

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.

