

**CISCO:
FROM OBSERVABILITY
TO ANSWERS**



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Cisco Full-Stack Observability

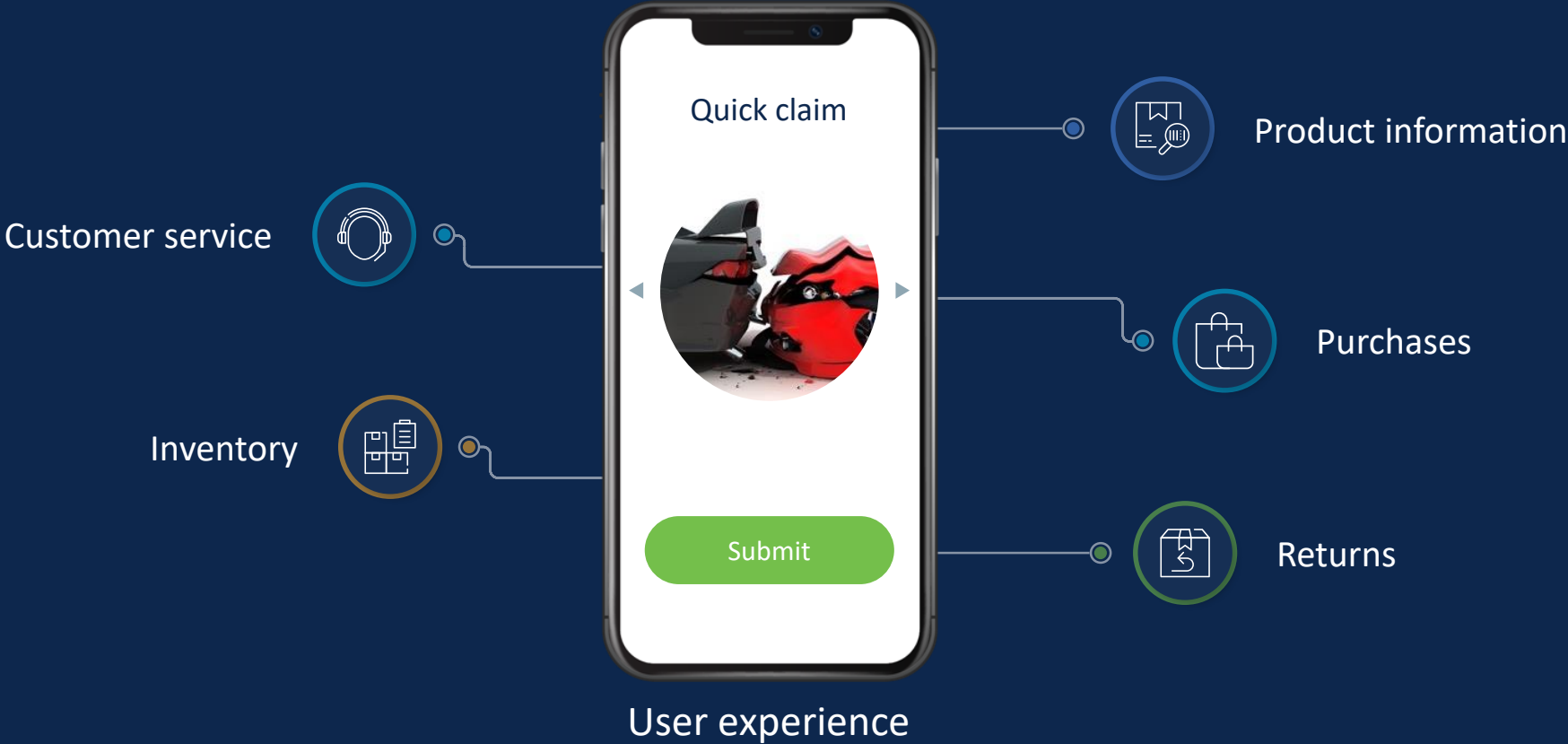




Market context

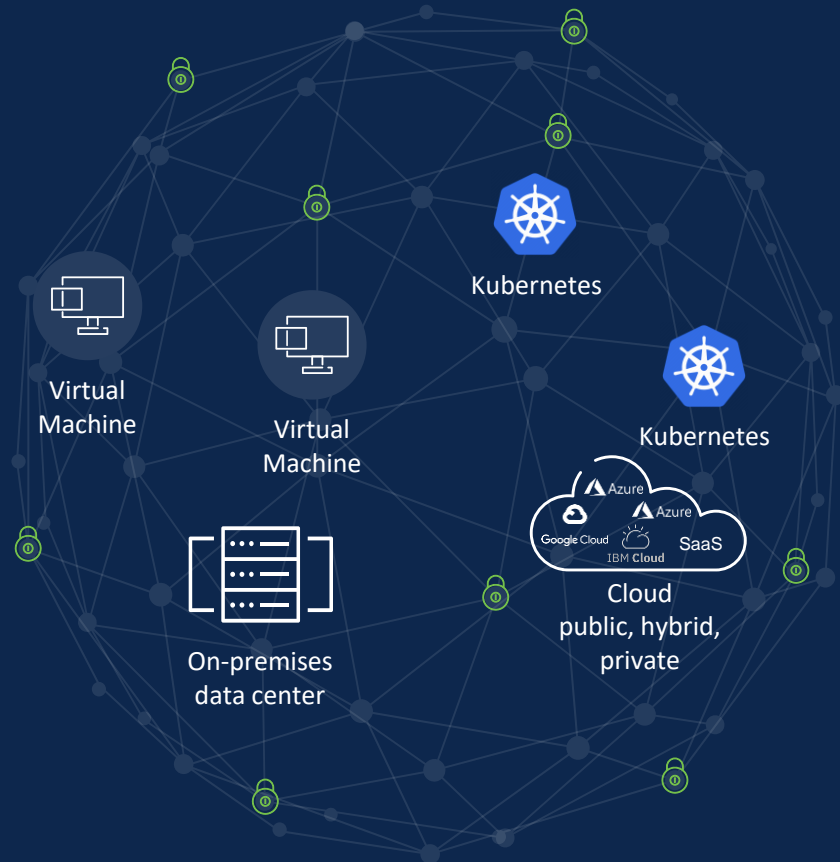
Digital transformation has revolutionized the customer experience

Applications are today's storefronts, and businesses are looking to provide a more user-friendly experience

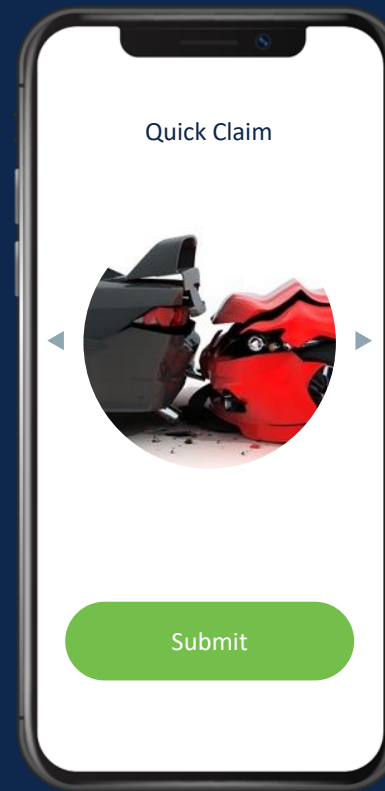


Providing seamless digital customer experiences increases complexity for IT teams




Underlying IT



User experience



Challenges

-  Managing operational complexity
-  Prioritizing and diagnosing problems quickly
-  Growing number of tools and increasing TCO
-  Ongoing friction between teams
-  Always reacting to technology issues that impact the business

Growing complexity and tool sprawl build siloes between teams and don't provide a complete view



Use more than ten application observability/monitoring tools¹



Say most observability tools serve narrow requirements and fail to enable a complete view¹



Struggle with data collection and correlation¹

Increasing complexities and siloes leading to poor customer experience have long-term costs



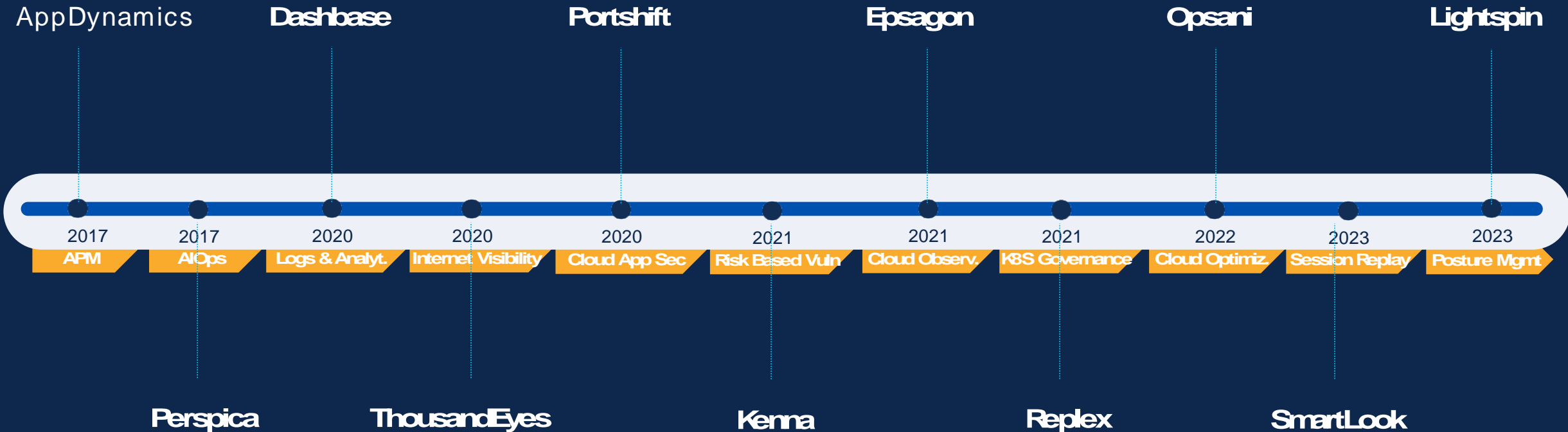
47% of organizations cite their average cost of an hour of downtime [of digital infrastructure] at **\$250,000** or more



Cisco FSO strategy and platform

Cisco is Committed to Full- Stack Observability

\$10B+ of investment, R&D and innovations




Cisco to Acquire Splunk, to Help Make Organizations More Secure and Resilient in an AI-Powered World



Chuck Robbins  · Già segui

Chair and CEO at Cisco

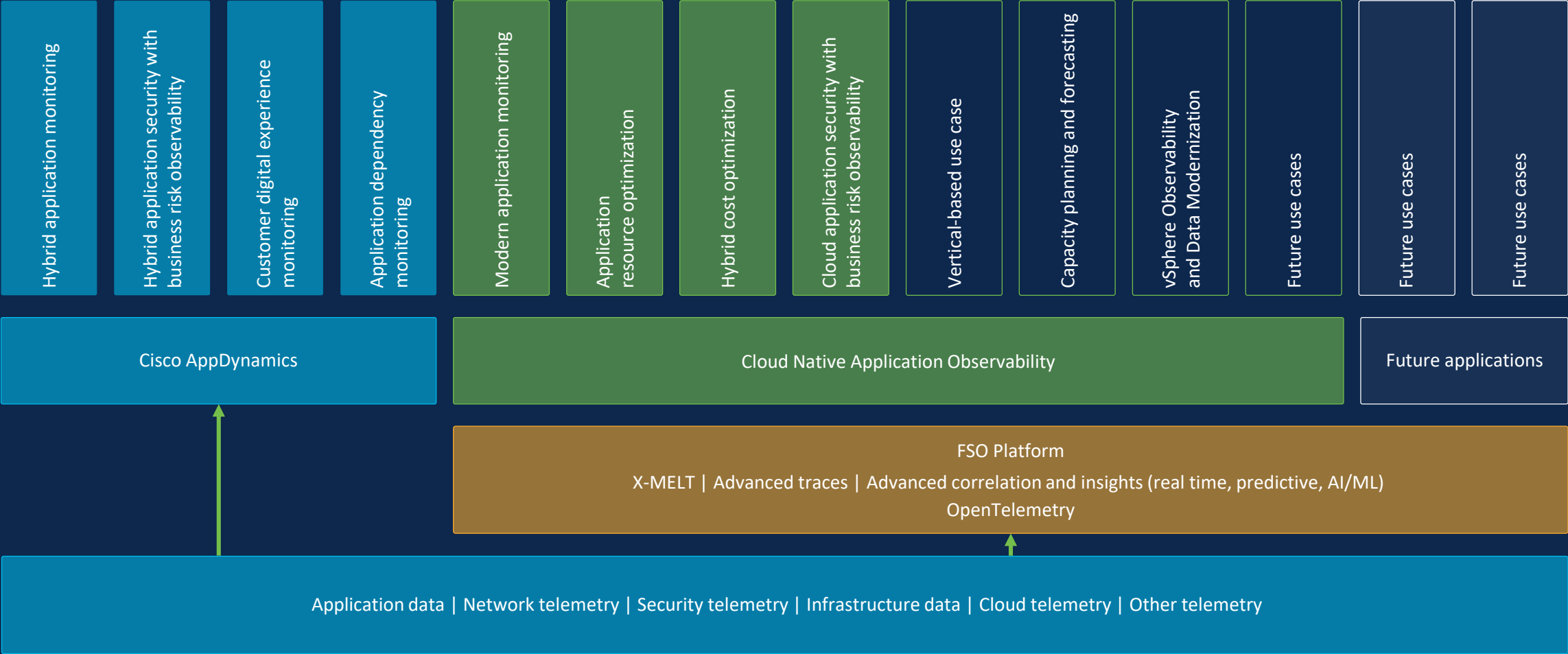
3s · 

Today, I'm thrilled to announce **Cisco's** intent to acquire **Splunk**, the leader in cybersecurity and observability. We're bringing together two powerful innovation engines to create one of the world's largest software companies, and together we will help make organizations more resilient and secure in an AI-powered world.

Learn more:



The foundational Cisco products unlocking impactful full-stack observability use cases



Key differentiators of the Cisco FSO Platform

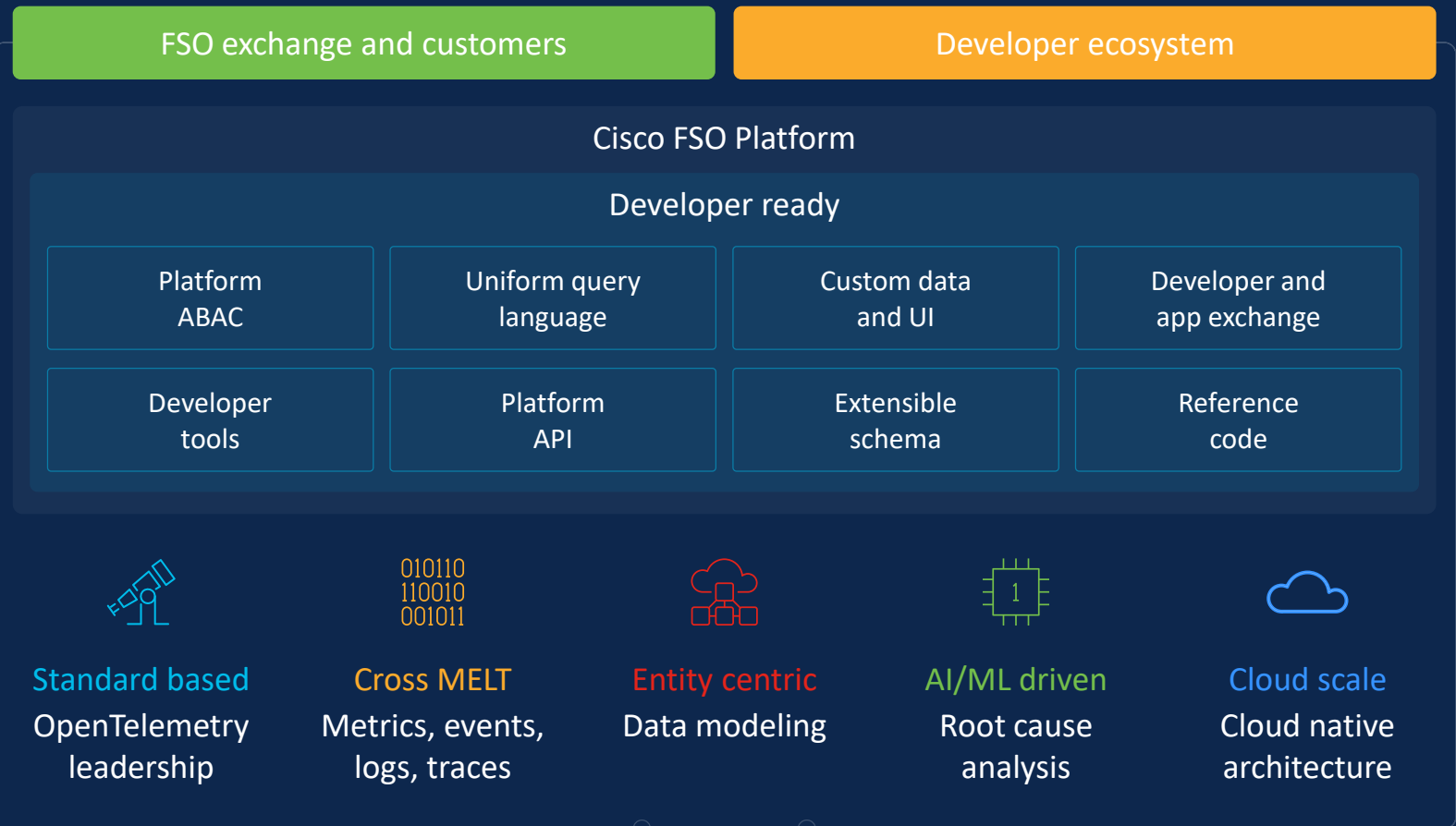
Harness the power of an open, extensible, API-driven platform that aggregates data across domains to enable end-to-end observability and unite your teams and tools

View only the information that matters to your business in a single, live UI

Connect people and tools across your organization to quickly identify and resolve issues

Leverage custom applications or extend existing ones to meet your business's unique needs

Correlate telemetry from across domains that impact your business



Bringing together years of expertise, investment, and innovations to achieve Full-Stack Observability

The Cisco difference:



Only Cisco brings together cross domain data to correlate business context and impact for real-time insights



Only Cisco has the range of solution options to meet customers wherever they are on their journey to FSO



Only Cisco has an entity-based FSO platform built to be scalable, open, programmable, and extensible



Only Cisco has the deep, cross-domain expertise and experience to help customers address their most critical challenges



Customer digital experience monitoring overview



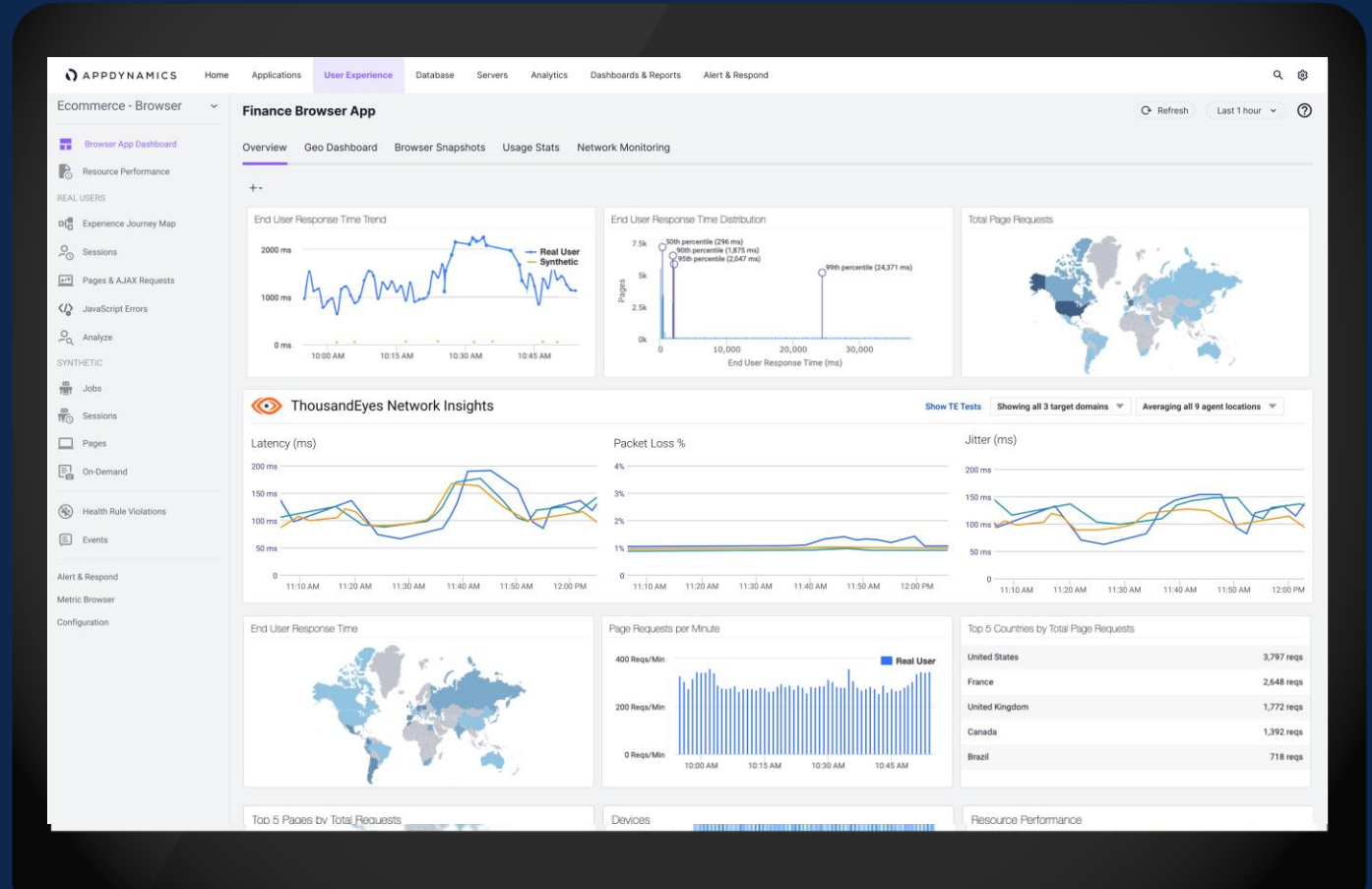
Understand how application, hybrid cloud, and internet performance affect user experience



Triage workflows across AppOps and NetOps



Get end-to-end insight into application experience

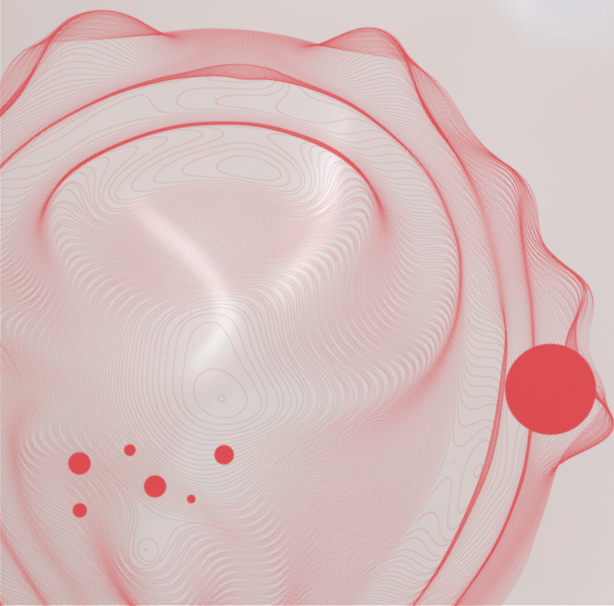


FROM OBSERVABILITY TO ANSWERS

Sandra Golfarelli – Solution Design Manager – myDev

UN CASO D'USO REALE

CHALLENGES

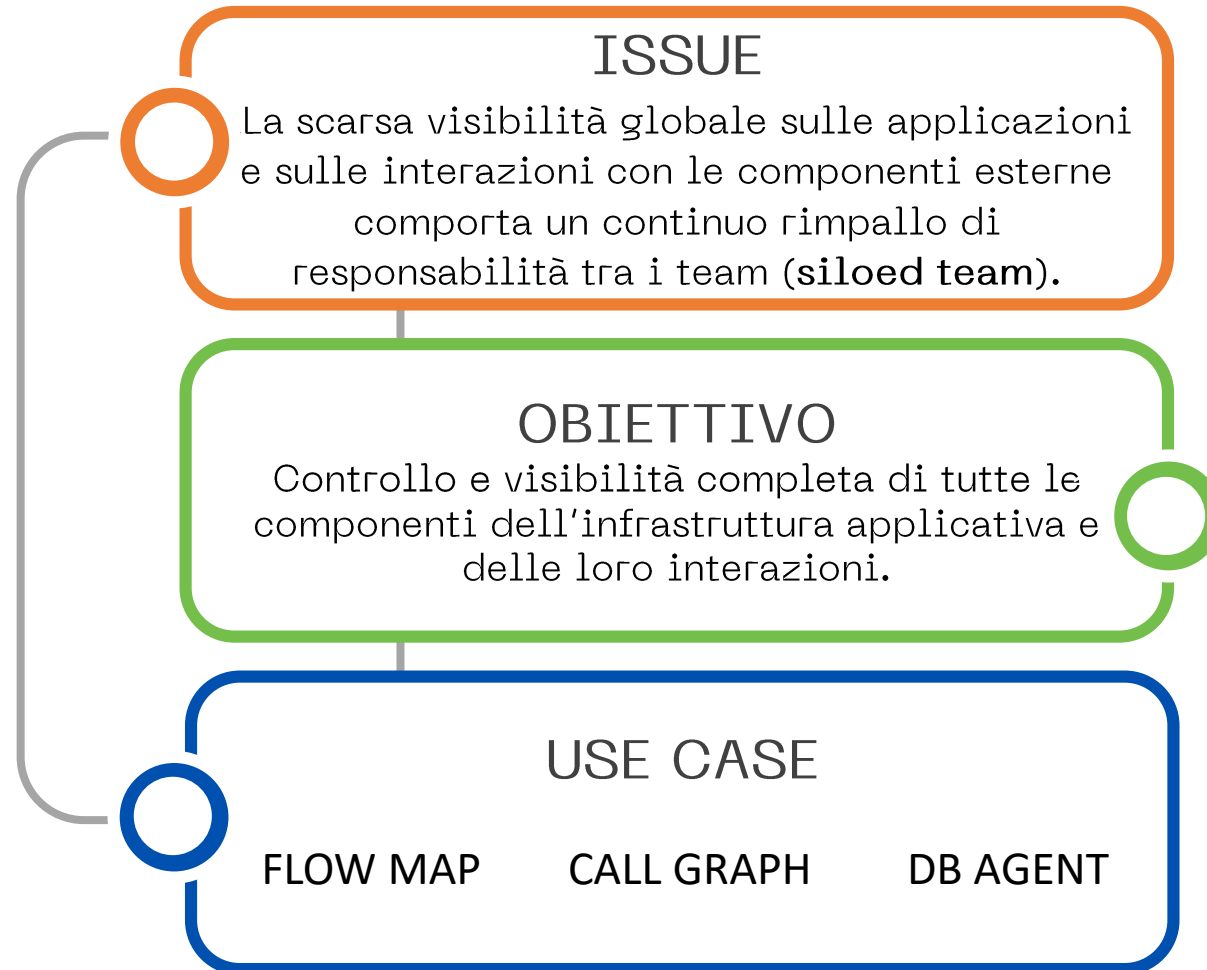


CHALLENGES

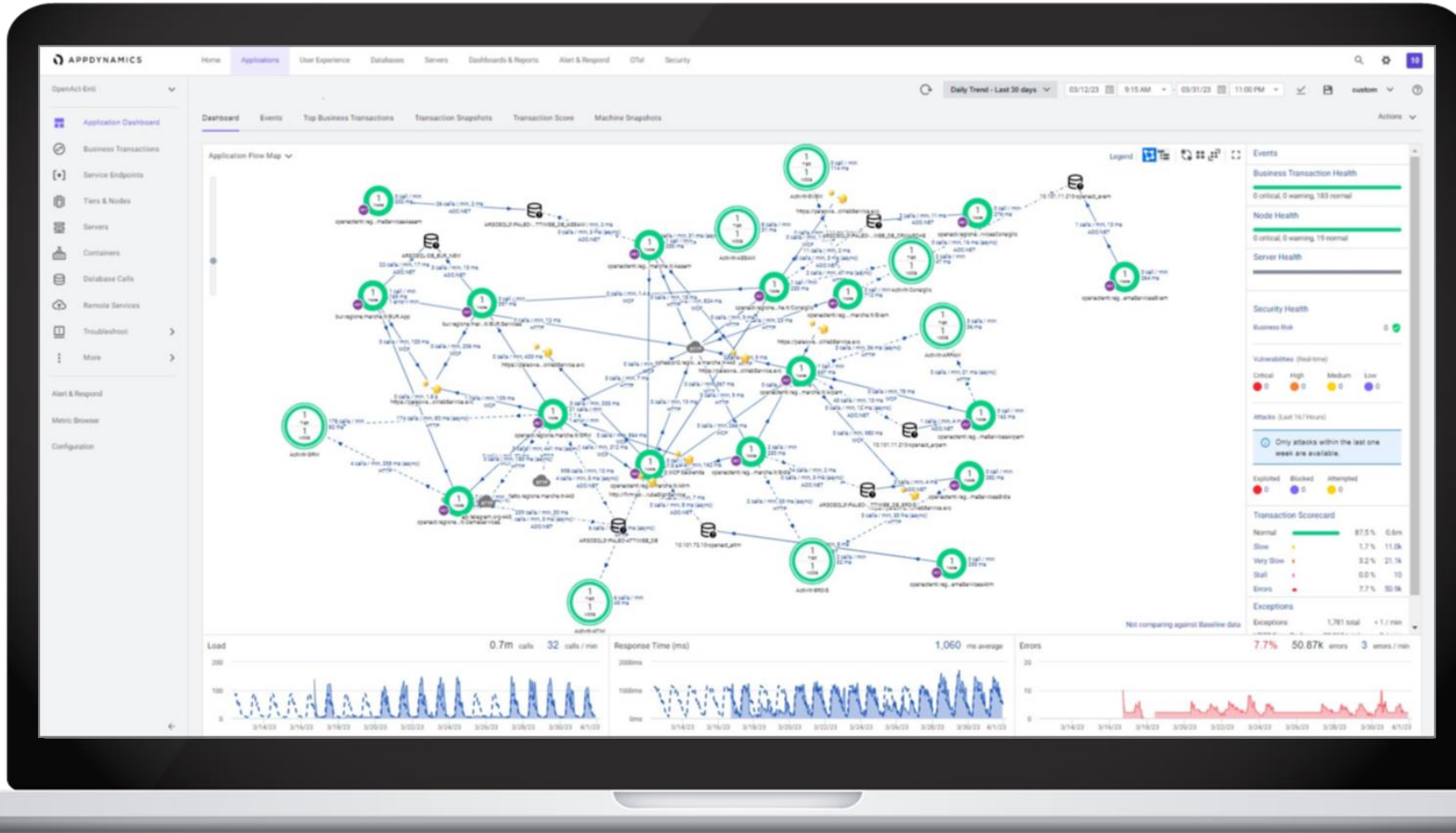
- Visibilità globale a livello applicativo
- Processo di Root Cause Analysis
- End user monitoring



VISIBILITA' GLOBALE A LIVELLO APPLICATIVO



FLOW MAP



VISIBILITA' GLOBALE A LIVELLO APPLICATIVO

ISSUE

La scarsa visibilità globale sulle applicazioni e sulle interazioni con le componenti esterne comporta un continuo rimpallo di responsabilità tra i team (**siloeed team**).

OBIETTIVO

Controllo e visibilità completa di tutte le componenti dell'infrastruttura applicativa e delle loro interazioni.

USE CASE

FLOW MAP

CALL GRAPH

DB AGENT

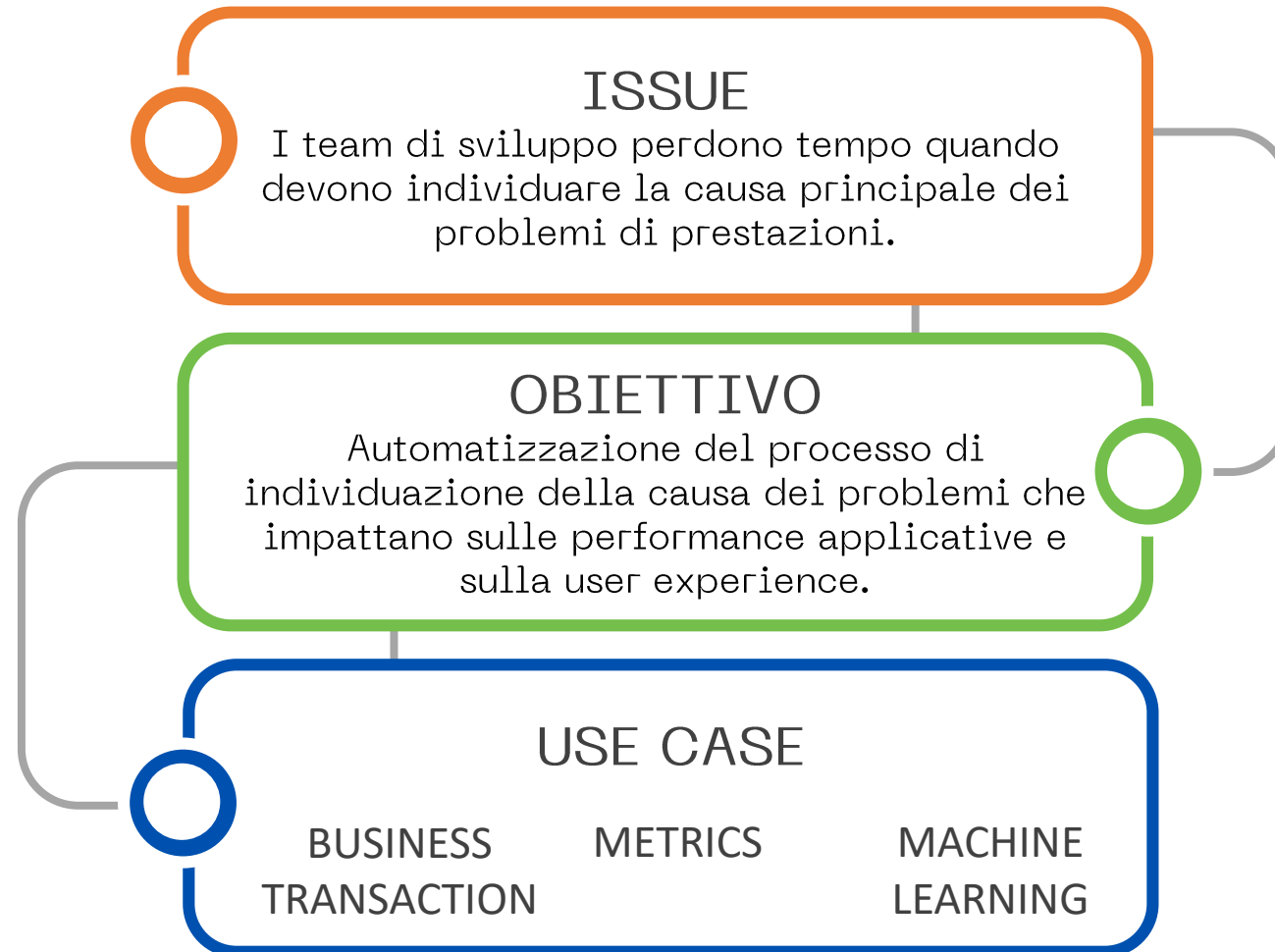


Monitoraggio in tempo reale

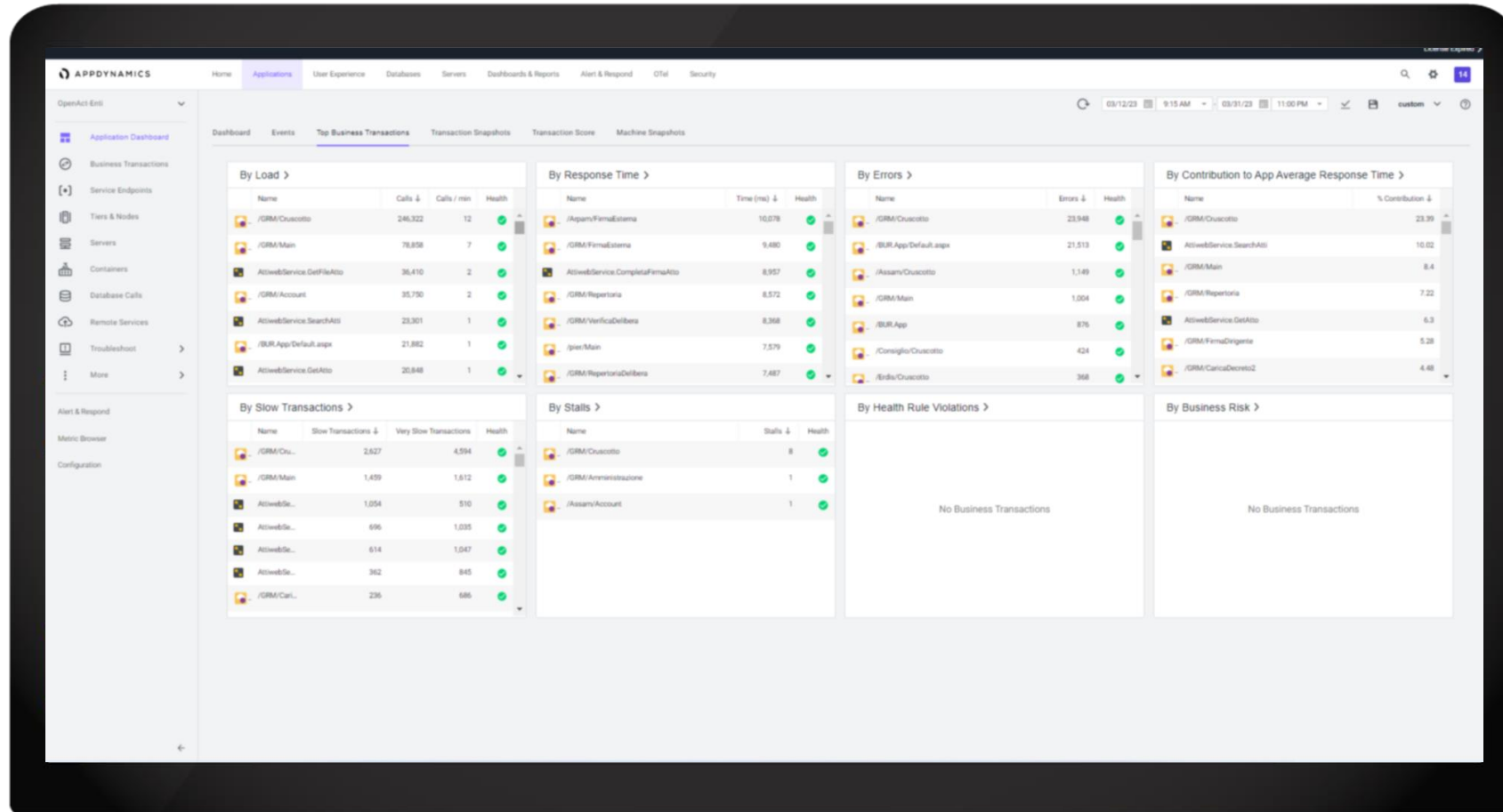
Visibilità servizi di terze parti

Codice migliore e più robusto

ROOT CAUSE ANALISYS



BUSINESS TRANSACTION

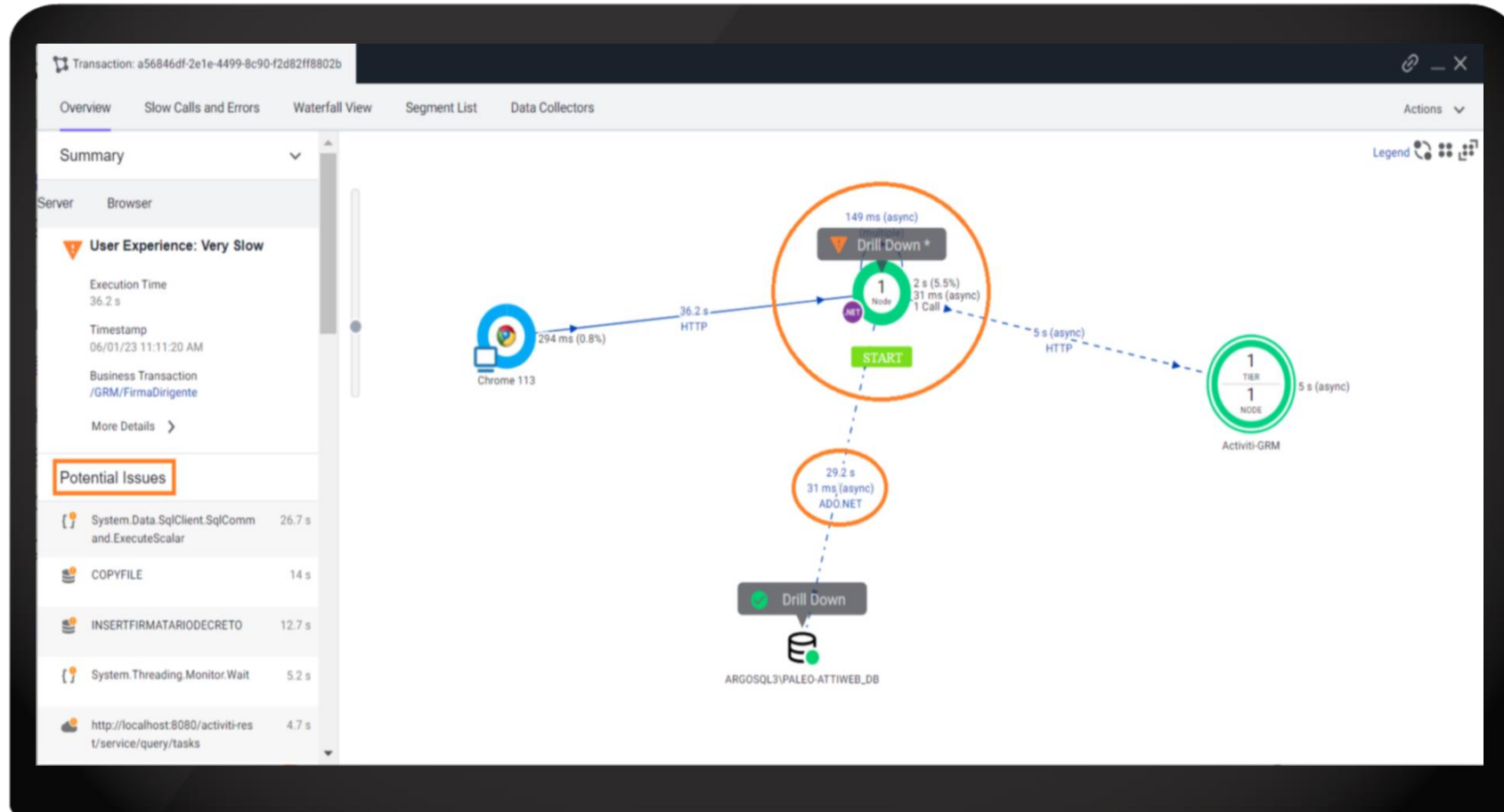


3 CLICKS TO ROOT CAUSE – CLICK 1

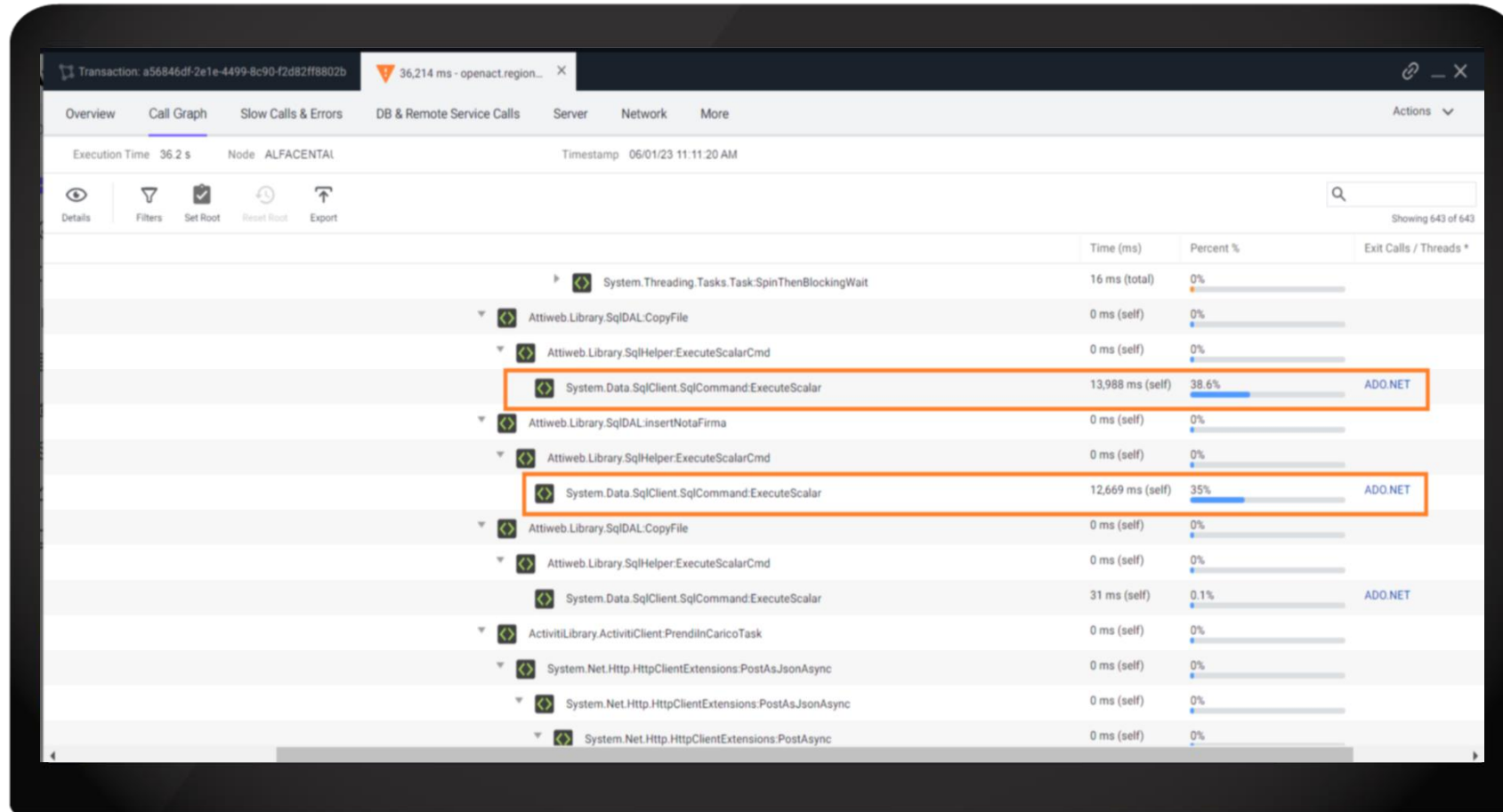
The screenshot shows the AppDynamics 'Transaction Snapshots' view. The 'Slow and Error Transactions' tab is active. A table lists various transactions, with one row highlighted in blue and orange boxes around the 'Exe Time (ms)', 'URL', and 'Node' columns. The highlighted row shows a transaction with an execution time of 36,214 ms, URL '/GRM/FirmaDirigente/FirmaCalamaio', and Node 'ALFACENTAURI22-open...'. The 'Tier' column for this row is also highlighted with an orange box.

	Time	Exe Time (ms) ↓	URL	Business Transaction	Tier	Node
▼	06/01/23 11:11:08 AM	40,380	/GRM/RichiediMandato/Avanti	/GRM/RichiediMandato		ALFACENTAURI22-open...
▼	06/01/23 2:32:50 PM	37,914	/GRM/Cruscotto/_InCarico	/GRM/Cruscotto		ALFACENTAURI22-open...
▼	06/01/23 11:11:20 AM	36,214	/GRM/FirmaDirigente/FirmaCalamaio	/GRM/FirmaDirigente		ALFACENTAURI22-open...
▼	06/01/23 2:13:27 PM	34,368	/GRM/Cruscotto/_InCarico	/GRM/Cruscotto		ALFACENTAURI22-open...
▼	06/01/23 12:54:40 PM	33,245	/GRM/Cruscotto/_InCarico	/GRM/Cruscotto		ALFACENTAURI22-open...
▼	06/01/23 2:37:23 PM	31,753	/GRM/Cruscotto/_InCarico	/GRM/Cruscotto		ALFACENTAURI22-open...
▼	06/01/23 2:37:18 PM	31,178	/GRM/Cruscotto/_InCarico	/GRM/Cruscotto		ALFACENTAURI22-open...
▼	06/01/23 12:12:10 PM	30,846	/GRM/FirmaDirigente/FirmaCalamaio	/GRM/FirmaDirigente		ALFACENTAURI22-open...
▼	06/01/23 11:02:33 AM	29,301	/GRM/FirmaRemota/Firma	/GRM/FirmaRemota		ALFACENTAURI22-open...
▼	06/01/23 1:17:23 PM	28,509	/GRM/Cruscotto/_InCarico	/GRM/Cruscotto		ALFACENTAURI22-open...

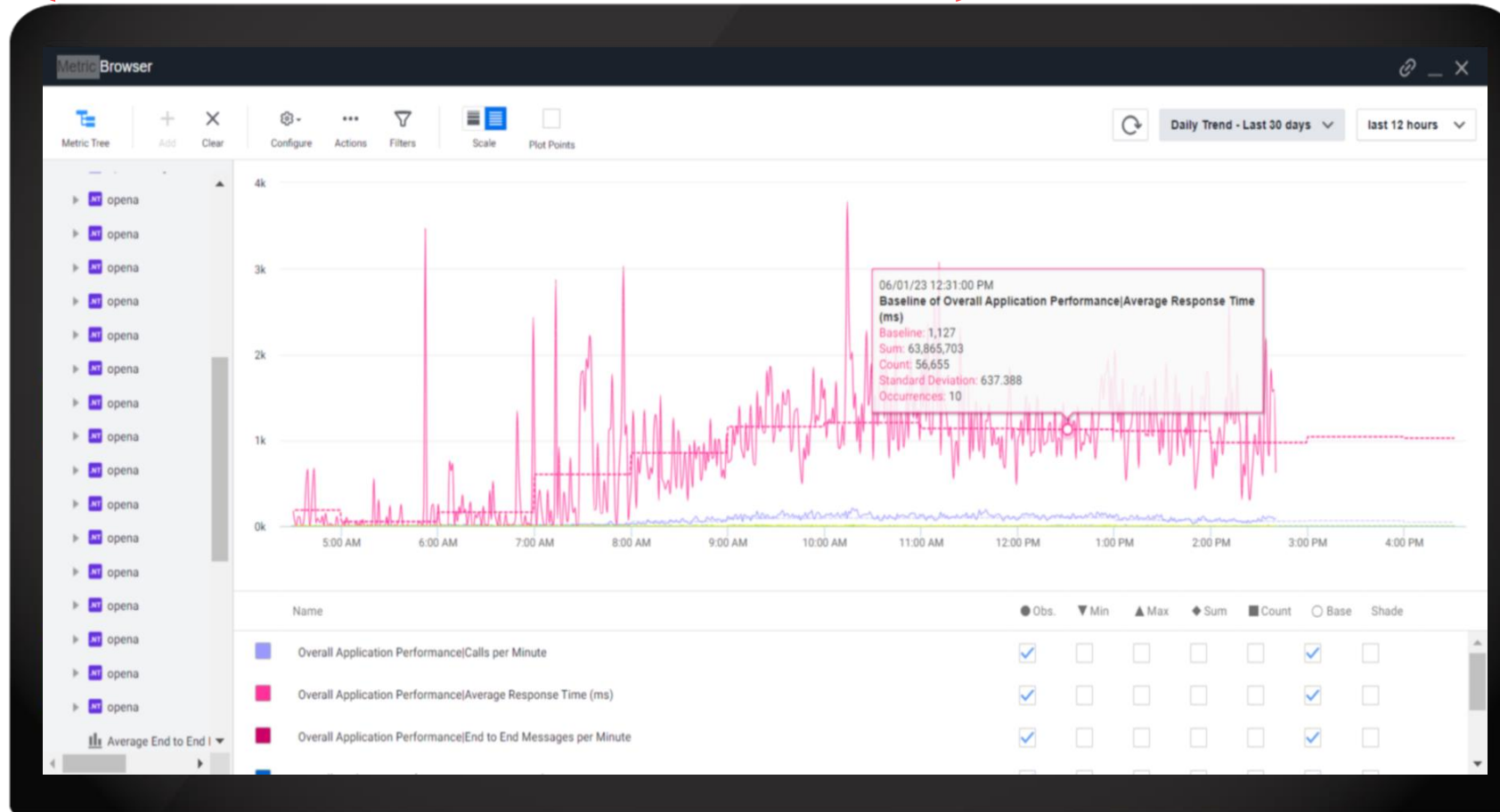
3 CLICKS TO ROOT CAUSE – CLICK 2



3 CLICKS TO ROOT CAUSE – CLICK 3



METRICHE (MACHINE LEARNING BASELINE)



ROOT CAUSE ANALISYS

ISSUE

I team di sviluppo perdono tempo quando devono individuare la causa principale dei problemi di prestazioni.

OBIETTIVO

Automatizzazione del processo di individuazione della causa dei problemi che impattano sulle performance applicative e sulla user experience.

USE CASE

BUSINESS
TRANSACTION

METRICS

MACHINE
LEARNING



1

2

3

Riduzione
MTTD/MTTR

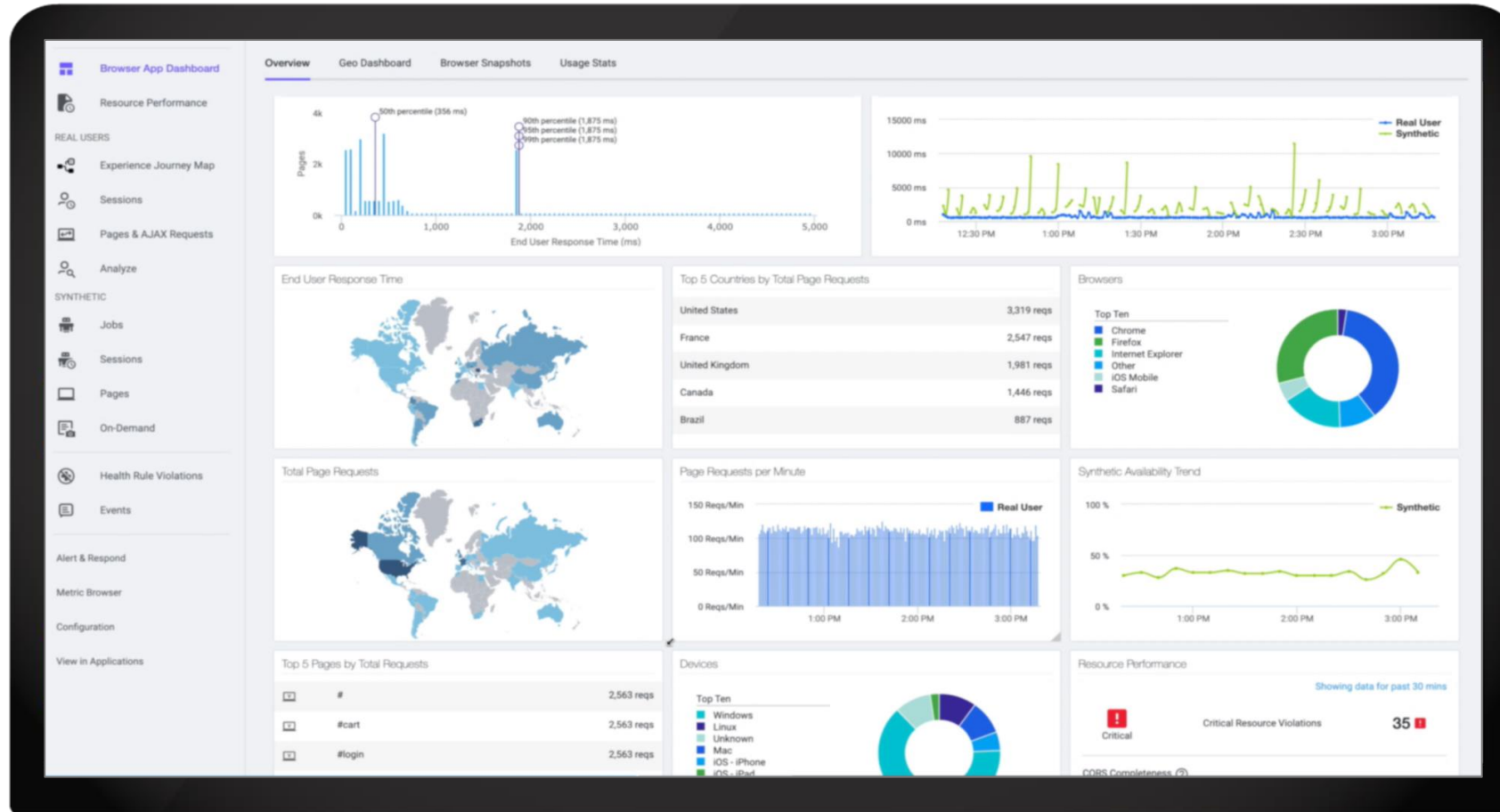
Abbattimento silos

Energia ed
innovazione

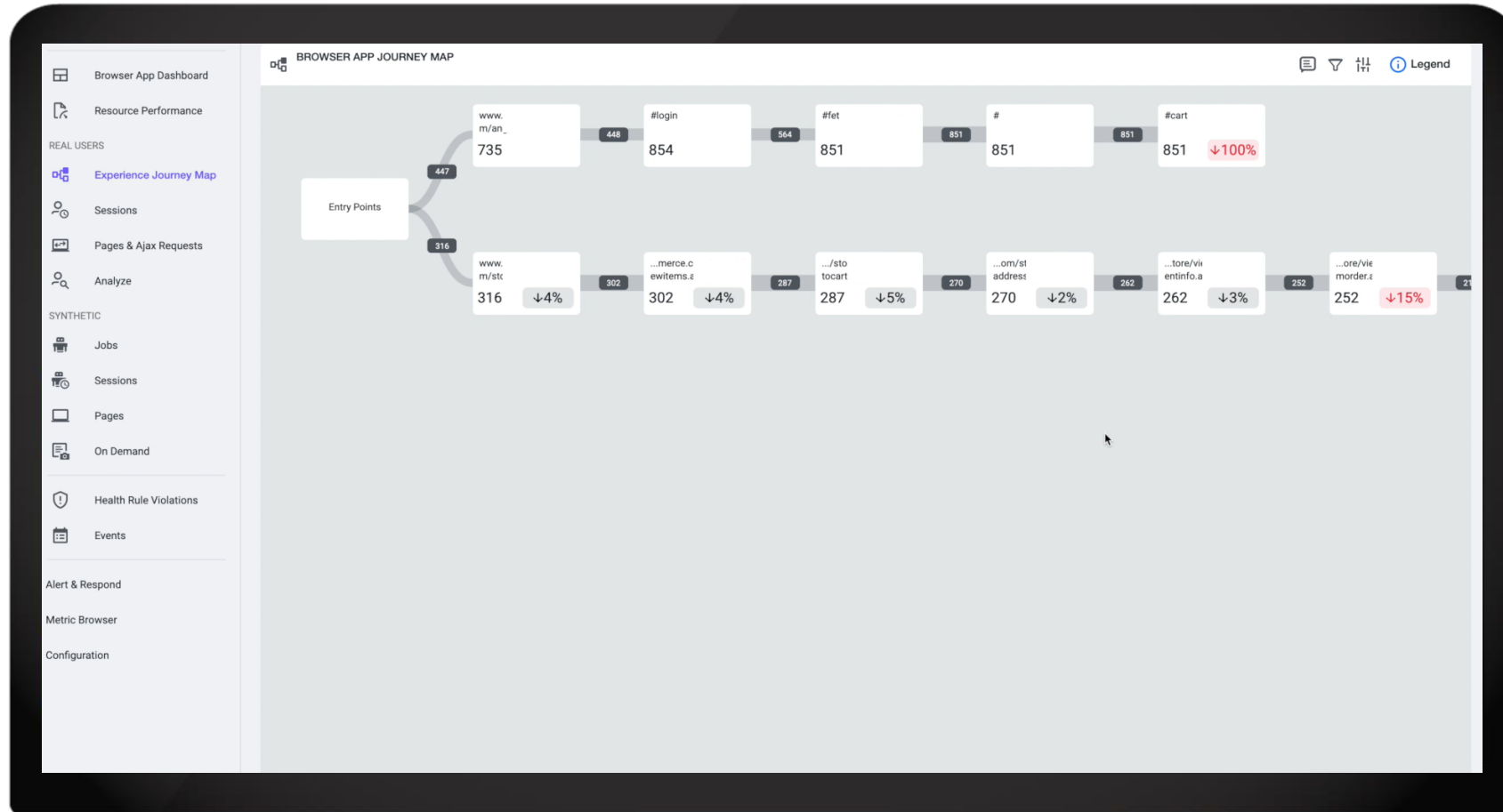
END USER MONITORING



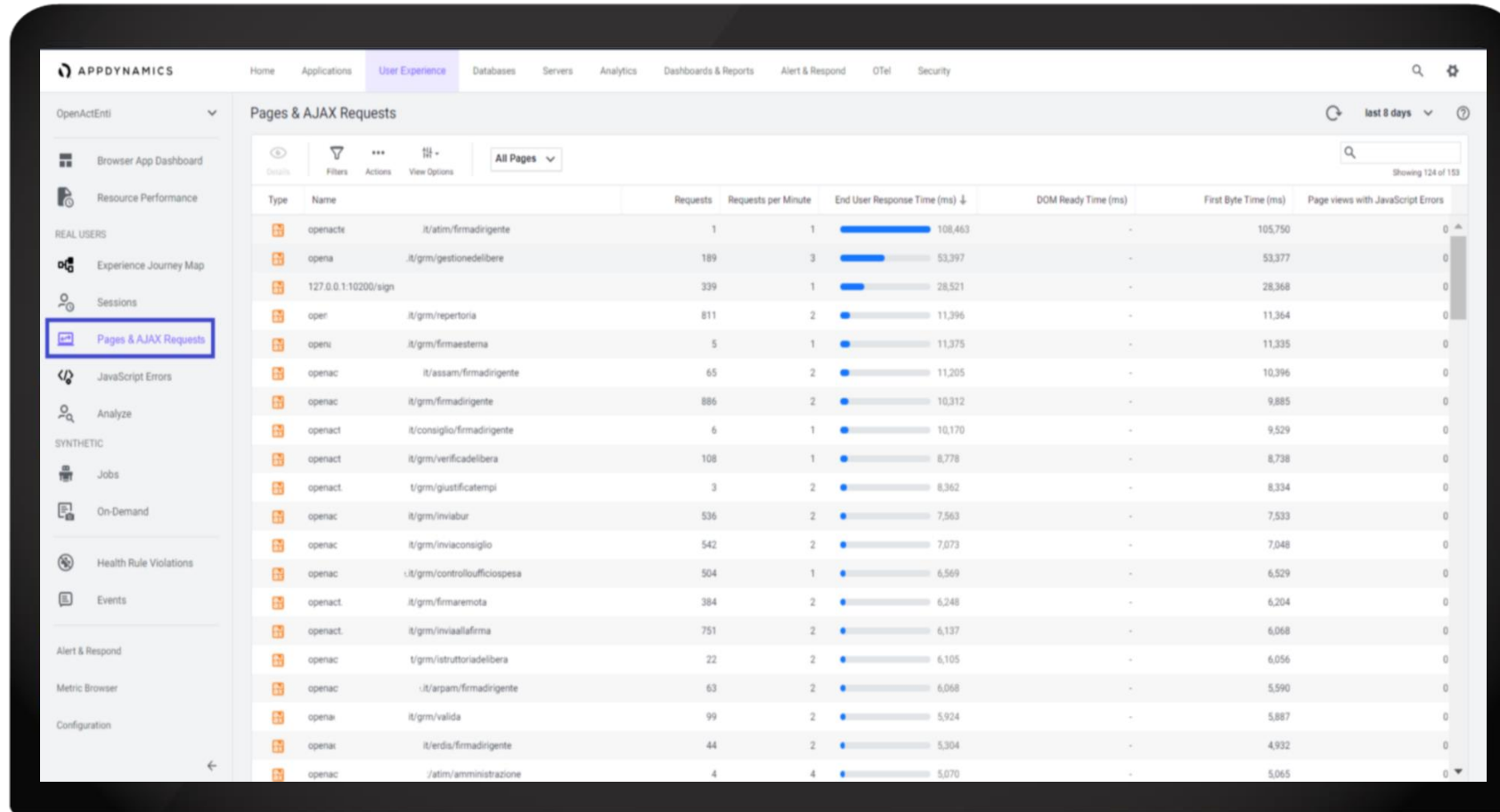
OVERVIEW



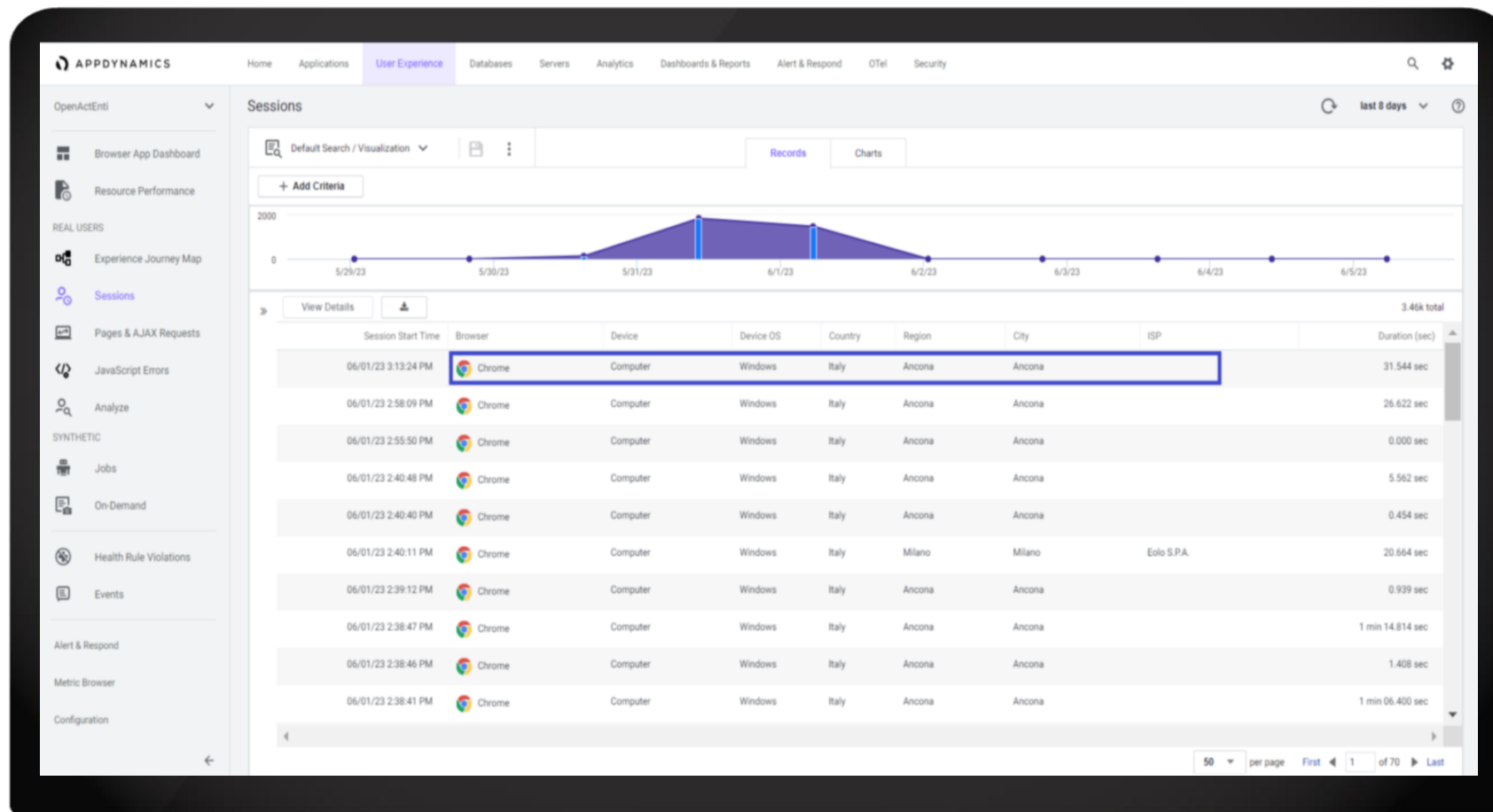
EXPERIENCE JOURNEY MAP



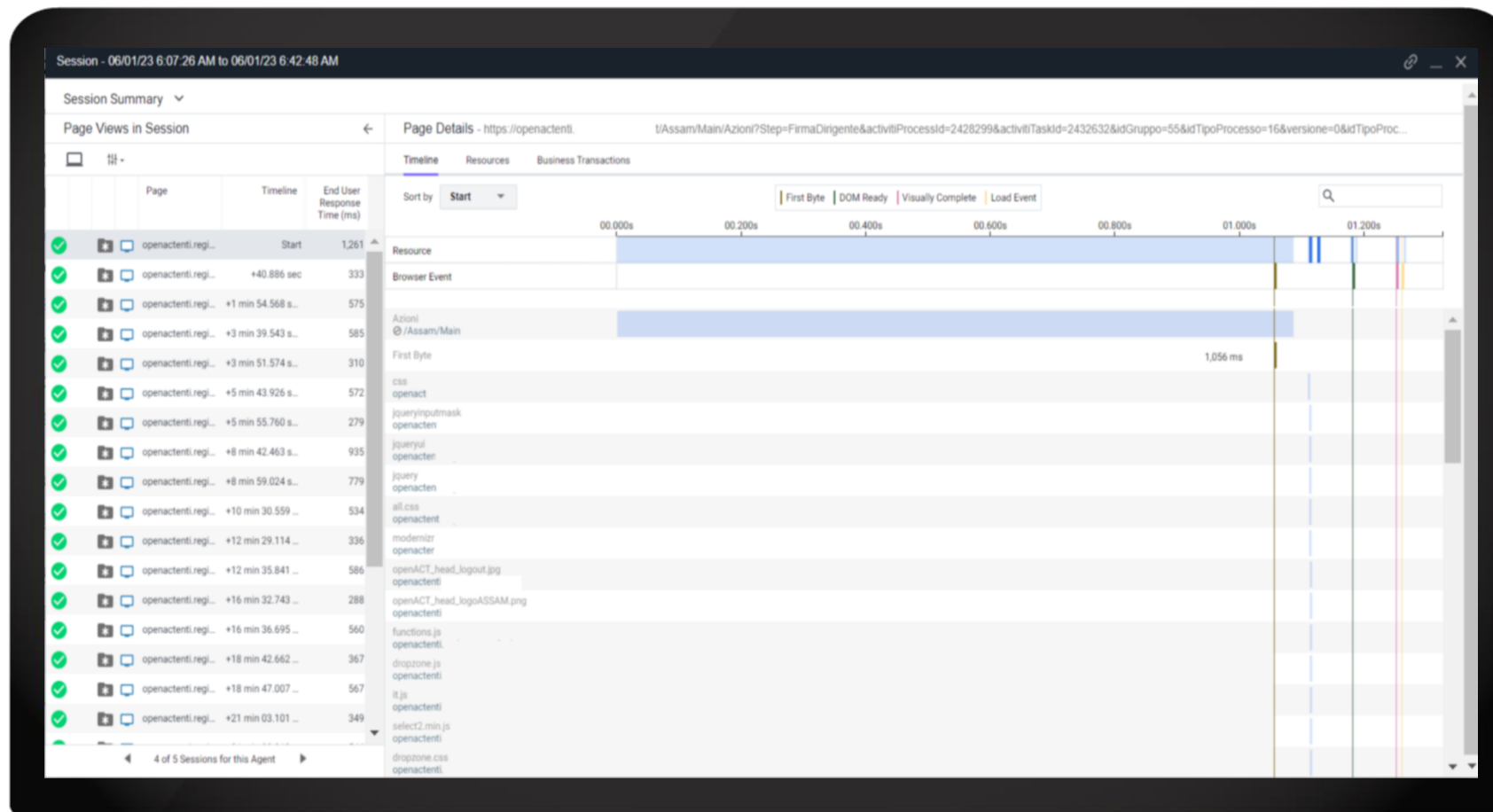
MONITORAGGIO PAGINE WEB



SESSIONI UTENTE



DETTAGLIO SESSIONE



END USER MONITORING

ISSUE

I team non sono proattivi e affrontano i problemi solo dopo che hanno avuto un impatto sugli utenti e sono stati segnalati.

OBIETTIVO

Disporre di un meccanismo di controllo in tempo reale della user experience e del customer journey.

USE CASE

REAL USER
MONITORING

ALERT

HEALTH
RULE



1

Allarmi più accurati

2

Riduzione incidenti severi

3

Migliore user experience

CONCLUSIONI

Semplice instrumentazione delle applicazioni

Maggiore collaborazione tra i team

Governance e innovazione

Rapido ritorno dell'investimento