



# Full Stack Observability Managed Service



## Engineering Excellence Through **Cisco** **Powered** Managed Services

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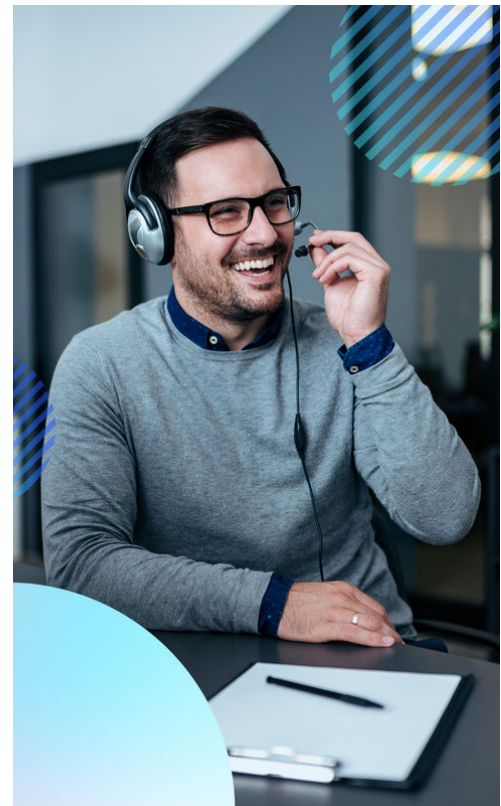
### Service Overview

We are proud to offer our customers the latest product in our portfolio - **Full Stack Observability - Application Dependency Monitoring** via our Cisco Powered Managed Service.

Our Managed Service is designed to take our customers network support to the next level. Using the power of ThousandEyes and leveraging our engineering expertise our drive is to transition your monitoring and support from a re-active to pro-active approach. Recognizing underlying issues standard monitoring toolsets can't identify or detecting issues early, before they become wider customer impacting.

Our **Application Dependency Monitoring** service is split into two separate support agreements. Our **Full Managed Service** is a long-term commitment to provide you all the benefits of ThousandEyes Management and Implementation over an extended period. We also offer our customers **Full Stack Observability: SPRINT**. This is a flexible short duration implementation of our Managed Service. Perfect for Project work, establishing baselines or major migration activities you maybe undertaking within your business.

As a Cisco MSLA partner, we are also in a unique position to manage your ThousandEyes licenses on a month-to-month basis. This is a major advantage for our customers and provides the ability to increase and decrease ThousandEyes unit consumption regularly and be flexible for the fast-changing landscape of IT support.



# Delivery Methods

## Full Managed Service

This is our long-term partnership to establish crucial data and analytics over an extended period of time. It is all about establishing what good looks like and what steps to take if those baselines are off-track.

We believe in Augmentation and how our Managed Service can sit alongside your existing teams to provide a full rounded support platform.

## SPRINT



Our SPRINT solution is all about specific targeted areas within your business and applying the benefits ThousandEyes can bring.

Common scenarios may include a Transformation Project and to gain an understanding of what such benefits may bring. It could be you are dealing with a major network issue that is intermittent, complex and wide reaching. Implementing a SPRINT would be perfect to gathering deeper insights and understanding that is simply not available via standard monitoring toolsets.

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## Inclusions

### Test Management

Discovering what are the critical applications in a business forms the structure of the test implementation. Our job is to provide the most cost efficient testing to meet your business needs.

### License Management

As a Cisco MSLA partner we can offer flexible licensing to meet the evolving needs of your business.

### Notification & Alerting

Once testing is implemented, we manage the alerting and notification systems. These are extensive including email, text, phone call and webhooks.

### Customer Portal

Customers receive a bespoke portal for logging requests and changes.

This portal also integrated into ThousandEyes to provide a single pain view of your testing results

### Service Delivery Manager

Customer relations is vital for all Managed Service Agreements. A dedicated Service Delivery manager will be provided to support you on your Full Stack Observability journey.

### Business Reviews

Regular reviews are essential to assess the value and benefits and potential opportunities Full Stack Observability can provide

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## Critical Business Applications



## Business Benefits

<b>Improved Network Performance</b>	Application Dependency Monitoring provides real-time visibility into network performance, helping businesses identify and resolve issues quickly. A number of issues such as SD-WAN underlay are not apparent on traditional monitoring toolsets - ThousandEyes is there for you to provide deeper insights.
<b>Proactive Issue Resolution</b>	By monitoring network performance and identifying potential issues before they impact users, ThousandEyes enables businesses to take a proactive approach to problem-solving. This can save time and resources and reduce the impact of network disruptions.
<b>Enhanced User Experience</b>	Deploying Endpoint agents for users provides next level customer insights. Understanding User performance especially in the new age of remote working is essential for business.
<b>Network Optimization</b>	Application Dependency Monitoring allows businesses to optimize their network infrastructure by providing data on the performance of various network paths, including cloud-based services and Internet Service Providers (ISPs). This can lead to cost savings and more efficient network operations.
<b>Security and Risk Mitigation</b>	Security and Risk mitigation are essentials for enterprise network deployments. ThousandEyes can detect and alert businesses to unusual network behaviour, which can be an early warning sign of security threats. It helps organizations proactively address potential risks to their network infrastructure.
<b>Data-Driven Decision Making</b>	Our Managed Service provides data and analytics that can inform data-driven decision-making in areas such as capacity planning, network investments, and service delivery. It is especially helpful in a SPRINT deployment and dedicated project work.
<b>Competitive Advantage</b>	Businesses that can deliver consistent, high-quality digital services gain a competitive edge in the market. ThousandEyes can help maintain and enhance this advantage.

### Find Out More

If you are interested to learn more about our Managed Service please contact a member of our Technical Sales Team



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