

THOUSANDEYES MENTORED POV PLUS

Service Overview:

At Netnology, we specialize in Cisco's ThousandEyes enablement and implementation services to expedite the adoption of Cisco ThousandEyes solution. As part of this Mentored POV Plus service offer, our subject matter experts (SME) partner with your team to ensure a smooth deployment of the ThousandEyes solution in the lab environment and provide knowledge transfer to equip your staff with the necessary skills to configure and manage the ThousandEyes environment.

Cisco ThousandEyes:

Cisco ThousandEyes gives you visibility into the digital experience, whether via your enterprise, the Internet, Cloud, or SaaS without boundaries. ThousandEyes gathers network and application data and presents it in a cohesive view of the end-to-end digital experience via web or API.

ThousandEyes is fundamentally a SaaS-based service. From a customer's point of view, the orchestration of testing, the processing of results, reporting and alerting and integrations are all run from the 'Cloud', that is infrastructure owned and operated by ThousandEyes on behalf of the customer. Customer may deploy ThousandEyes agents within their infrastructure. ThousandEyes solution comprises of several distinct components that work together to deliver the overall solution, such as:

- Agents / Vantage Points
- The Tests
- Alert Infrastructure
- Web-based GUI
- Dashboards
- Reports
- Integrations, including a REST API

Service Benefits:

Netnology has a team of world class engineers who specialize in Cisco ThousandEyes solution and are passionate about customer success. Netnology will partner with you to provide:

- Step-by-step guidance from an SME on ThousandEyes solution deployment
- Configuration and documentation of ThousandEyes solution
- Knowledge transfer to ensure customer is ready to configure and manage the lab environment

Scope of Services:

As part of the 2-3 day Mentored POV Plus engagement, Netnology will help with the following:

- Solution Overview
 - Licensing
 - Cloud and Enterprise Agent Test Options
 - Layer 3 Tests
 - BGP Monitoring
 - Network Tests
 - Web Layer Tests
 - HTTP Server Test
 - HTTP Page Load
 - Transaction Test
 - Voice Layer Tests
 - SIP Test
 - RTP Test
 - Voice Call Test
 - DNS Tests
 - DNS Server
 - DNS Trace
 - DNSSEC Test
 - Test "Nesting"
 - Endpoint Agent Test Options
 - Endpoint Browser Session Monitoring
 - Scheduled HTTP tests and Agent to Server tests
 - Consuming the Data
 - Dashboard
 - Reports
 - Alerts
 - Sharing Test Data
 - ThousandEyes APIs
 - ThousandEyes Platform Administration
- Configure and Execute Cloud Agent Tests
 - Customer Digital Experience (CDX) Monitoring
 - Inter & Intra Cloud Monitoring
- Install Enterprise Agents (# TBD)
 - Configure and execute Enterprise Agent Tests
 - Employee Digital Experience (EDX) Monitoring
- Install Endpoint Agents (# TBD)
 - Configure and execute Endpoint Agent Tests
- Use-Case Deployment
- Knowledge Transfer

Target Audience:

This service is designed for Network Architects, Network Engineers and Administrators configuring, deploying and managing the Cisco ThousandEyes solution.

Prerequisites:

Customer needs to ensure that all equipment and devices are racked & stacked, cabled and powered-up prior to the kick-off. Customer also needs to acquire the necessary software licenses for the deployment of ThousandEyes solution.

Service Deliverables:

No	Deliverable	Service Details
1.	Project Kickoff	<ul style="list-style-type: none"> • Project Overview • Solution Overview <ul style="list-style-type: none"> ○ SaaS Instance ○ Testing & Validation
2.	Configure and Execute Cloud Agent Test	<ul style="list-style-type: none"> • Customer Digital Experience Monitoring • Inter and Intra Cloud Monitoring
3.	Install Enterprise Agents	<ul style="list-style-type: none"> • Configure and execute Agent Tests • Employee Digital Experience Monitoring
4.	Install Endpoint Agents	<ul style="list-style-type: none"> • Configure and execute Agent Test
5.	Use-Case Deployment	<ul style="list-style-type: none"> • BGP Monitoring and Visualization (if applicable) <ul style="list-style-type: none"> ○ Reachability of BGP Prefixes ○ Detecting BGP Prefix Origin ASN Hijacks • Network-aware WEB Performance Monitoring (if applicable) • End User Experience <ul style="list-style-type: none"> ○ Application delivery issues with live end user data ○ Identify and correlate network quality issues ○ Individually endpoint connectivity issues
6.	Knowledge Transfer	<ul style="list-style-type: none"> • Explain to the customer how to configure and manage the solution in the lab environment • A walkthrough of the customer's environment