personalized demo](#) to understand how Cisco Provider Connectivity Assurance's data ingestion capabilities can improve your users' digital experience.