

# ThousandEyes: End to End Visibility

## Services Provided

The OnStak team undertook a comprehensive network monitoring initiative for the customer, consolidating it onto a single platform. This engagement involved:

- Boosting network visibility
- Optimizing architecture and agent placement
- Mapping key dependencies and configuring tests
- Streamlining label identification
- Tailoring dashboard requirements
- Establishing baselines and KPIs

## Business Outcomes

As a result the customer achieved the following:

- Proper end-to-end visibility to the customer
- Real-time voice communication quality
- Identification of third-party service related issues
- Able to detect network-level problems
- Webhook Integration for Real-Time Alerts
- Comprehensive visual overview of key performance indicators

## Certifications



## Background

The customer, a 280+ stores employee-owned supermarket chain in the Midwestern and Southern US, grappled with several critical challenges including visibility in their vast network, performance black holes, unreliable communication, and third-party service dependency issues.

## Solution

To achieve end-to-end visibility and proactive issue identification, OnStak recommended the deployment of ThousandEyes by Cisco. This comprehensive solution provided the customer with:

**Bi-directional Voice Test Optimization:** Utilizing ThousandEyes' Voice Tracer to analyze and optimize voice call quality across their network.

**Configuration of New Tests:** Deploying custom tests to monitor specific network paths, applications and services.

**Alert Rule Set-Up:** Configuring custom alert rules based on predefined performance thresholds and trigger conditions.

**Label Configuration for Agents and Tests:** Implementing a structured labeling system for agents and tests to facilitate rapid incident response and root cause analysis.

**Dashboard Configuration and Optimization:** Collaboratively designing interactive dashboards for real-time performance visualization and actionable insights.

**Webhook Integration for Real-Time Communication:** Integrating ThousandEyes with the customer existing alerting systems for immediate notification of critical issues.

**Snapshot and Widget Utilization:** Leveraging ThousandEyes' Snapshots and customizable widgets for deeper data analysis and trend identification.

