Get intelligence from your network that will keep your business booming

Your business relies on connectivity, so your customers and users need the right internet and cloud services for the right experience. But how do you measure the quality of service you're getting? There are lots of monitoring tools out there, but without the right expertise, you may not get the full benefit of them. With our Connect Intelligence ThousandEyes service, we'll help you get visibility across your network, application, routing and device layers, so you can see exactly how your internet and WAN connectivity is impacting the user experience.

Visibility into the internet and cloud service networks is critical to ensuring the continuity of your business. Now, more than ever, it dictates the experience customers and employees have. But as on-premises applications move to into the cloud and workers become more distributed, it's increasingly difficult to ensure the right digital experience using legacy application performance management (APM) solutions.

Applications today are built on and delivered by an increasing number of external dependencies, from ISP networks to API services. In order to understand how employees or customers experience an application, and the impact of every network and service on performance, you'll need modern synthetics paired with deep network path and routing visibility.

ThousandEyes ensures employee productivity and customer transactions across this vast ecosystem by comprehensively measuring and monitoring performance using thousands of global monitoring vantage points across the internet. Deployed, set-up and managed for you via your dedicated BT team, ThousandEyes helps bring success in a complex world through:

- end user monitoring across SaaS and Internally hosted apps, as well as underlying wireless LAN, WAN, Internet connectivity and system health

- global vantage points to track application journeys end to end across all layers

- real-time and on-demand monitoring services

- a JavaScript transaction engine which captures performance data across pages and engagement channels

- accurate page load metrics and benchmark performance measures

- collective insight on service provider performance gleaned from billions of daily measurements.

From observation to action

We'll help you:

- **have confidence** your selected ISPs and cloud providers are delivering

- **reform workflows** and your network environment

- **simplify your infrastructure** by mapping step by step application journeys

- **reduce mean time to repair** and meant time to fail

- **maximise cloud and ISP application performance** by seeing end to end

- **increase network knowledge** and understanding when selecting partners

- **maintain corporate and stakeholder confidence** and show network insight.

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Developing a bigger picture of your digital experience

When one of your customers or users has a bad digital experience with your organisation, they don't care where the problem is, they simply want the issue resolved quickly. People have zero tolerance for poor digital experiences nowadays, so when performance doesn't meet their expectations, your reputation is on the line.

That's where Connect Intelligence ThousandEyes proves it worth. It shows you where and who the culprit is and lets you focus on fixing the problem – instead of wasting valuable time tracking it down with various service providers. Connect Intelligence ThousandEyes accounts for all aspects of the digital experience supply chain: application availability, usability and dependency.

As your infrastructure becomes more complex and dependent on third parties, you need this insight into service performance and reachability in real time to address potential impacts on your own business.

Service features

We offer:

- 24 x 365 service teams
- latest software deployments
- install and build advice
- report set-up and dashboard creation
- analysis and understanding orientation
- premier access to BT and Cisco technology teams for issue resolution.

Underlay visibility and end user experience – Device to cloud
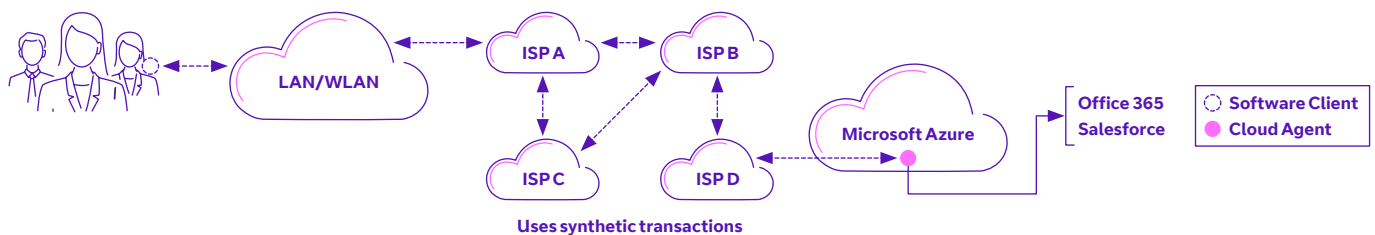
BT working together with Cisco

We've been combining our networking expertise and Cisco's technology for decades. In fact, over 90% of our customers' network endpoints currently use Cisco. We're one of only six 'elite' Cisco Global Gold Certified Partners and that's across 18 countries.

Our experts will guide you through the design, build, installation and set-up process and then help you populate dashboards and widgets to get the detail you need. We'll help you achieve:

- **personalised design** – we identify the right features for your integrated solution

- **smooth implementation** – we set up the platform and underlying network, order and install services and let you know when its live

- **continual optimisation** – we improve the design, hold reviews and offer consultancy.

On top of that, we can add our market-leading global network capability. Our dynamic network services are built on our hybrid network capability. We offer a mix of IP and internet services in over 198 countries or territories across the globe.

We build on these hybrid networks with the connectivity fabric from a range of the largest cloud partners, such as AWS, Microsoft, Google, Salesforce, HP and others. Together we are much more than just a network provider and offer the wider building blocks to complete your IT infrastructure puzzle; with solutions that always start with your objectives.

What could our Connect Intelligence ThousandEyes service do for you?
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