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The bridge to possible

Cisco Full-Stack Observability Services

Delivered through Cisco Lifecycle Services

Architecting and executing an exceptional user experience in our highly connected digital world is key to generating business growth. When user experience wanes, your organization's top and bottom lines can suffer due to increased customer erosion, loss of employee productivity, and diminished brand reputation. The ability to monitor your entire IT stack, from customer-facing applications right down to the core network and infrastructure, is now essential for IT teams that want to fix performance issues before they affect customers and the business.

While there are an increasing number of tools in the market to help organizations monitor and manage the digital experience, IT teams are still struggling with:

Complexity: With the rapid move to cloud, IT departments face more complexity and are challenged with controlling systems both within and outside of the core IT estate. Nearly 75 percent of global technologists say they are challenged with more complex IT than ever before and wrestle overwhelming "data noise" without the resources and support they need to understand it.[1] see where a problem is occurring across the stack, and identify why. They need to be alerted to any issues impacting the performance of a business application, with cross-domain correlation and dependency mapping across the full stack. They also need to tie performance back to business metrics and prioritize actions based on business impact.

Skills gap: Acquiring and retaining staff across the IT spectrum is difficult, and finding specialized skills across multiple domains is even harder. To manage the application experience in modern architectures, you need monitoring and expertise across the full technology stack (application, underlying infrastructure, security, etc.). Yet 86 percent of CIOs can't find the talent they need in cybersecurity, cloud, and data security.[2]

Risk: Digital experience issues have a direct impact on a company's reputation and top line. As data becomes the new currency of the digital age, todays' IT teams must do everything they can to de-risk application rollouts and prevent performance and availability issues with existing apps. These IT teams need help prioritizing the issues to act on those with the largest business and user experience impact.

Cisco® can help.

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The journey to full-stack observability

Cisco full-stack observability solutions move beyond domain monitoring into visibility, insights, and actions across all your technology platforms, transforming siloed data into actionable understandings that provide shared context for IT teams. Whether you're implementing AppDynamics®, Intersight®ThousandEyes®, or any combination of the three, our Cisco experts can help you get the most out of your investment – faster.

Full-stack observability from Cisco

AppOps and DevOps

NetOps

Full-Stack
Visibility

Observable and optimizable technology stack

Full-Stack
Insights

Application and business insights across stack

Full-Stack
Actions

Prioritized remediations and optimizations across stack

InfraOps

SecOps

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Hybrid Application Monitoring Services	Customer Digital Experience Monitoring Services
Adopt and enhance your processes with traditional and hybrid application monitoring best practices coupled with telemetry and tools.	Gain actionable, end-to-end insights into the application experience and its underlying dependencies and business impacts.

Hybrid Application Monitoring Services

Adopt and enhance your processes with traditional and hybrid application monitoring best practices coupled with telemetry and tools.

- Accelerate your adoption of application performance monitoring technology

- Provide operations teams with performance visibility into your increasing and evolving scope of business IT and applications

- Maximize your investment in AppDynamics by tailoring it to your business needs and strategy

- Mitigate business risks through Cisco best-practice design and deployment

- Enable your team to capture the most of full-stack observability

- Improve end-user application experience

Customer Digital Experience Monitoring Services

Gain actionable, end-to-end insights into the application experience and its underlying dependencies and business impacts.

- Accelerate adoption of digital experience monitoring

- Provide operations teams with hop-by-bop performance visibility and service dependencies

- Maximize your investment in AppDynamics and ThousandEyes by tailoring to your business needs and strategies

- Mitigate business risks through Cisco best-practice design and deployment

- Enhance collaboration between AppOps and NetOps to improve user journey effectiveness and efficiency

- Improve end-user experience risk identification and mitigation while reducing time to resolve issues

Application Dependency Monitoring Services

Assure the performance of managed and unmanaged (third-party) application services and APIs, including their internet and cloud network performance.

- Quickly isolate and resolve application supply chain issues and ensure consistent levels of service

- Reduce time to identify and resolve application supply chain service performance issues

- Correlate technical application supply chain problems and business KPIs

- Reduce the gap in business continuity planning for internet outages to improve service resiliency and operational efficiency

- Improve collaboration and efficiency between AppOps and NetOps teams

Application Resource Optimization Services

Improve and assure application performance by taking the guesswork out of resource allocation for workloads on-premises and in the public cloud.

- Reduce time to identify and resolve application resource consumption performance issues

- Reduce operational costs and increase revenue by improving service availability

- Maintain digital experience consistency after upgrades or new releases

- Improve application performance based on resource consumption delta indicators

- Promote collaboration between AppOps and DevOps teams to improve efficiency

- Increase end-user loyalty and your brand reputation

- Quickly isolate and resolve application and infrastructure issues

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Why Cisco?

You don't need to do it alone. The value of Cisco Services lies in the unrivaled, analytics-driven expertise and visibility you'll gain throughout the lifecycle to power a superior customer experience.

Unparalleled expertise: 1.7M* specialists, 10,000+ certified experts, 700 engineering patents, and deep application experience from the developers of ThousandEyes, AppDynamics, and Intersight Workload Optimizer.

Proprietary IP: Intelligent insights amassed from 3M+ devices in production and Cisco AI/ML.

Best practices: Deep customer experience insights and expert recommendations to solve issues based on delivering 35+ years in technology innovations.

Proven track record: Installed 50M+ network devices and resolve 2.2M+ customer issues annually to ensure the best customer experience possible.

Get the exact talent you need: Trust Cisco to act as an extension of your team to provide the precise customer experience and application performance skillsets you require.

Knowledge transfer to meet and close gaps: Upskill your organization to maximize customer experience with hand-on training for business and technical use cases.

Next steps

Talk to one of our experts to see how Cisco CX Services can help you achieve full-stack-observability.

To get started, visit cisco.com/go/fsoservices, or contact your local Cisco representative or Cisco partner today.

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