



Deliver exceptional customer experience with real-time orchestrated assurance

Cisco Knowledge Network Webinar

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Today's Presenters



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The Cisco and Accedian SolutionPlus advantage

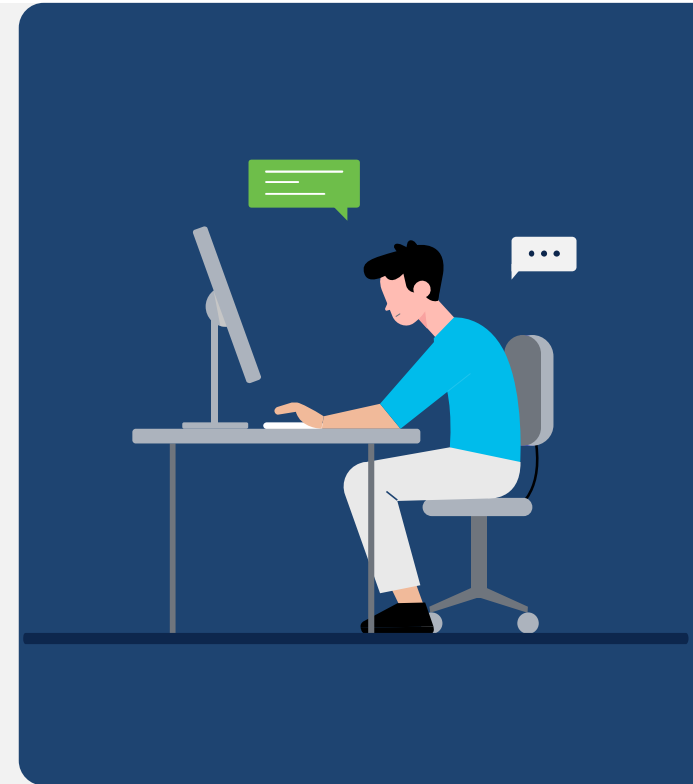


Accedian joins Cisco® DevNet SolutionsPlus Program

- Accedian Skylight added as a validated and integrated solution to Cisco Crosswork™
- Service Providers can purchase direct from Cisco and approved Partners

Customers benefit from Cisco SolutionsPlus:

- Confidence with Cisco validated and tested apps
- Simplified procurement
- Coordinated developer support



Complexity is the enemy of customer experience

Improve customer satisfaction and break the economics

New Normals

Everything from the home, 5G, digital speed

Evolving Environment

Emerging competitors, shifting business models, new markets

New Opportunities

Network as the foundation of economies, governments, and societies

Mounting OpEx

Automation of complex, multivendor networks comes with inefficiencies

Network Upgrades

Complex, semi-manual, and time-consuming

New Technologies

Absorbing and operationalizing a growing number of technologies



Automation vision

Automate processes by bringing together visibility, insights and actions in a closed loop



Visibility

Verify and monitor customer experience



Insights

Correlate data, identify trends and patterns



Action

Automate processes to drive agility



Impact of performance degradation

Inability to meet SLAs and maintain revenue stream

Failure to differentiate

Degrading customer experiences

Increasing MTTR

Lack of performance data to enable collaboration across teams

Higher customer churn

Failure to resolve performance problems quickly

Benefits for Planning, Engineering, Operations, Planning, and Customer Service Teams

What if your teams could:

- Test and monitor how services will perform on the network prior to launching
- Visually correlate network and service performance with customer data to understand quality of experience
- Get real-time reporting on serious issues to proactively inform customers and reduce churn
- Reduce mean time to identify and resolve issues



Customer Success/Use Case overview

“

“Colt’s vision is to become the most customer-oriented business in our industry. Accedian and Colt will deliver exceptional customer performance monitoring and the ability to augment Colt’s operational systems with real-time performance data. Equally important is the capability to offer bespoke customer insights, supporting our customers in their own digital evolution.”

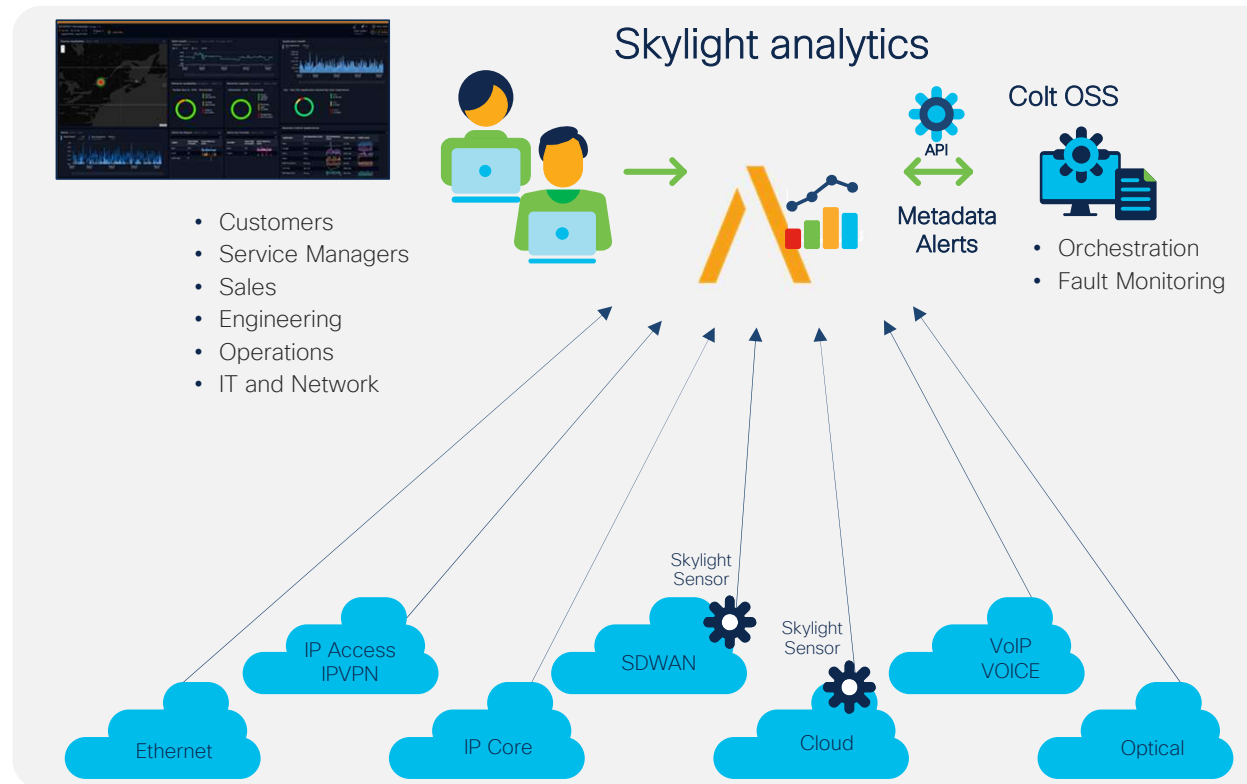
– Robin Farnan, Executive Vice President of Operations and Engineering at Colt

[Press Releases: COLT and Accedian](#)

Customer Success/Use Case overview: Skylight for Colt Analytics

Evolution from service provider to customer-centric service management

- Next-Generation Performance monitoring and customer portal
- Ability for upsell
- Ability for closed-loop automation
- Flexible dynamic dashboards that can be introduced with new services
- Colt selected Skylight Performance Analytics solution as single tool to aggregate all service and application insights in a cost-effective manner
- Skylight is a platform that could meet Colt's desired workflow



Customer Success/Use Case overview: Skylight for SD-WAN

Upsell with Skylight SD-WAN monitoring

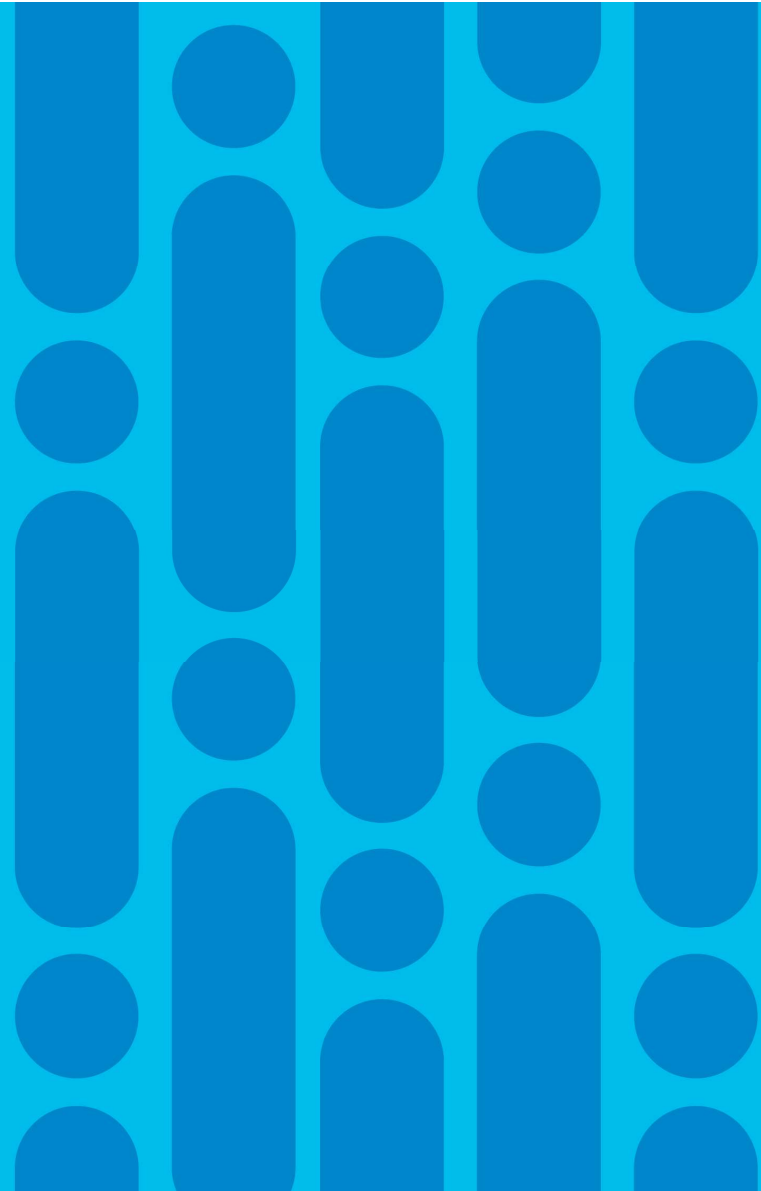
- Skylight Agents to
 - Monitoring of WAN underlay links
 - Monitoring of the overlay experience
- All data aggregated into a single pane of glass in Skylight analytics

Skylight SD-WAN delivers

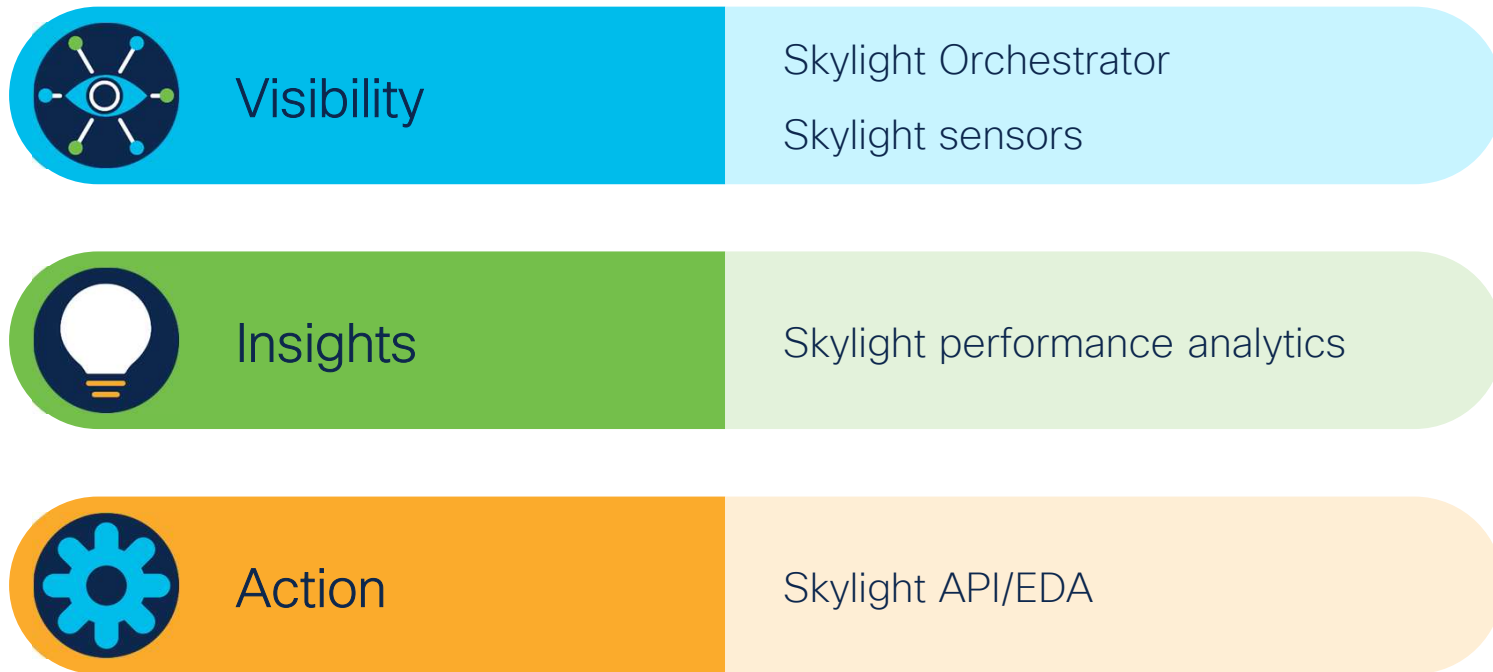
- True end-user experience monitoring
- End-to-end monitoring of the underlay network performance
- Performance data visibility correlated in a single pane of glass providing true customer visibility



Demo

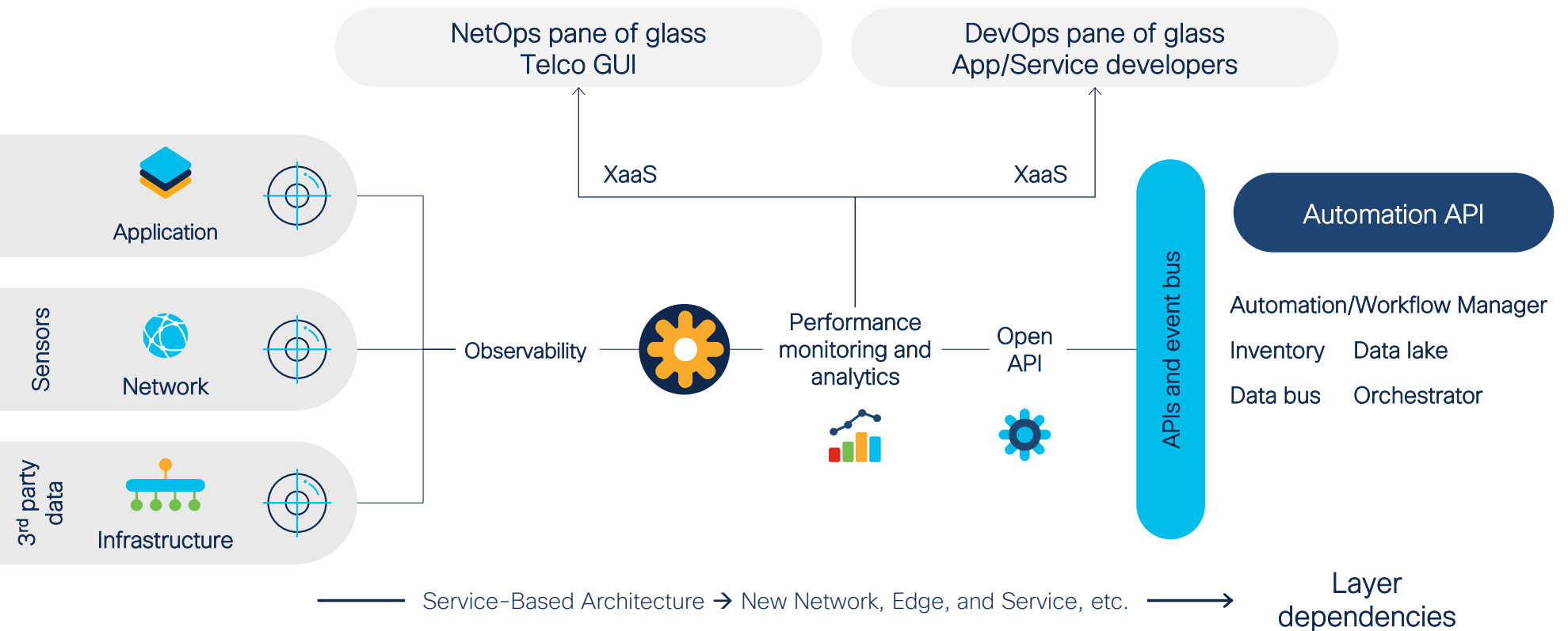


Accedian Skylight with Cisco Network Automation

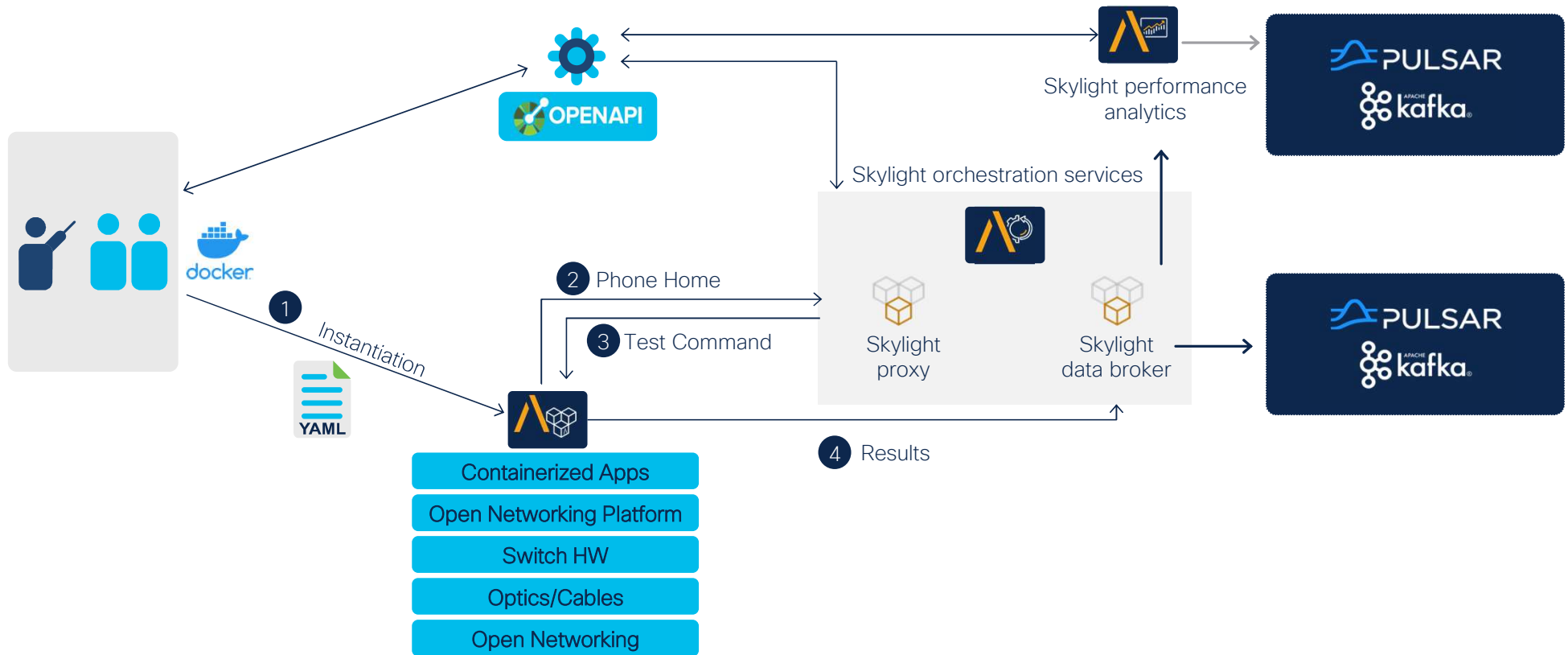


Convergence of NetOps and DevOps

Multi-layer service assurance model



Lifecycle management of software agents



Skylight analytics portfolio

Skylight performance analytics



Micro Detail



Macro View



ML



AI

From the micro detail, the analysis of billions of data points, to the macro view and intelligence; rapid TTI (time to insight); leveraging MR1d AI

Skylight orchestrator



Scalable



Third Party



APIs

Centralized orchestration and resource management of all Skylight sensors, APIs and third-party data for easy, expanded insight

Skylight sensors



Agent



Capture



Control



Elements



Modules



SFP compute

Slide 15

MR1 Added word resource
Michael Rezek, 8/6/2021

What You Gain with Accedian Orchestrated Assurance

1

Adapting the present to the change The evolution to a distributed service-based architecture enabled by evolving 5G O-RAN, cloud and industry ecosystems, and AI/ML in networks.

2

Understanding the impact of the change A service-centric architecture requires high-performance resources to enable stringent SLAs, interact with the new ecosystems, and drive multidimensional assurance, security, and automation.

3

Controlling the change Avoiding degradations using precision measurements, correlation, real-time SLA assurance, ML/AI-driven automation and orchestration, is essential in offering an exceptional customer experience.



Accedian Skylight and Cisco

Automated performance assurance

Dramatically improves service assurance and operational effectiveness	Enhances competitiveness	Reliable and cost-effective	Easy to deploy sensors everywhere
Enriches the value of performance data to provide actionable insight	Reduces the Mean Time To Repair (MTTR)	Reduces the Mean Time To Innocence (MTTI)	Supports the CSP-Cloud ecosystem based on standard APIs and protocols

For more information on Cisco's Automation portfolio and Accedian Skylight, please visit:

cisco.com/go/crosswork

Cisco Crosswork Network Automation

Modernize network operations

Crosswork Network Automation helps your customers simplify operations so they can deliver services faster and improve their customers' experiences. Increase visibility of your infrastructure to derive valuable insights so you can take proactive actions.

[Watch overview \(3:34\)](#)

Simplify network automation

Crosswork Network Automation is a closed-loop, outcome-driven software suite used to deliver efficient mass-scale network operations across the services lifecycle. This is a scalable solution for operators of all-sized networks to accelerate mean-time-to-value by monetizing agile new services and minimizing mean-time-to-remediation to proactively prevent customer impacting issues.

Economic benefits from Crosswork Network Automation

Metric	Value
Faster time to service	85%
OpEx savings	55%
TCO savings	46%

Expanding Crosswork Network Automation with partners

Cisco DevNet SolutionsPlus Partners extend automation use cases and offer the assurance of fully validated "Cisco Compatible" products. Purchase directly from Cisco sales teams and channel partners.

Accedian Skylight for Cisco network automation

Accedian Skylight with Cisco Crosswork delivers exceptional customer experience with real-time orchestrated service assurance.

[Read solutions brief](#) [Watch video \(2:58\)](#)

Questions?

