

Modern Networks

Cisco ThousandEyes Services

THE CHALLENGE

As applications move to SaaS, multiple clouds, and the public internet, organizations lose visibility into network paths they neither own nor control. IT is accountable for digital experience but often cannot determine whether performance issues originate with the network, an ISP, or the provider. SD-WAN performance goes unvalidated, remote and hybrid workers become blind spots, and disconnected monitoring tools lack an end-to-end view. The result is longer troubleshooting, cross-team finger-pointing, and limited accountability for third-party providers.

THE SOLUTION

Presidio's ThousandEyes Services provide complete visibility across the device, LAN, WAN, internet, cloud, and SaaS environments users and applications rely on. Using ThousandEyes Enterprise, Endpoint, and Cloud Agents, along with BGP and internet intelligence, we create a single correlated view of network paths beyond your control. The engagement includes design, agent deployment, test and alert configuration, and a baseline observation period, delivering a Findings Review with prioritized recommendations you can act on. Available as a Foundation QuickStart or Enterprise Deployment, it establishes a working performance baseline and a clear path to close visibility gaps and expand coverage as your needs grow.

KEY BENEFITS

- ◆ **Objective proof it's not your network** – Correlated path visibility helps identify where issues originate, reducing guesswork and cross-team finger-pointing.
- ◆ **Visibility beyond the network you own** – Enterprise, Endpoint, and Cloud Agents with BGP and internet intelligence provide visibility into SaaS, ISP, internet, and cloud-provider paths.

- ◆ **Validated SD-WAN and WAN performance** – Latency, jitter, loss, and path-change monitoring help validate performance and isolate circuit or provider issues.
- ◆ **Assured digital experience for hybrid work** – Endpoint and last-mile visibility help distinguish ISP, VPN, and SaaS issues across remote and branch users.
- ◆ **Faster root cause with less operational noise** – Proactive provider-event detection and integrated alerting help reduce MTTR and alert fatigue.

WHY PRESIDIO

With over 20 years of experience designing and modernizing enterprise networking and mobility solutions across leading technologies, we are trusted network authorities.

Presidio is the bridge between where you've been (foundational IT) and where you're going (ultra-modern AI and cloud services), and we measure success in your terms. We strive to build lifetime relationships with those that give us their business, and we do so by being fearless, fast, flexible, and compassionate. It's our mission to earn your trust and deliver innovative, high-quality results at the speed your business needs to succeed.

SEE BEYOND THE NETWORK YOU OWN

Cisco ThousandEyes provides end-to-end visibility across the device, LAN, WAN, internet, cloud, and SaaS environments that support user experiences. It helps organizations identify whether performance issues originate within their network, an ISP, a cloud provider, or an application, enabling faster troubleshooting and informed decision-making.

Gain visibility across your digital delivery path.

Contact Presidio today:
www.presidio.com/contact-us