

ThousandEyes: Improve Network Visibility and Infrastructure Insights

Services Provided

OnStak delivered a comprehensive range of services to ensure the successful deployment and adoption of Cisco ThousandEyes. These services included:

- Discovery and Planning
- Agent Installation and Configuration
- Test Configuration
- Alert and Dashboard Setup
- Web Performance Monitoring
- Knowledge Transfer
- Ongoing Support and Optimization

Business Outcomes

The implementation of Cisco ThousandEyes provided the customer with significant business benefits:

- Enhanced Network Visibility
- Improved Decision-Making
- Proactive Issue Resolution
- Optimized User Experience

Certifications



Background

The customer is a leading pediatric healthcare system based in California. Known for its comprehensive range of medical services, it wanted to enhance its network infrastructure to support critical applications and ensure network visibility.

Solution

Team OnStak proposed the Cisco ThousandEyes implementation to cater to the customer's specific needs. This proposed solution included:

Discovery Phase: Conducted a comprehensive assessment of the customer's network environment. Identified critical applications and performance metrics. Developed a detailed implementation plan.

Agent Installation: Installed and configured up to 10 Enterprise Agents. Installed and configured up to 10 Endpoint Agents. Set up and configured cloud agents.

Test Configuration: Set up tests to monitor telehealth applications and other key systems. Captured performance metrics for LAN, Wi-Fi, WAN, and Internet.

Alert Rules and Notifications: Configured up to 10 alert rules for key performance thresholds. Set up notifications to promptly alert the customer of potential issues.

Dashboard Creation: Created up to 5 customized dashboards. Displayed key performance indicators for real-time monitoring.

Web Performance Monitoring: Implemented synthetic tests for two transactions. Identified and resolved potential bottlenecks.

Label Configuration for Asset Tagging: Configured labels for agents and tests. Enhanced network visibility and operational efficiency.

