
AWS
re:Invent
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PRT067

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Owning end user experience in an internet world

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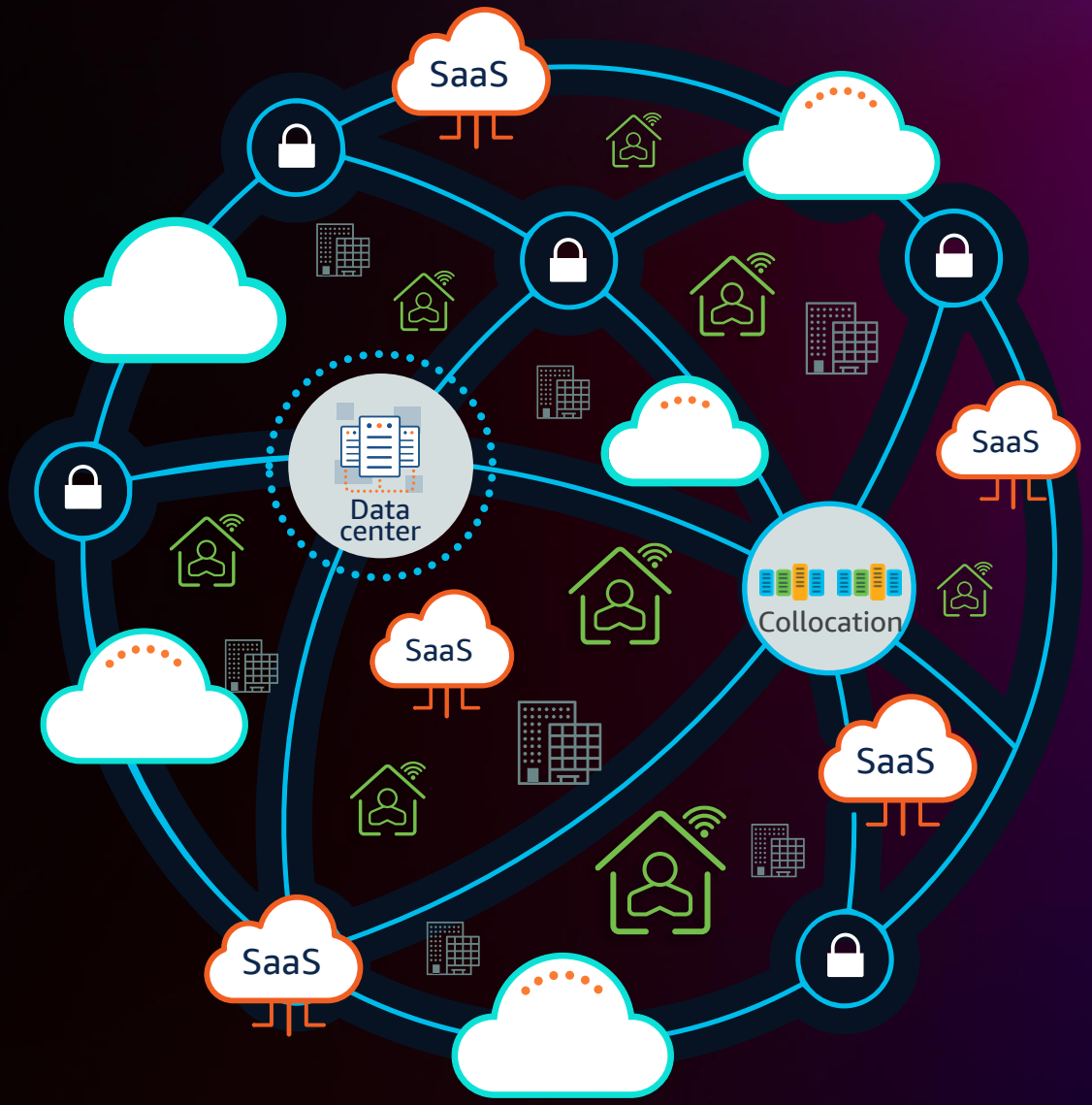
We’re in a new world

Your applications

Your people

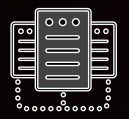
Your infrastructure

All distributed

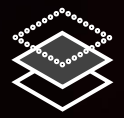


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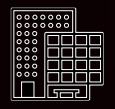
Visibility and control is **shrinking**



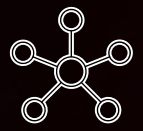
Data center → Cloud



Application stack → SaaS + API



Office → Home



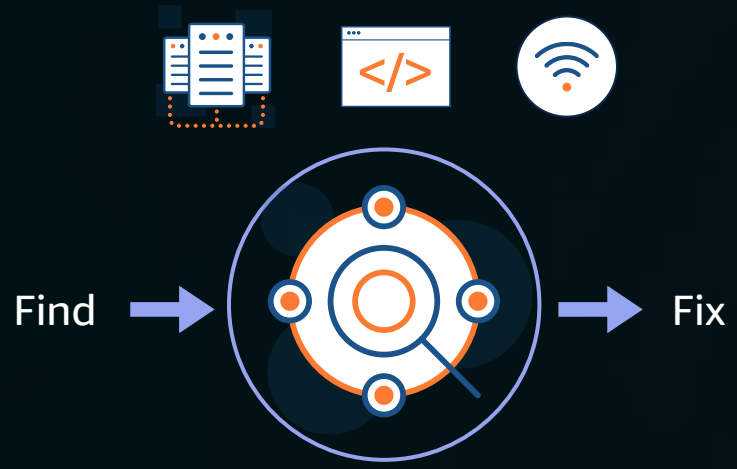
Network → Internet

External dependencies are exponentially **growing**

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Management paradigm has shifted

IT assets that you control



IT assets that you don't control



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Massive areas of low visibility erode ability to manage

So many layers, domains, and providers

Traditional tools don't work for what you don't own

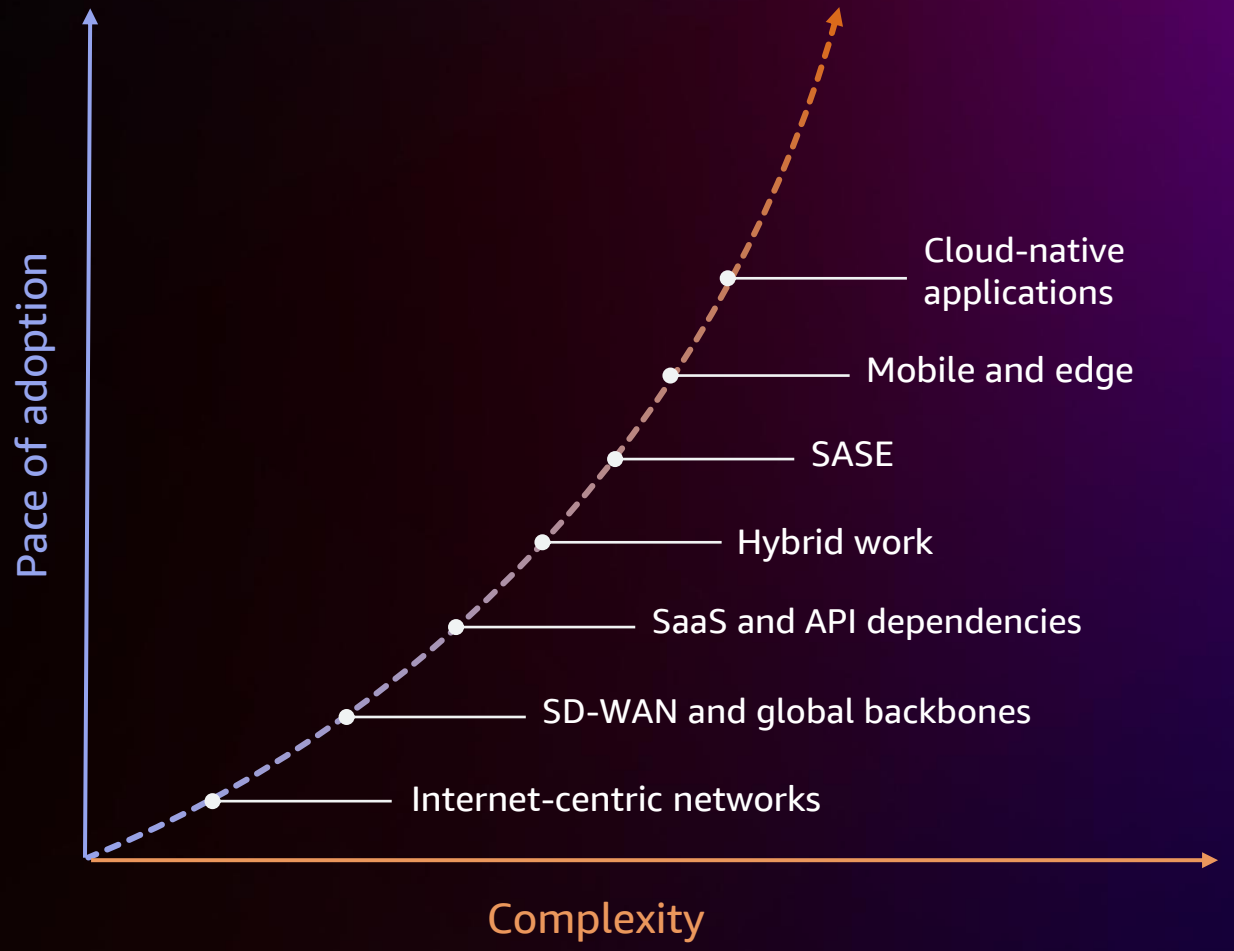


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Growing **complexity curve** widens the success gap

Competitive pressures driving technology adoption

Adoption outpacing capabilities to manage new environments



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Negative digital experiences can impact business



Your applications

- Revenue loss
- Customer churn
- Brand damage



Your people

- Productivity loss
- Dissatisfied employees



Your infrastructure

- Business continuity risks
- Compliance violations

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Negative digital experiences can impact business

Your apps

$700B

business loss

Businesses losing $700 billion a year to IT downtime.[1]

Your people

70%

of outages

Third-party operators (including cloud, hosting, colocation, telecommunication providers, etc.) account for 70% of all publicly reported outages.[2]

1.6 hrs

avg. downtime per week

59% of Fortune 500 companies experience a minimum of 1.6 hours of downtime per week.[3]

Your infrastructure

1hr=$400K+

downtime to $1 mil–5 mil+

The average cost of an unplanned application outage was estimated at over $400,000 per hour. Critical application failures exact a far steeper toll, from $500,000 to $1 million per hour.[4]

[1] Uptime Institute: *2022 Outage Analysis*

[2] IHS: *The Cost of Server, Application, and Network Downtime*

[3] Dun & Bradstreet: *Assessing the Financial Cost of Downtime*

[4] IBM Global Services; IDC: *DevOps and the Cost of Downtime*

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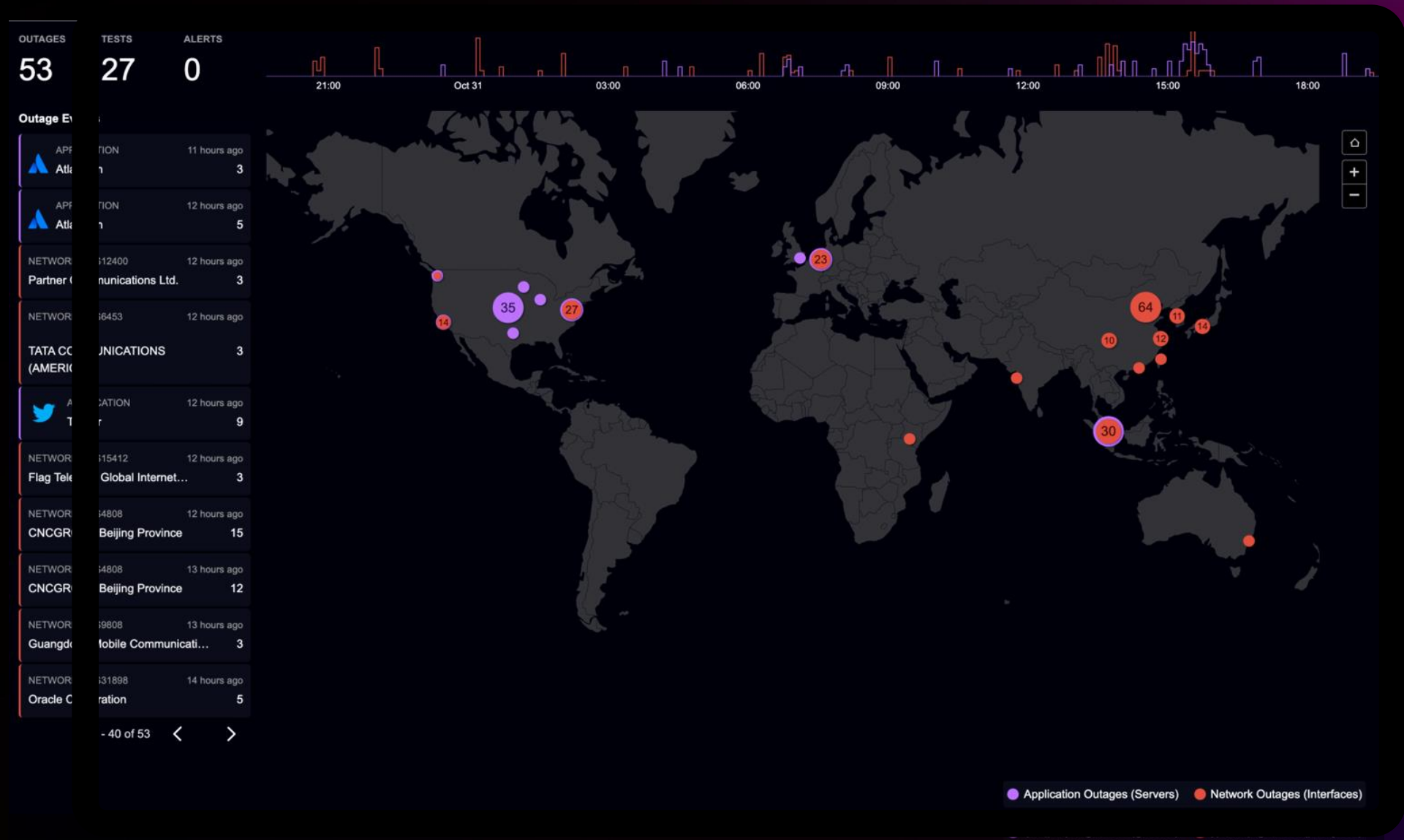
See, understand, and improve digital experiences everywhere



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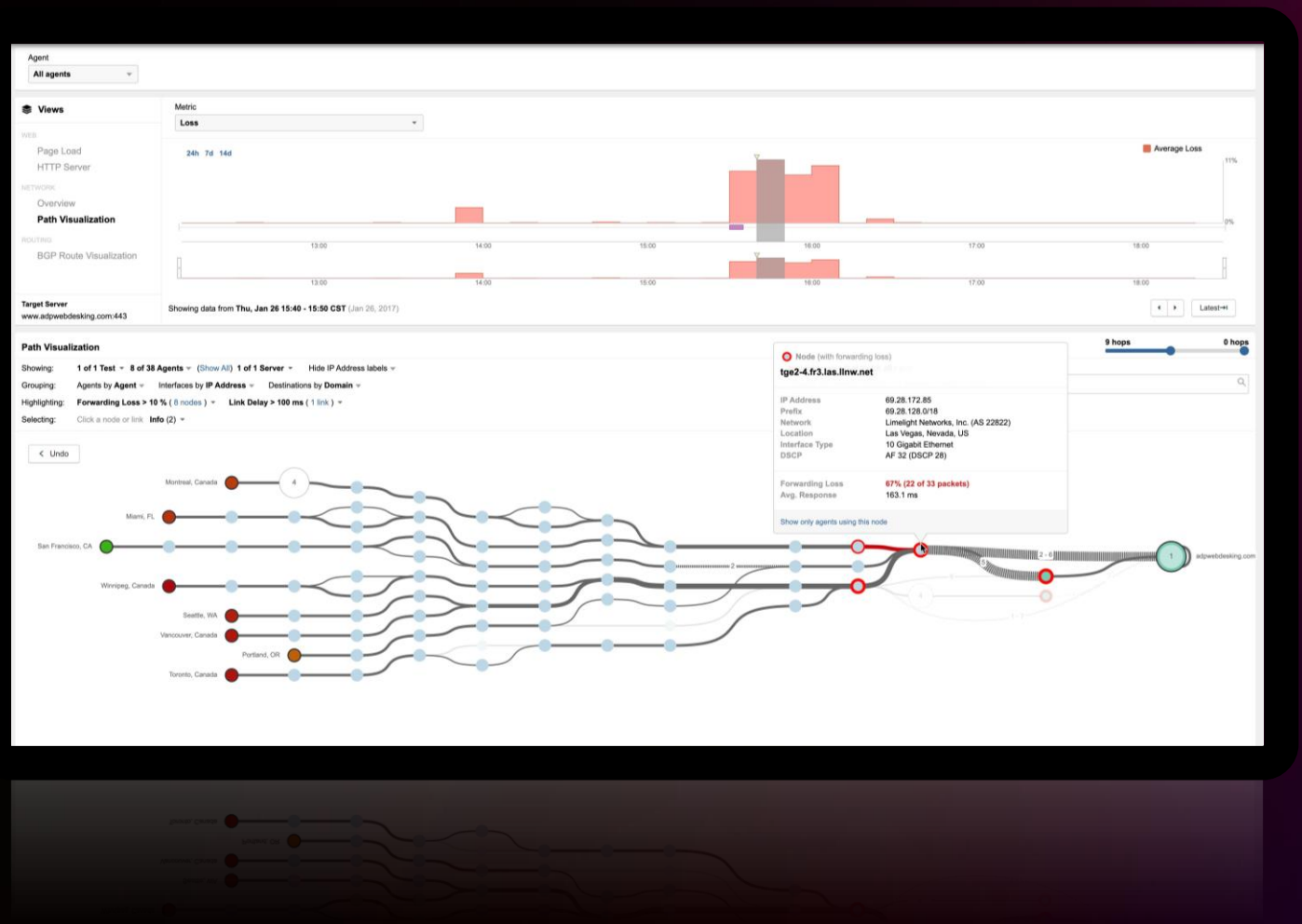
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Collectively powered Internet weather map



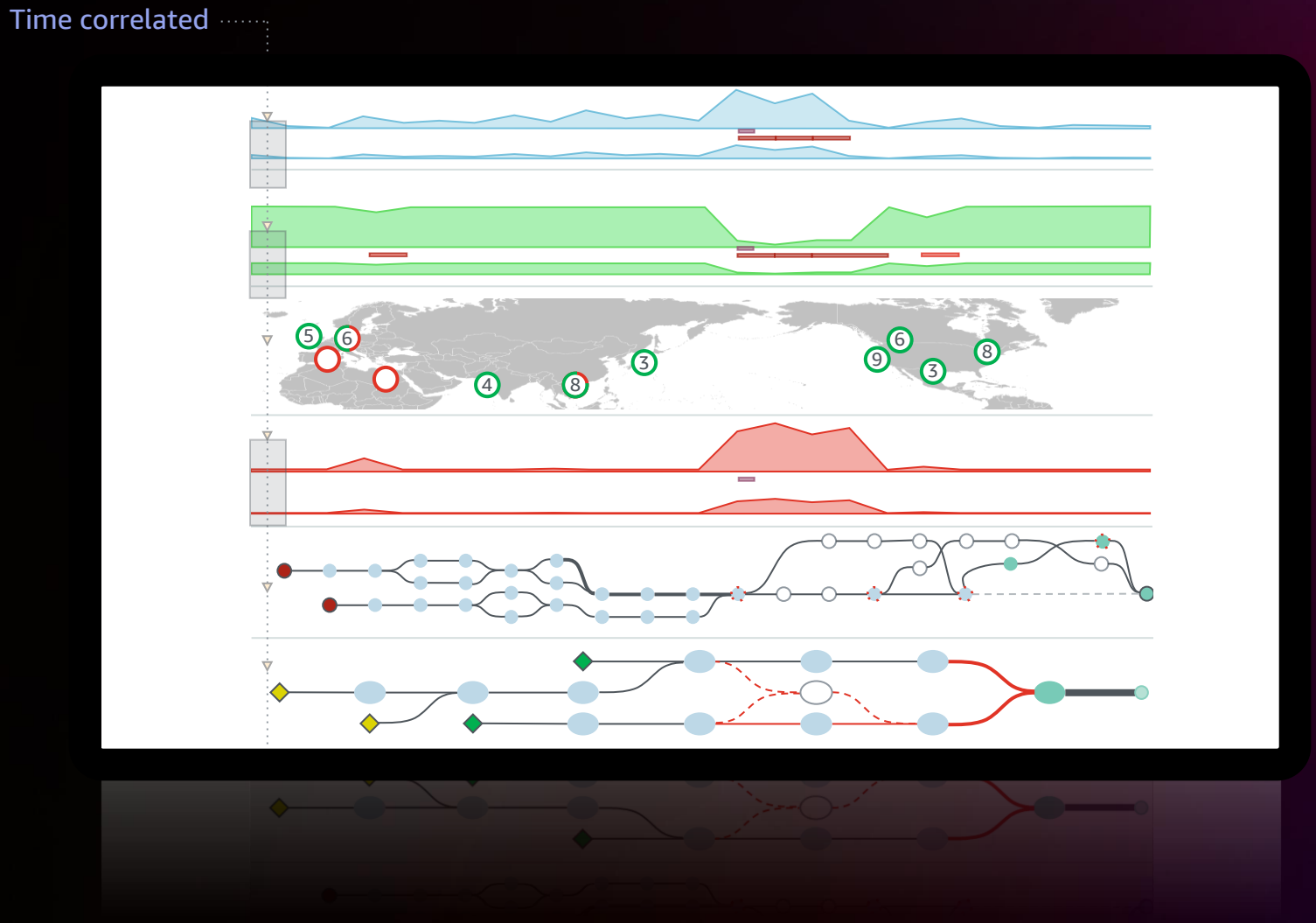
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Visualize services end to end across every domain



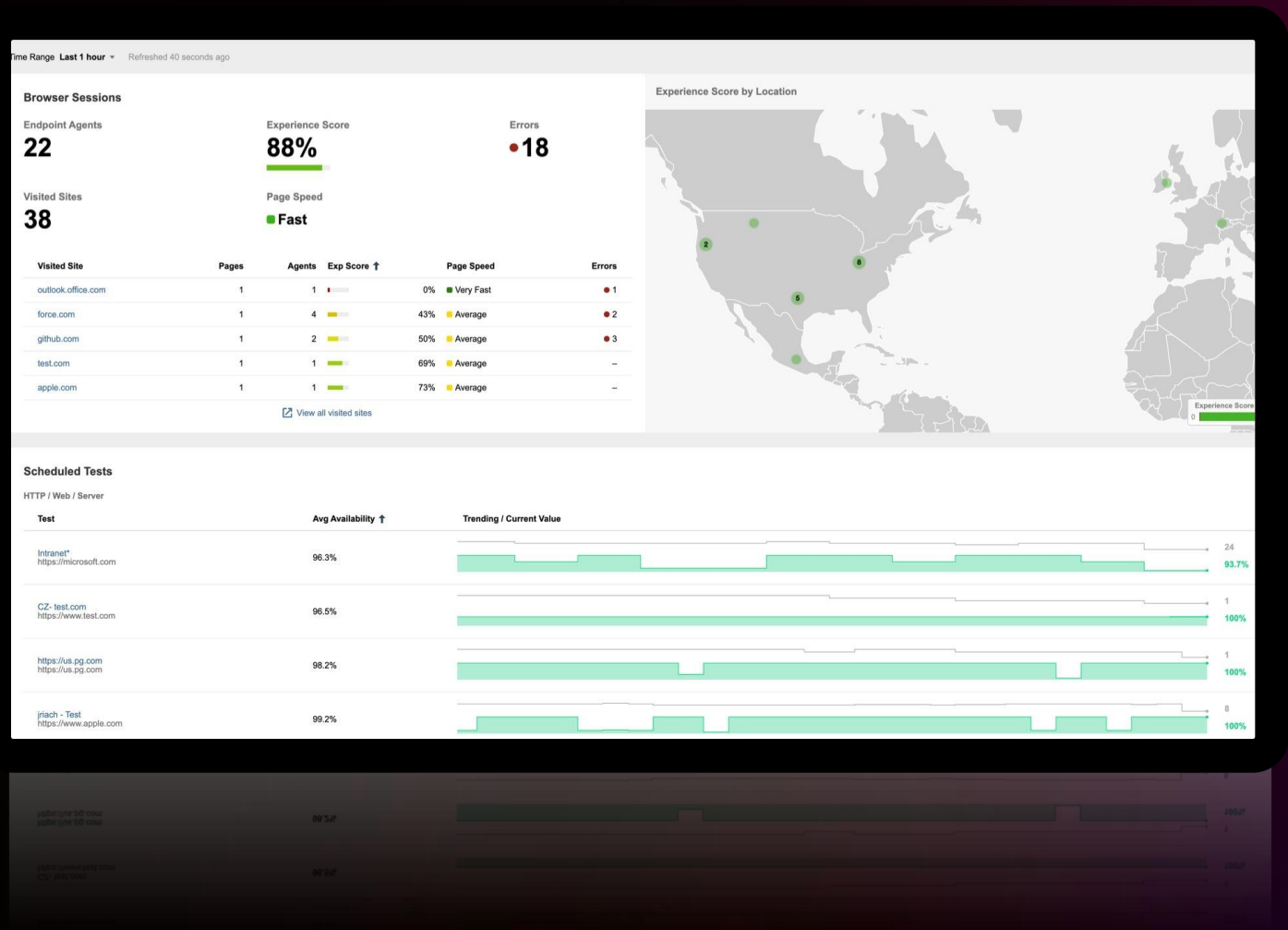
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Correlate performance across every layer



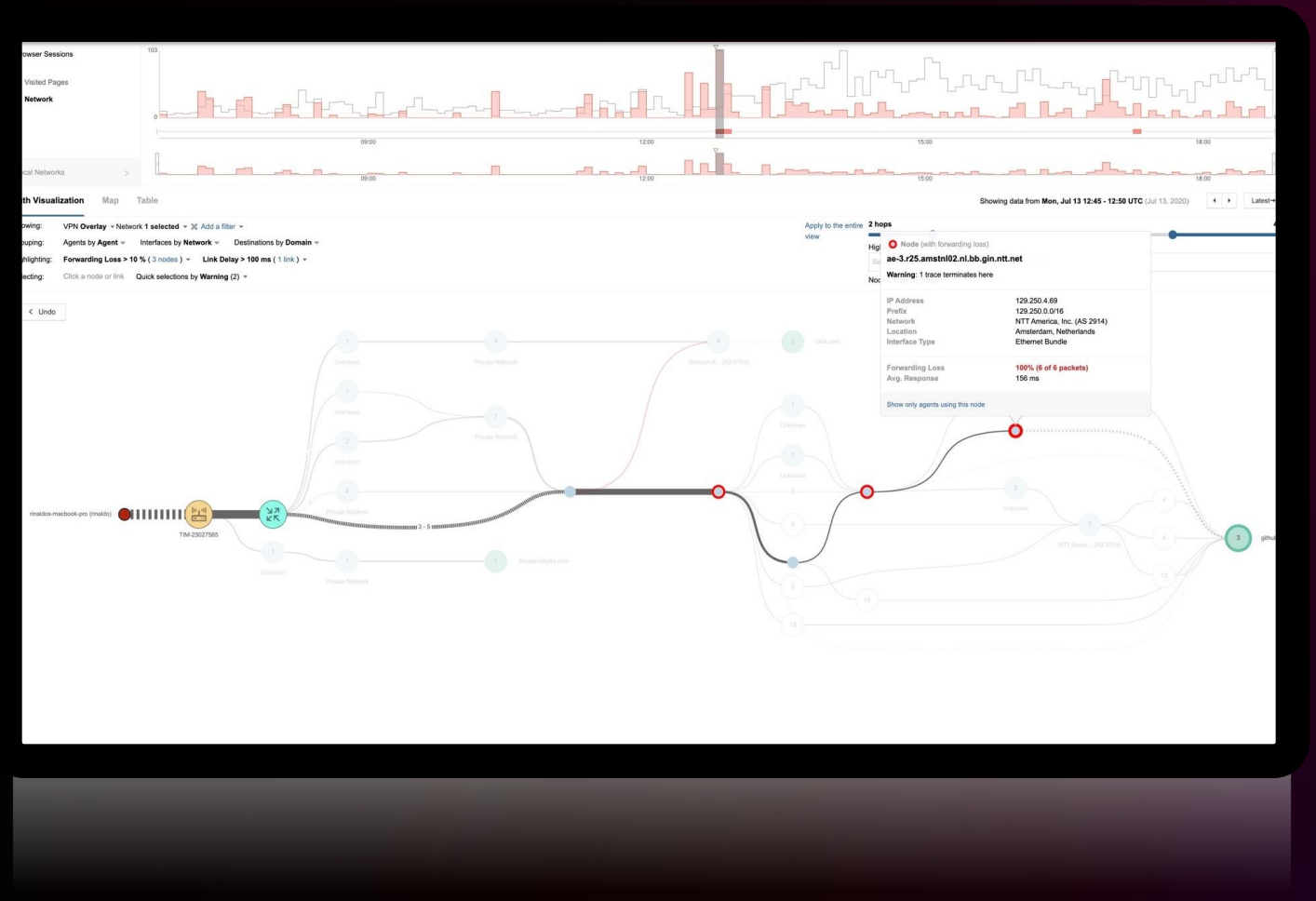
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Understand global workforce experience



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Pinpoint issues from user to application

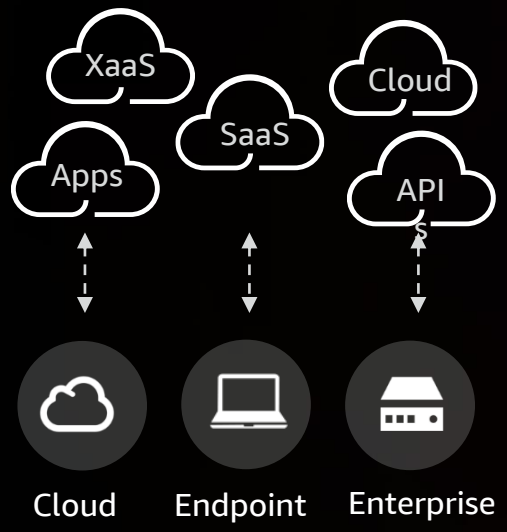


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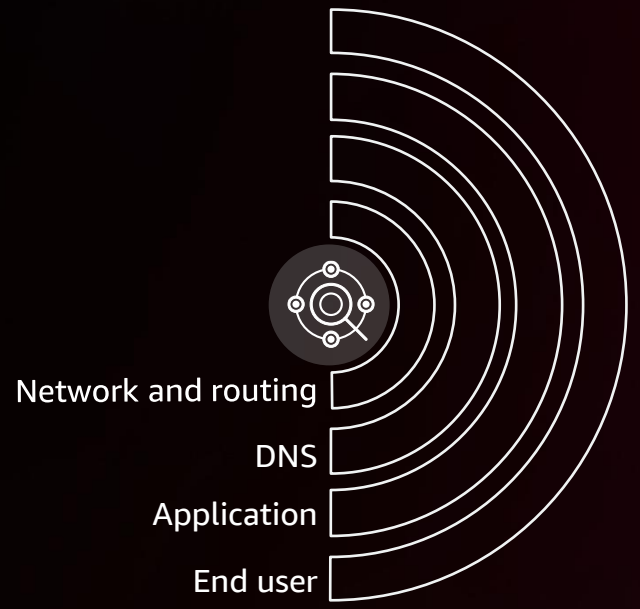
ThousandEyes Internet and Cloud Intelligence

VISIBILITY | INTELLIGENCE | WORKFLOWS

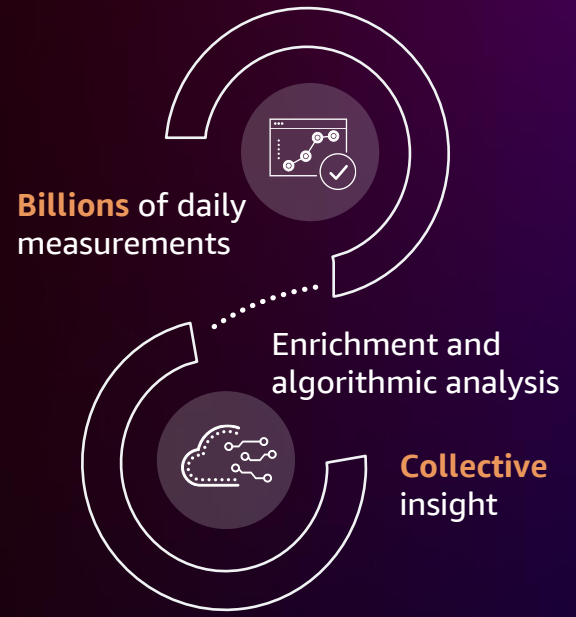
Thousands of global vantage points



Unique X-layer telemetry



Global collective insight



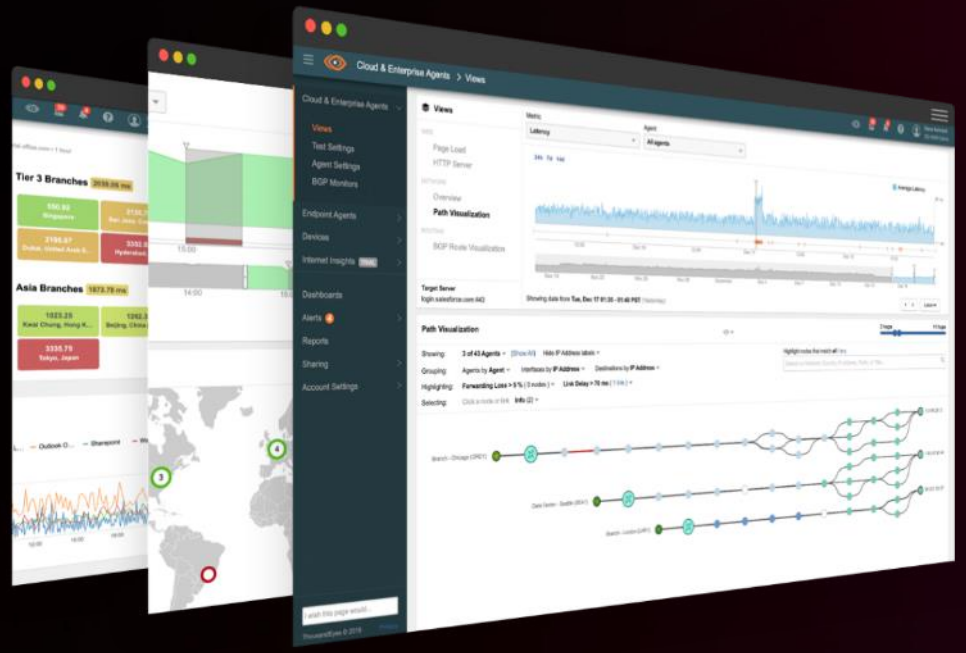
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ThousandEyes Internet and Cloud Intelligence

VISIBILITY | INTELLIGENCE | WORKFLOWS

Surface fault domain, root cause, and attribution to responsible party

See **digital experience in context** with deep correlations across layers



Gain **global insight** into Internet and SaaS application outages

Drill down to **quality of experience** of individual users and groups in your workforce

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ThousandEyes Internet and Cloud Intelligence

VISIBILITY | INTELLIGENCE | WORKFLOWS

- REST API
- Native integrations
- Custom webhooks
- Cloud templates
- Infrastructure-as-code tools
- Sharelinks for easy sharing across teams



SREs and application owners

Troubleshoot and optimize applications, APIs, and delivery services



NetOps (Service delivery)

Tune BGP and peering and monitor for anomalies, hijacks, and sub-optimal routing



Customer support

Build trust with timely, data-driven communication



IT helpdesk

Rapidly prioritize, resolve, and direct issues to the right team to ensure workforce productivity



Enterprise WAN Ops

Proactively manage and improve SD-WAN and cloud connectivity to assure application performance for users across sites



External teams

Receive detailed, actionable information to quickly resolve issues

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Empowering every digital experience

Customer

Your applications



Deliver stellar digital experiences to users

Workforce

Your people



Keep workers connected and enjoying seamless app performance

Enterprise

Your infrastructure



Optimize and sustain the flow of your digital supply chain

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Thank you!

Tyler Duzan

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