

# Platform Overview

## Product Brief

### Digital experience monitoring across the cloud and Internet

The world you know is changing. The cloud is your new data center, the internet is your new network, and software-as-a-service (SaaS) is your new application stack. While these solutions deliver the flexibility and agility the modern enterprise craves, the resulting ecosystem of external dependencies and third-party services creates significant operational blind spots for IT.

You need monitoring and visibility that go beyond narrowly focused network and application performance management capabilities to deliver digital experiences in today's dynamic world. Cisco® ThousandEyes provides digital experience monitoring that empowers you to monitor and manage all the cloud-based and internet-centric environments that your customers and employees depend on.



### See everything you don't own, but rely on

ThousandEyes combines a variety of active and passive monitoring techniques to give you deep insight into user experience across the applications and services you provide and consume. It also leverages an expansive internet monitoring data set to provide real-time internet outage detection, powered by collective intelligence.

### Cross-correlated visibility in a single view

See all the layers that make up your service delivery in a single view, from synthetic transactions and service availability to network paths and global internet routing feeds. Our patented cross-correlation algorithms and interactive visuals make it easy for you to isolate problems, take action, and resolve issues faster.



Service  
availability



End user  
performance



Synthetic  
transactions



End-to-end  
network  
metrics



Network path  
visualization



Border  
Gateway  
Protocol (BGP)  
visualization

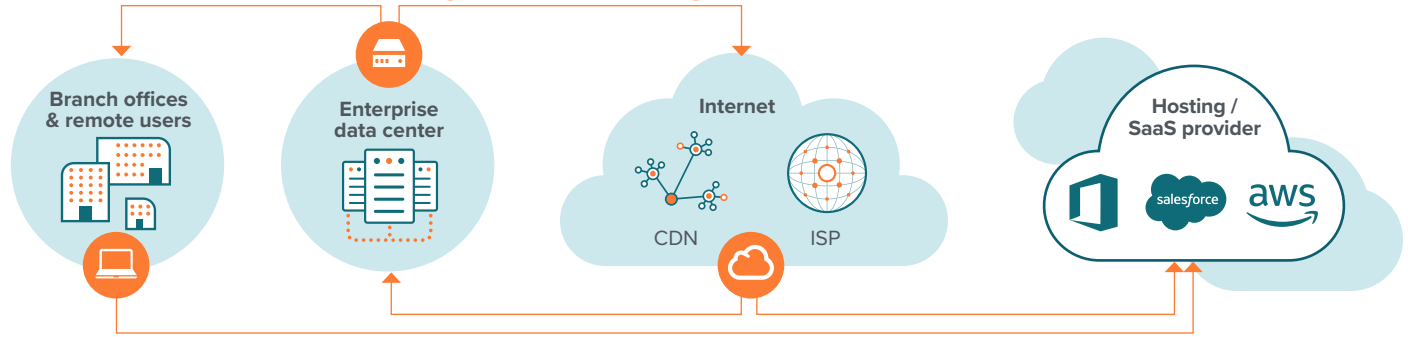





WAN  
Insights



Internet  
Insights™

# Visibility from everywhere that matters



	 <b>Cloud Agents</b>	 <b>Enterprise Agents</b>	 <b>Endpoint Agents</b>
<b>Description</b>	Predeployed software vantage points that are readily available to use from nearly 200 cities in North America, Europe, Asia, and Latin America.	Software agents that are deployed within the enterprise network, from branch offices to data centers and within virtual private clouds (VPCs) in cloud provider environments.	Real-time end-user monitoring of whitelisted domains through browser-based plug-ins deployed on end-user laptops and desktops.
<b>Deployment</b>	Predeployed and managed by ThousandEyes, Cloud Agents require zero provisioning and are located in Tier 1, 2 and 3 ISPs, broadband service provider networks, and hosting regions of major cloud providers, including AWS, Azure, Google Cloud Platform (GCP), and Alibaba Cloud.	Enterprise Agents can be deployed in a variety of form factors to closely match the enterprise needs: <ul style="list-style-type: none"> <li>• VM for ESXi, Oracle VirtualBox, and Hyper-V</li> <li>• Linux package for Red Hat Enterprise Linux, and CentOS</li> <li>• Native integration with Cisco Catalyst® 9300 and 9400 Series Switches*</li> <li>• Docker container</li> <li>• Intel® NUC</li> <li>• Raspberry Pi</li> </ul> <small>*Requires Cisco DNA Advantage software subscription.</small>	Endpoint Agents are supported on Windows 7+ and Mac OS X 10.9+ for Chrome 41+, IE 11+, and Microsoft Edge 79+.
<b>Best Used To</b>	<ul style="list-style-type: none"> <li>• Monitor application availability and usability correlated with network connectivity from the perspective of your customers.</li> <li>• Monitor hybrid and multicloud connectivity and performance of third-party APIs from your cloud VPCs.</li> <li>• Gain an outside-in view of performance by monitoring your DNS servers and key third-part service providers such as content delivery networks (CDNs) and ISPs.</li> </ul>	<ul style="list-style-type: none"> <li>• Gain visibility into SD-WAN deployments through in-depth visibility into both underlay and overlay network performance.</li> <li>• Measure and track employee experience in SaaS applications such as Microsoft 365, Salesforce, and Cisco Webex®.</li> <li>• Ensure the reachability and availability of campus-critical SaaS, internally hosted apps, and cloud-based services over any network.</li> <li>• Correlate external service delivery paths with internal LAN and network device metrics and alert and report on the health and availability of all services connected to the campus.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor remote and in-office employee experience of both internal and SaaS applications such as Microsoft 365, Salesforce, and Webex.</li> <li>• Measure the performance of Wi-Fi networks by measuring signal quality and comparing performance across SSIDs, BSSIDs, and wired networks.</li> <li>• Track application performance with complete page load waterfalls and detailed network paths, including connection quality of VPNs, proxy gateway, and wireless access points.</li> <li>• Monitor VPN performance and detect suboptimal VPN paths through in-depth underlay and overlay visibility.</li> </ul>

## ONE PLATFORM, MANY USE CASES



### Customer digital experience

- BGP monitoring performance
- DNS and CDN monitoring
- Website performance



### Enterprise digital experience

- SD-WAN readiness, assurance, and optimization
- SASE performance monitoring
- Remote workforce service assurance
- Campus service assurance



### Cloud migration and SaaS adoption

- Microsoft 365, Webex, Salesforce Monitoring
- AWS, Azure, and GCP benchmarking
- Hybrid and multicloud monitoring

No-risk free trial: [ThousandEyes.com/Signup](https://ThousandEyes.com/Signup)

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### 1.3 Orderability and First Customer Order (FCO)

Orderability for the following products and applications was enabled on April 5, 2021:

- Cisco ThousandEyes – Network and Application Synthetics
- Cisco ThousandEyes – End User Monitoring
- Cisco ThousandEyes – Internet Insights

**The FCO date for the products and applications listed above was April 5, 2021.**

## 2. Cisco software subscription

### 2.1 Product description

The Cisco ThousandEyes Cloud Service is a suite of cloud services designed to help you measure and monitor the availability and performance of web applications, hosted services, and networks.

The ThousandEyes internet and cloud intelligence platform expands visibility, insights, and action into digital delivery of applications and services over the internet and cloud. ThousandEyes enables organizations to visualize any network as if it was their own, quickly surface actionable insights, and collaborate and solve problems with service providers.

### 2.2 Editions

ThousandEyes provides a SaaS-based service. Customers contract to pay for x units on a monthly basis, with a minimum contract length of 12 months.

### Cisco ThousandEyes Network and Application Synthetics

Enterprise Agents probe your network at regular intervals to determine the health of your infrastructure and network devices and the performance of key applications. Enterprise Agents simulate network layer traffic destined to TCP or UDP ports or application layer traffic that simulates real browsing sessions or phone calls. In parallel, Enterprise Agents also probe network devices within the WAN to collect interface metrics such as throughput, errors, and discards. With Enterprise Agents you can understand the performance of on-premises and SaaS applications across any network segment while visualizing the impact of network device health on application performance. Enterprise Agents are available as software appliances for virtualized environments, packages for Linux distributions, or containers for use with Docker. They are most commonly installed in branch sites and data centers to provide a detailed understanding of the WAN, LAN topology, network devices, and internet connectivity.

For more information, please visit <https://www.thousandeyes.com/product/browser-synthetics>.