



The ThousandEyes Advantage: An Overview for IT Leaders

Your Digital Experiences, Assured

Digital transformation offers cost savings, enhanced agility, and operational efficiency. However, it also increases reliance on cloud and Internet technologies. This shift can lead to visibility gaps in infrastructure and applications outside an organization's direct control, posing risks to reputation and revenue.

Essential Questions for Success

A significant portion of business budgets, estimated at up to 60 percent, is dedicated to labor costs and As-a-Service offerings. This investment prompts important questions about maximizing returns and efficiency:

- **Balancing Talent and Time:** How can we achieve ambitious project goals without overloading our team?
- **Ensuring Excellence in Outsourced Networks:** How do we ensure high-quality digital experiences with external infrastructure?
- **Optimizing Cloud and SaaS Value:** As spending continues to rise, what are key strategies for maximizing returns from these services?
- **Visibility and Accountability:** How do we prove our comprehensive management of applications and user experience to the wider business?

What Is ThousandEyes?

ThousandEyes delivers real-time, continuous monitoring to enhance your understanding of how customers and employees interact with critical applications and services across various networks—from traditional setups to SD-WAN, Internet, and cloud providers. It enables your IT team to effectively see beyond the edge of your corporate network to manage networks and dependencies outside their direct control.



Holistic Context for Unavoidable Complexity

Visualize the digital delivery of business-critical applications and services over the Internet and across every service provider dependency.

- Understand the SaaS experiences your employees are having as if the applications were in your own data center
- Manage and govern the new IT ecosystem proactively, including internal IT, third-party vendors, and service providers
- Quickly identify who is responsible for outages that impact your business operations or customer experiences

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“Based on my experience as a network engineer, can diagnose a problem four times faster with ThousandEyes because of the data that I’m provided.”

- Senior Information Security Engineer
Consumer Financial Institution

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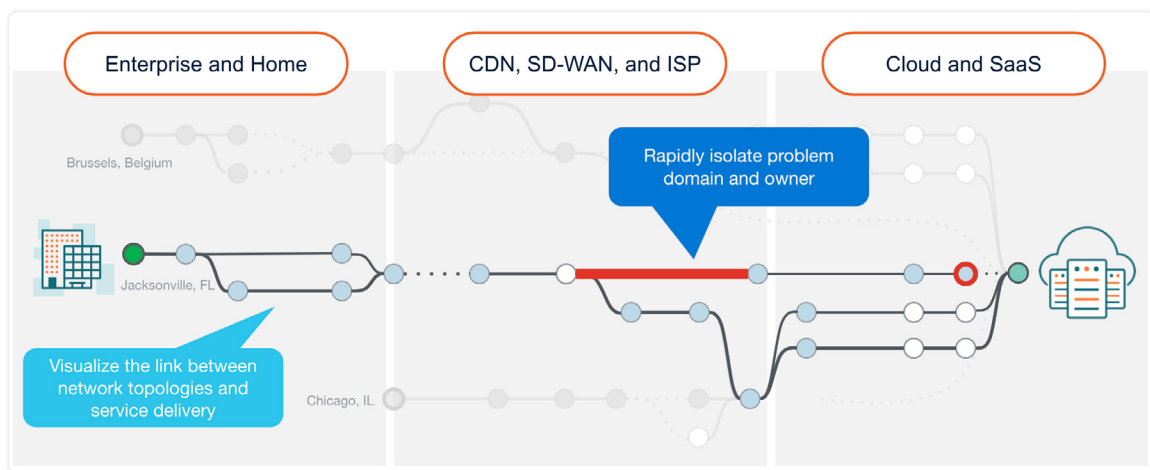


Figure 1: ThousandEyes Internet and Cloud Intelligence for Every Connected Experience

How ThousandEyes Works in Three Easy Steps

- 1 ThousandEyes collects billions of performance measurements from pre-deployed global vantage points in the cloud and across the Internet, as well as from vantage points with your enterprise WAN and end-user devices.
- 2 We correlate this data from every user to every application to every network dependency to accelerate insights useful for IT operations.
- 3 Operations and application teams can use ThousandEyes actionable intelligence to produce faster issue resolution internally or externally with service providers.

Benefits for Business You Can See

- Revenue assurance from faster resolution of disruptive incidents and outages impacting operations
- Reduce customer churn and increase satisfaction through improved digital experiences
- Engage employees and make them more effective with better application experiences
- Hold service providers accountable to their SLAs to eliminate disruptions to your operations

Top Line to Bottom Line, ThousandEyes Makes a Difference

Forrester Consulting interviewed five ThousandEyes customers who are monitoring enterprise networks. The results were combined to form a single, composite organization. The study* found many benefits over a three-year period, including:



A Forrester Consulting study commissioned by Cisco: The Total Economic Impact™ of Cisco ThousandEyes for Enterprise Networks, September 2023.

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“Using ThousandEyes, our MTTR (mean time to resolution) for incident scenarios has dropped massively. We’ve gone from days and weeks, in some scenarios, to minutes or hours, which is fantastic. With ThousandEyes, we can actually hold our vendors to account, and the metrics that go into those contracts are far more tangible than they used to be.”

- Chris Locke
Chief Information Officer, Flight Centre

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Want to Know More?

[Request a demo](#) today to discover how ThousandEyes can help you assure the best possible results for your team and As-a-Service solutions in today’s ever-changing digital business environment.

[See Video Overview](#)