

Digital Resilience

CPAE 2025

Heath Russell

Channel Solutions Architect

herussel@cisco.com

Al Parsons

Channel Solutions Engineer

aliparso@cisco.com



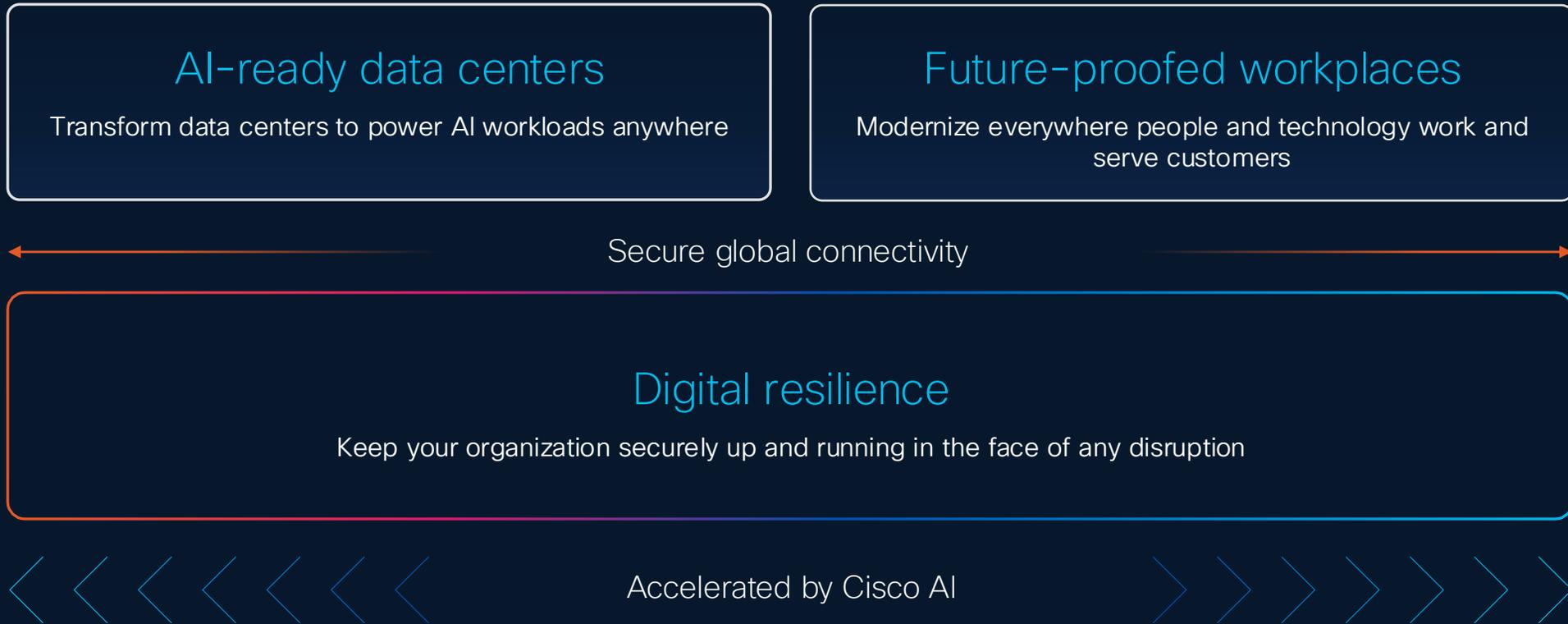
June 2025



Digital resilience

The ability to keep your organisation and customers securely up and running in the face of any disruption

Cisco powers how people and technology work together across the physical and digital worlds



“

Trust is built in times of crisis, are you the person that your customers turn to when everything is on the line ?

”

The Partner Architect's Role in Digital Resilience



Your job is to embed Assurance & Observability across all of this



Network team



IT team



Security team



Engineering team

Just ask those
silos when there
is a problem ?



The ability to detect, investigate, and respond is a data problem



Network team



IT team



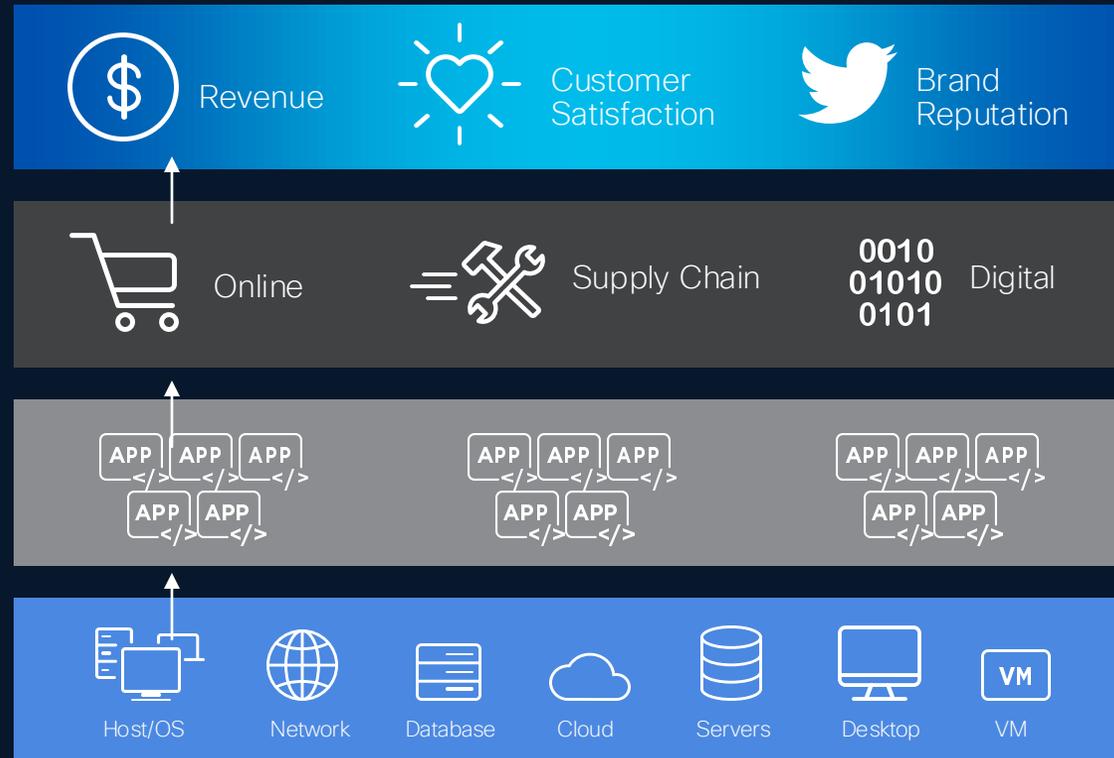
Security team



Engineering team

Keeping a business up and running is hard

Team struggle to correlate cause and effect



KPIs

Business services

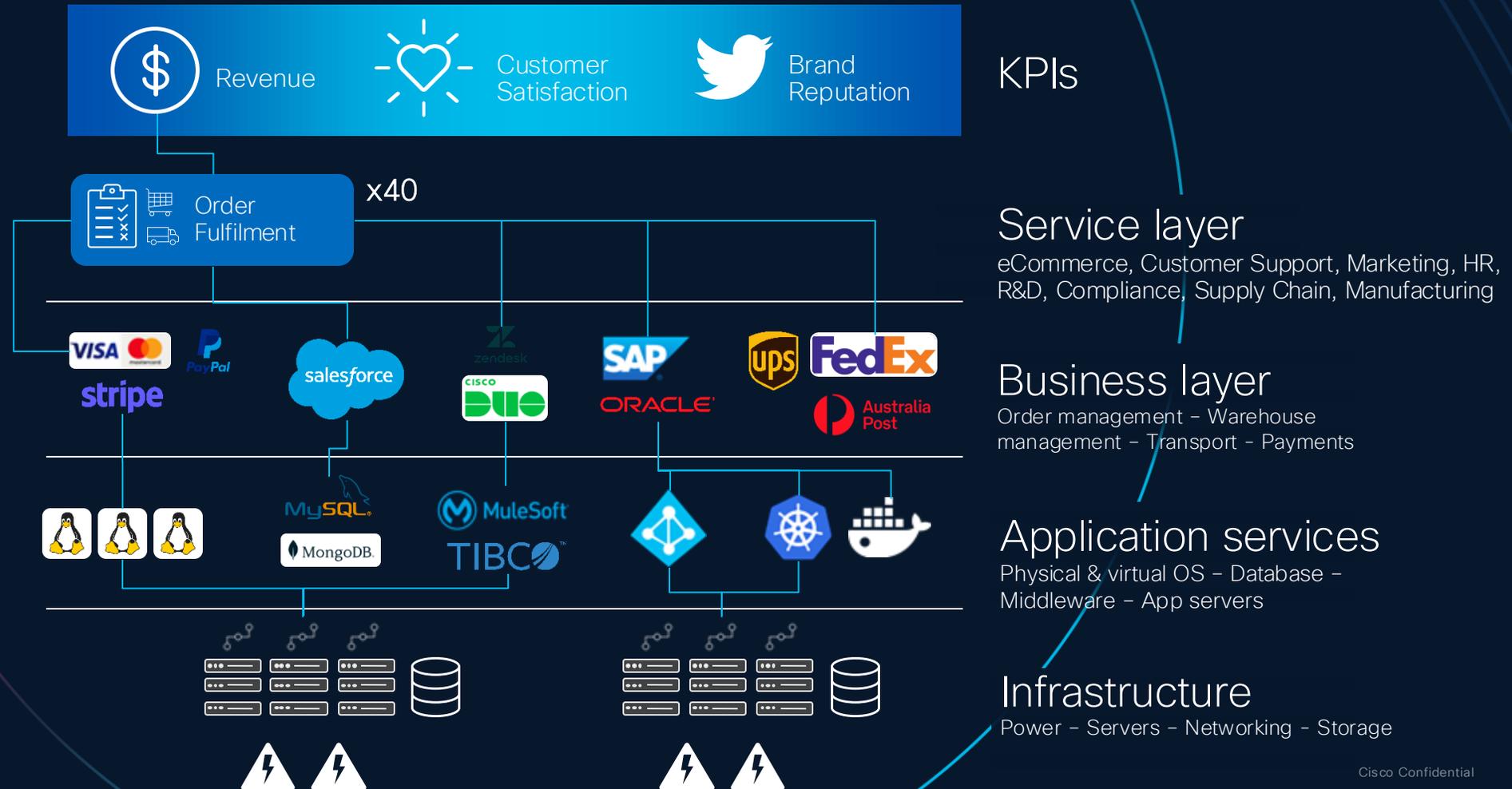
Application services

Infrastructure

Traditional solutions focus on infrastructure-level monitoring & performance reporting

Keeping a business up and running is hard

Team struggle to correlate cause and effect



Revenue

\$3,343.82 ²¹/_{10/27}



Performance

Output → Predictive

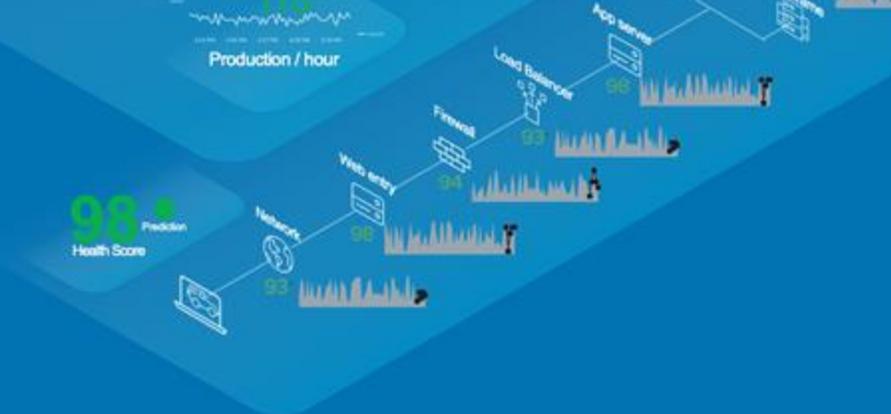
96 85

Productivity → Predictive

88 88

Energy consumption → Predictive

91 97



Revenue

\$1,006.23 ^{2,003}

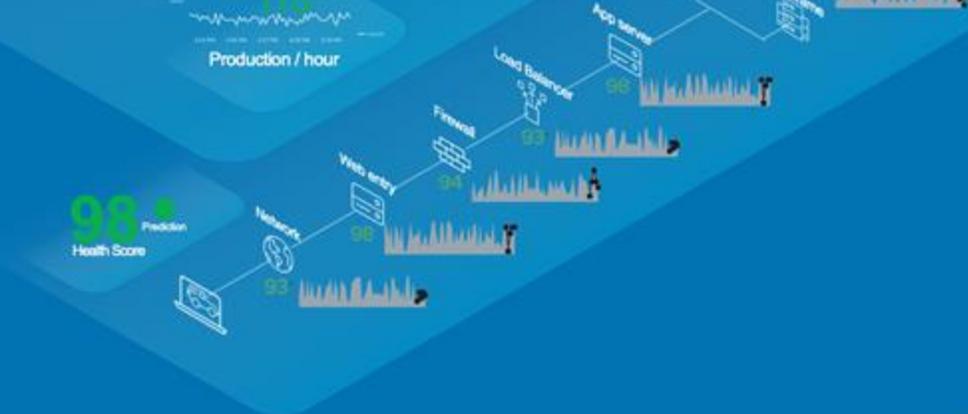


Performance

Output → Predictive
96 **85**

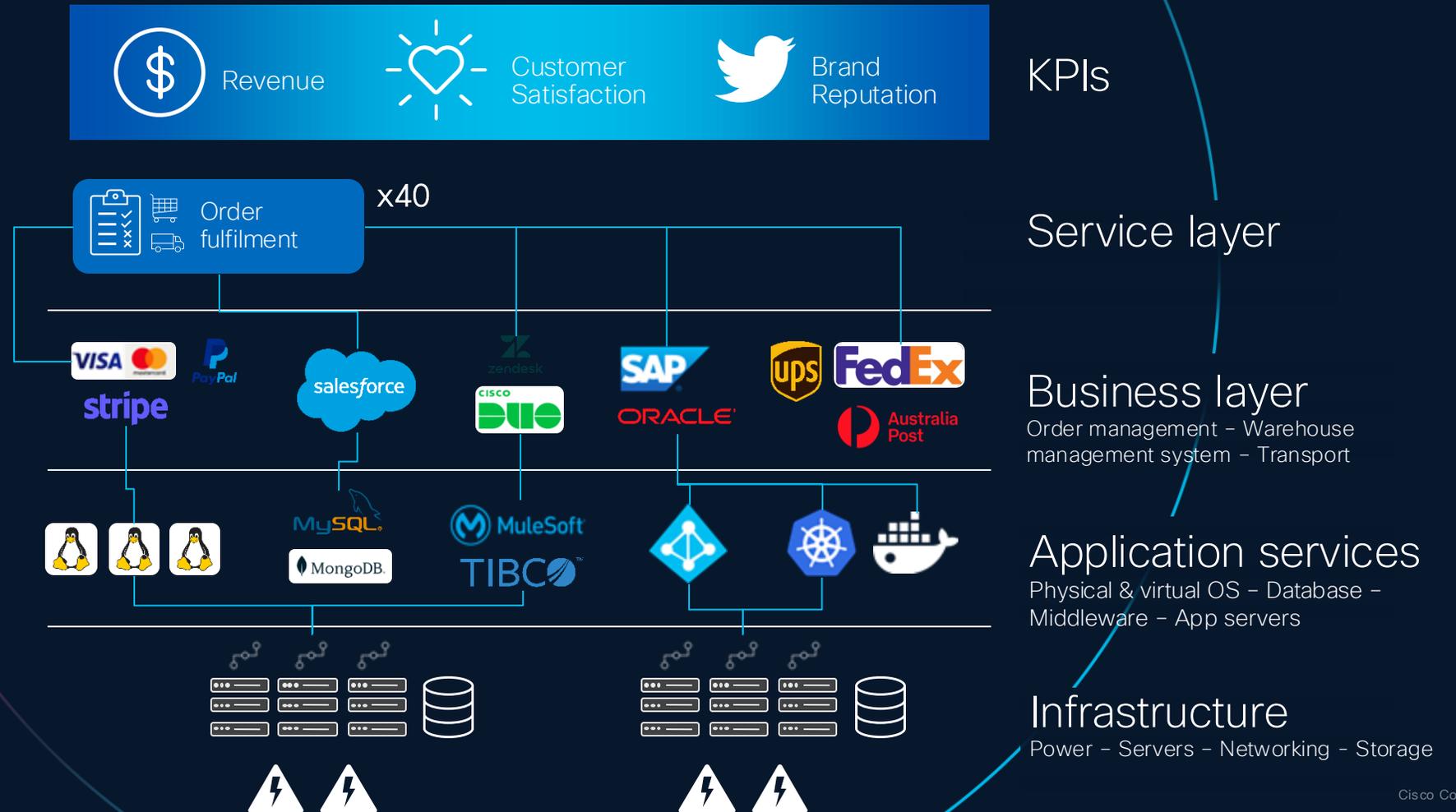
Productivity → Predictive
88 **88**

Energy consumption → Predictive
91 **97**



If this is your environment, good luck

Team struggle to correlate cause and effect



With Splunk + Cisco + Thousand Eyes, you don't need luck

Team struggle to correlate cause and effect

Revenue Customer Satisfaction Brand Reputation

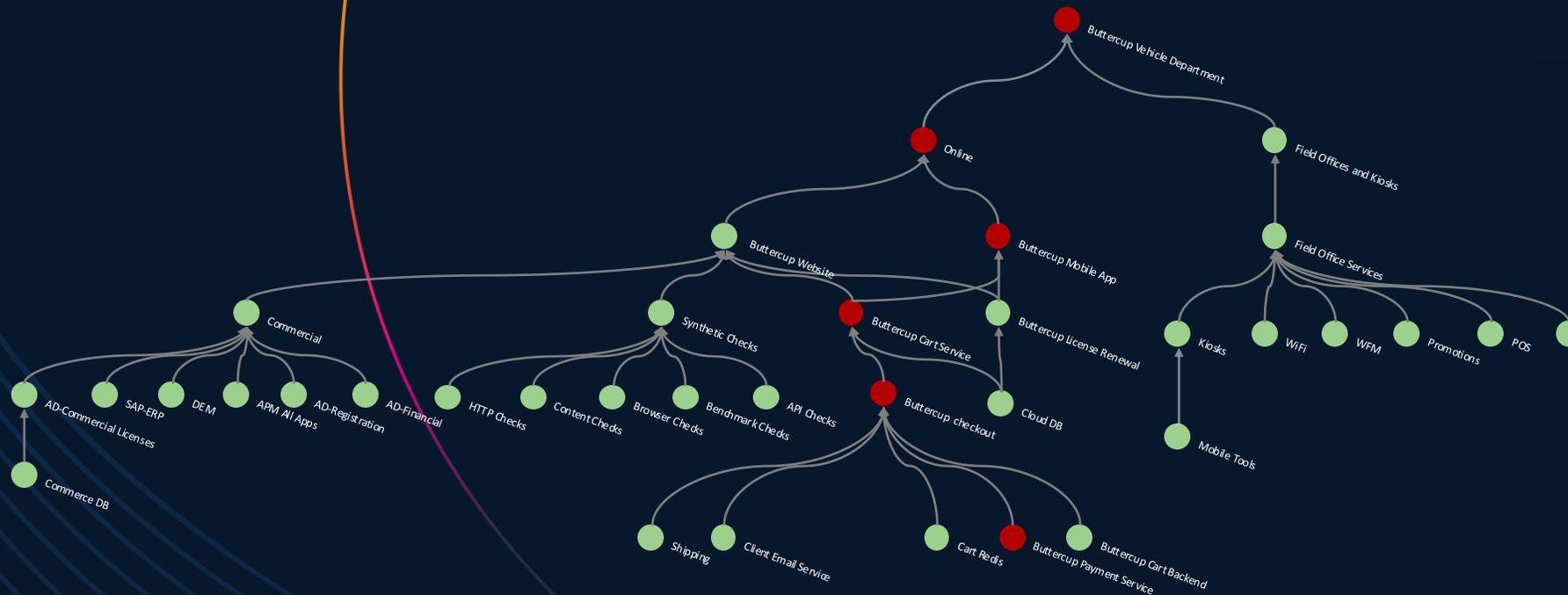
KPIs

Service layer

Business layer

Application services

Infrastructure



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Team struggle to correlate cause and effect



Revenue



Customer Satisfaction



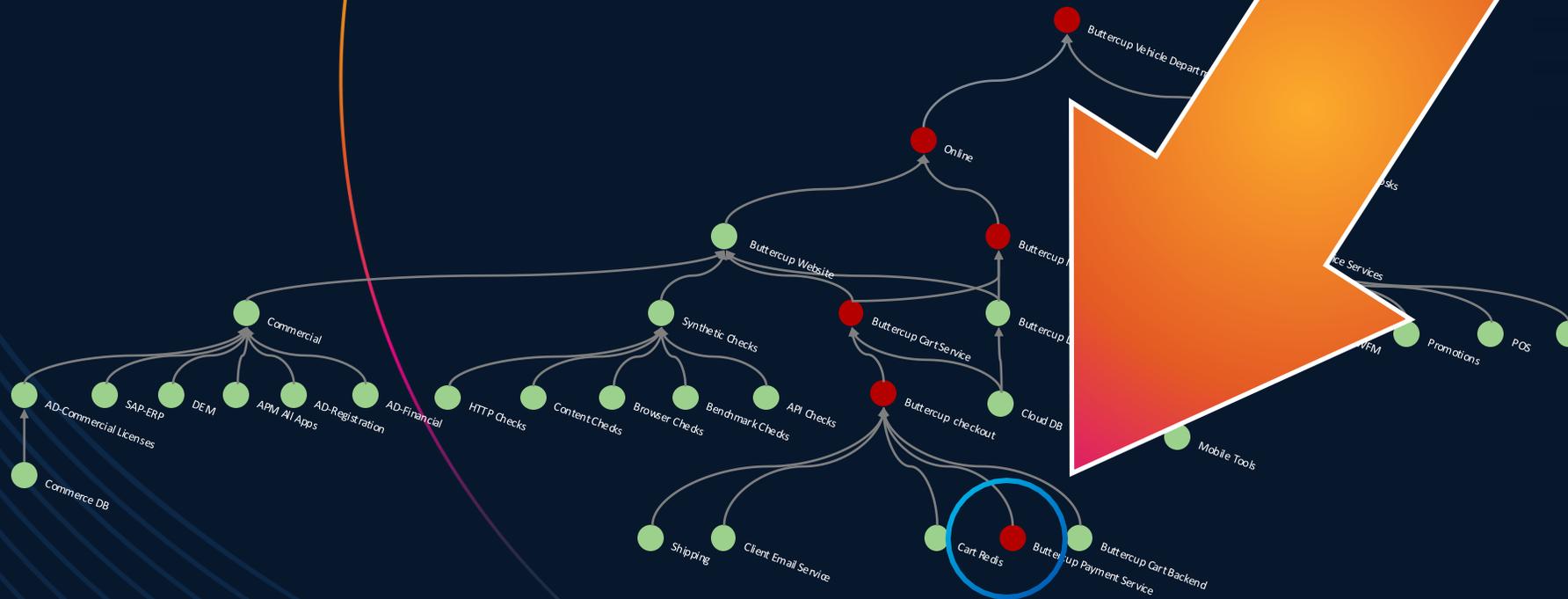
KPIs

Service layer

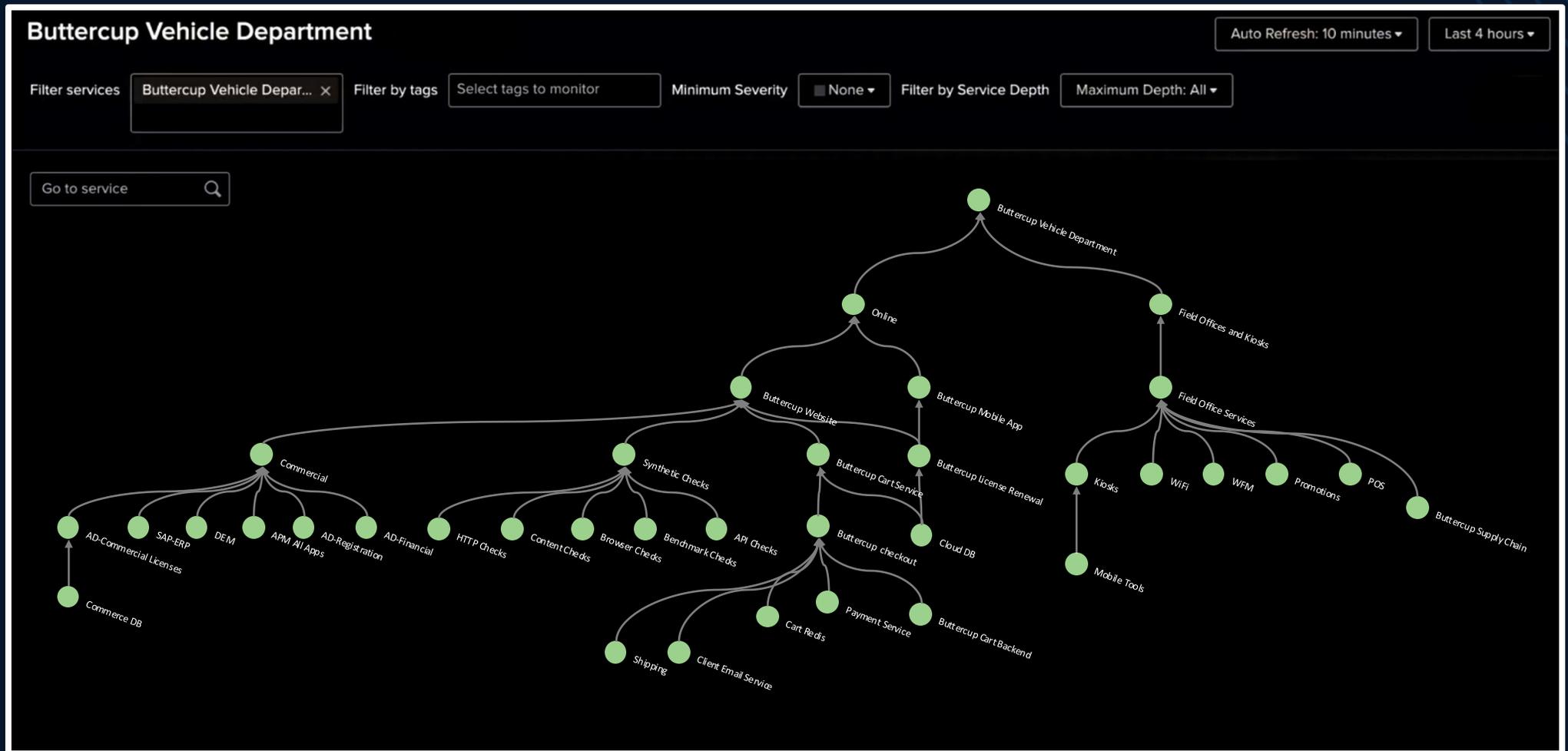
Business layer

Application services

Infrastructure



This is what your environment can look like with Splunk



Detect the impact of a technical services on the business

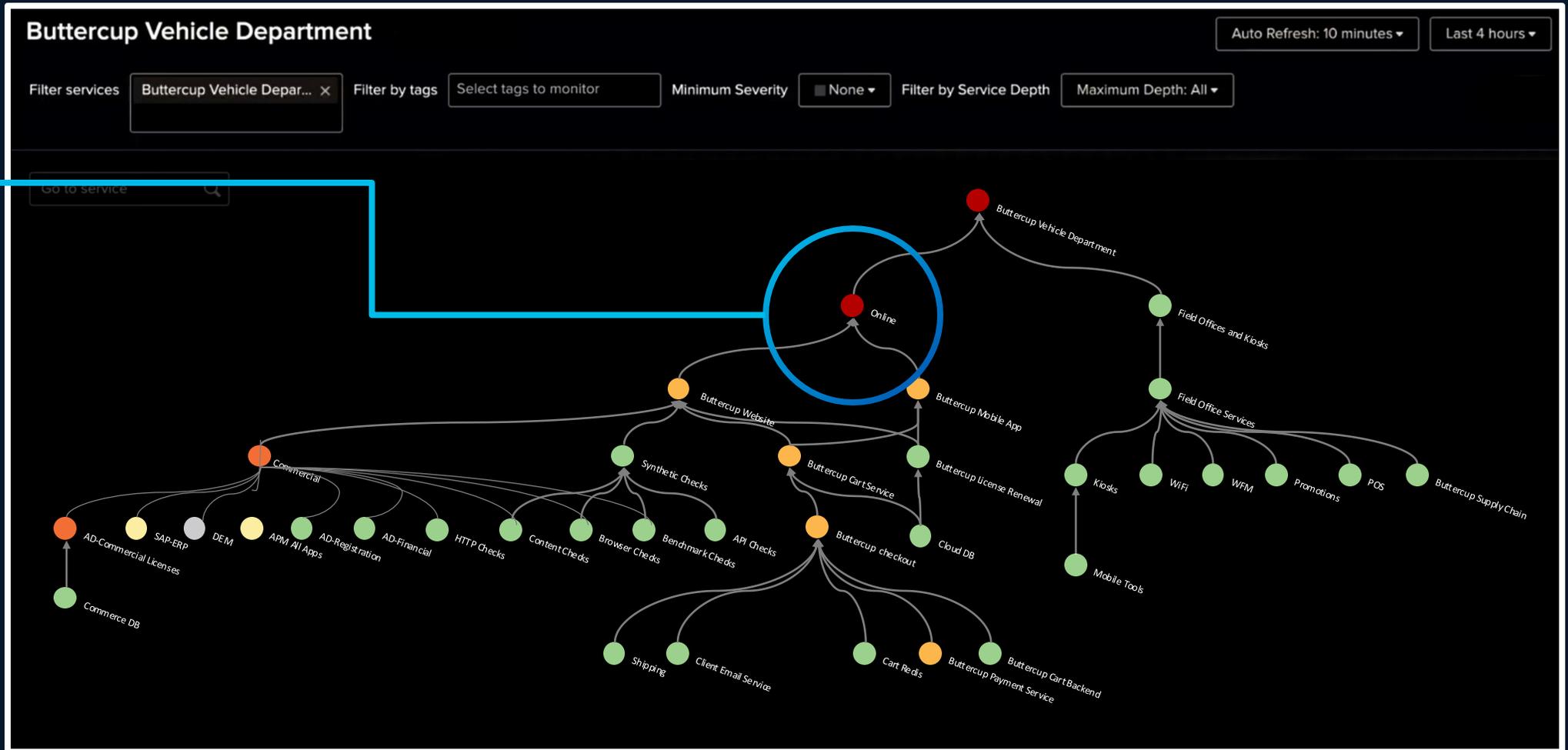
The ecommerce site goes down, halting all sales

Detect

With end-to-end service visibility, detect the issue immediately

Investigate

Respond



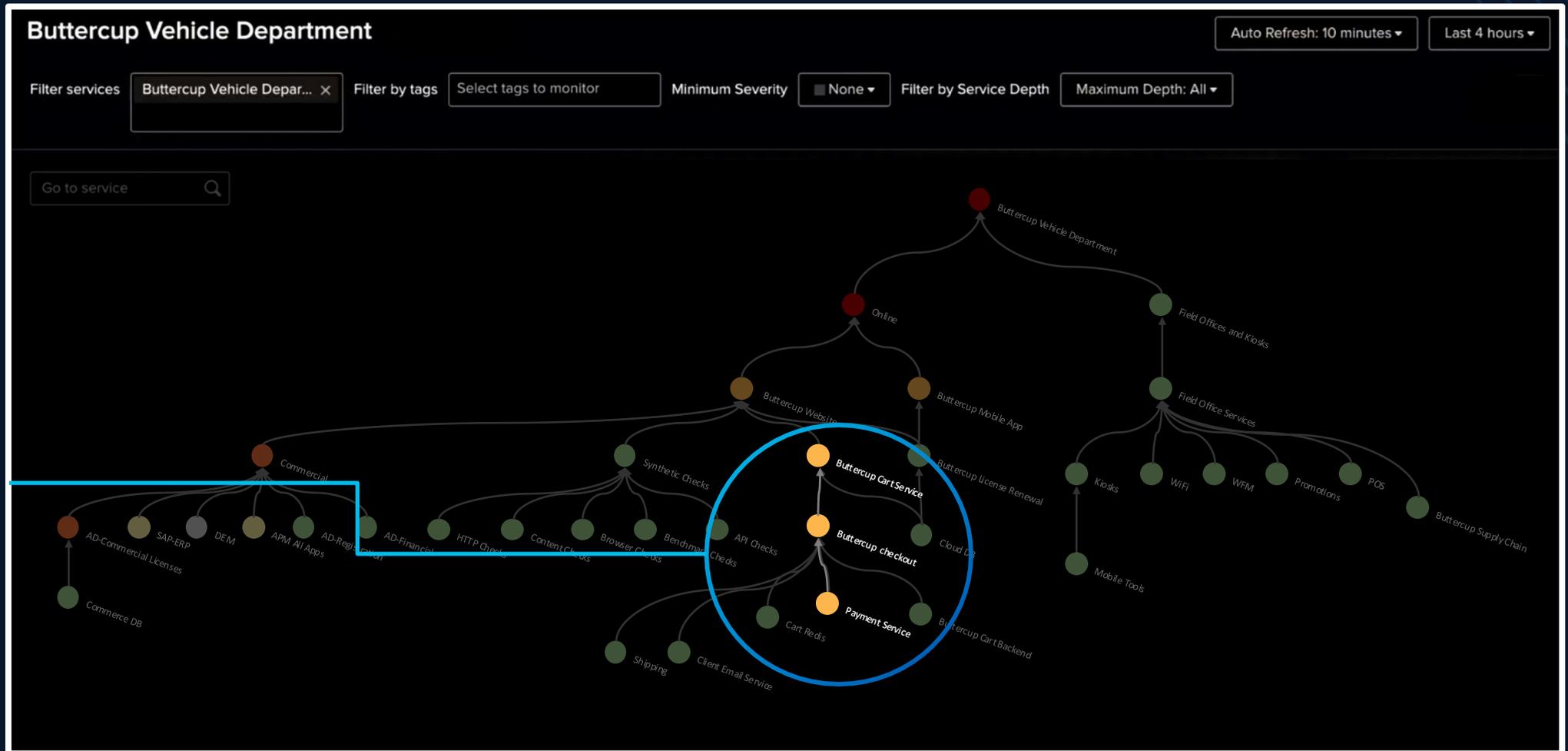
Diagnose the root of the problem as a bad API call

Detect

Investigate

A bad API call in the payment service is identified as the root cause

Respond

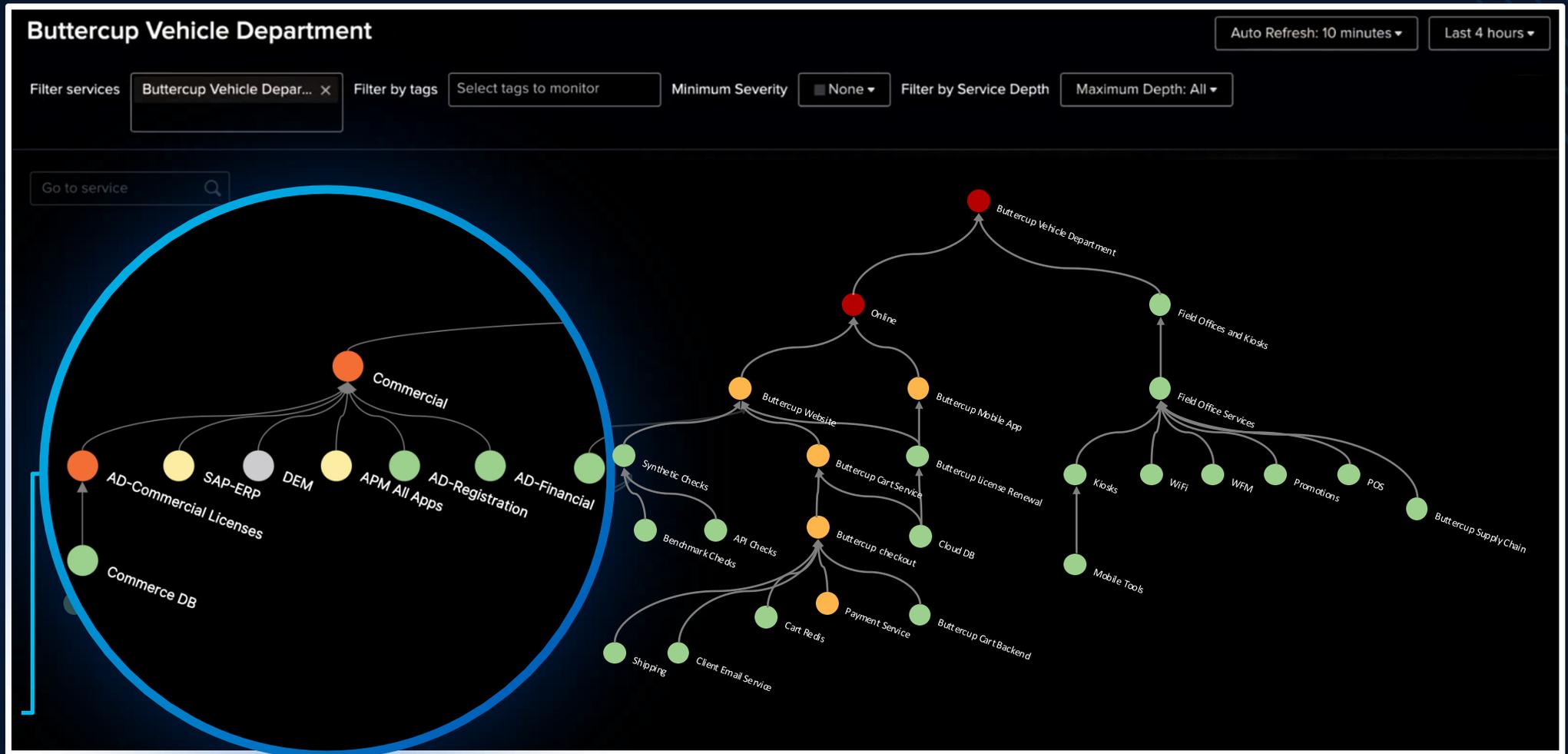


Resolve associated problems

Detect

Investigate

Respond
AppDynamics shows impacted MySQL databases



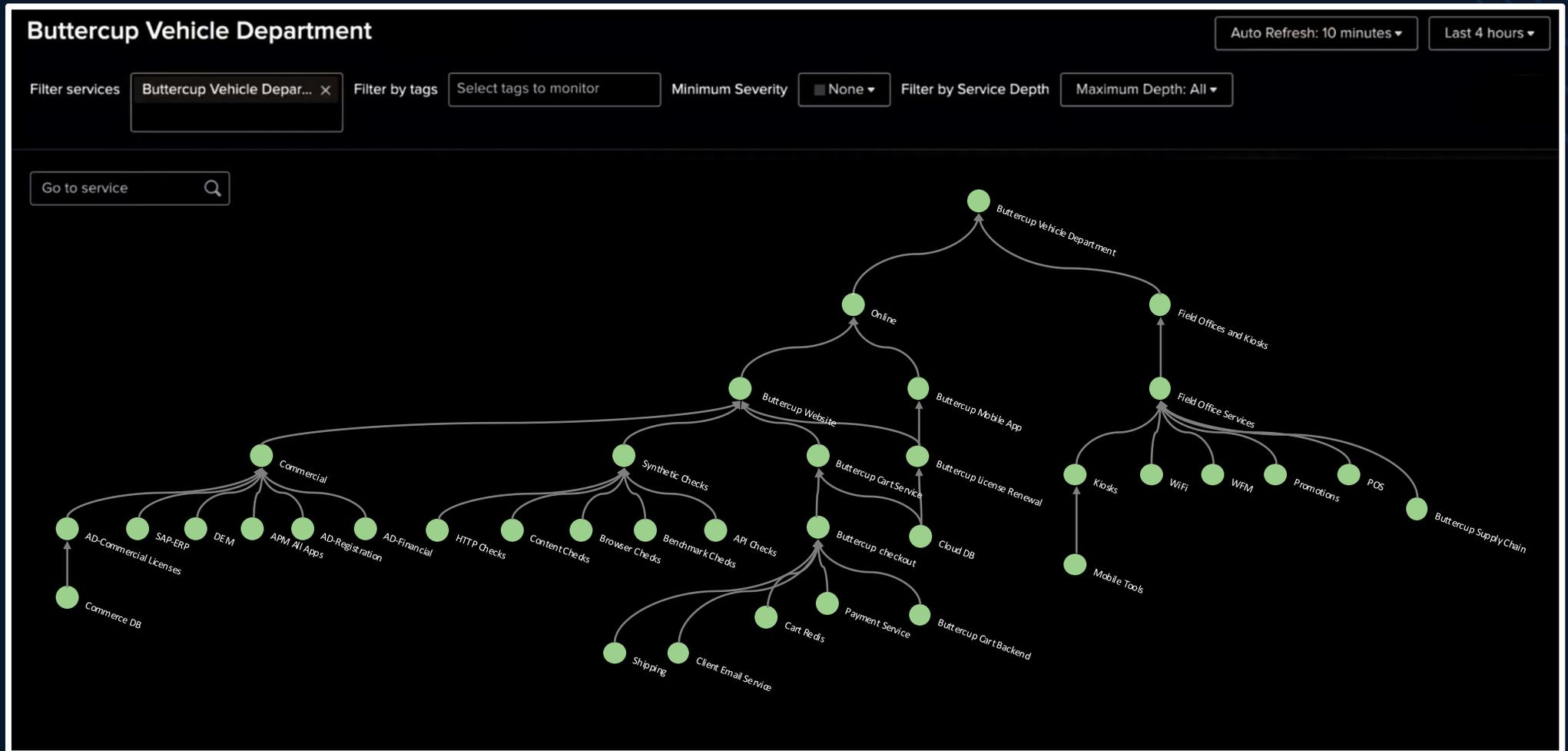
Prevent the next outage

Detect

Investigate

Respond

Update standard procedures to prevent future issues





We're building a safer and more resilience digital world.



The evolving world has created new demands.



Downtime is detrimental

Large companies lose \$200m/year in costs from downtime



Cyber risk is business risk

Cyber is now the #1 risk and a growing problem thanks to AI



Resilience is regulated

Governments have enacted stiff penalties for non-compliance

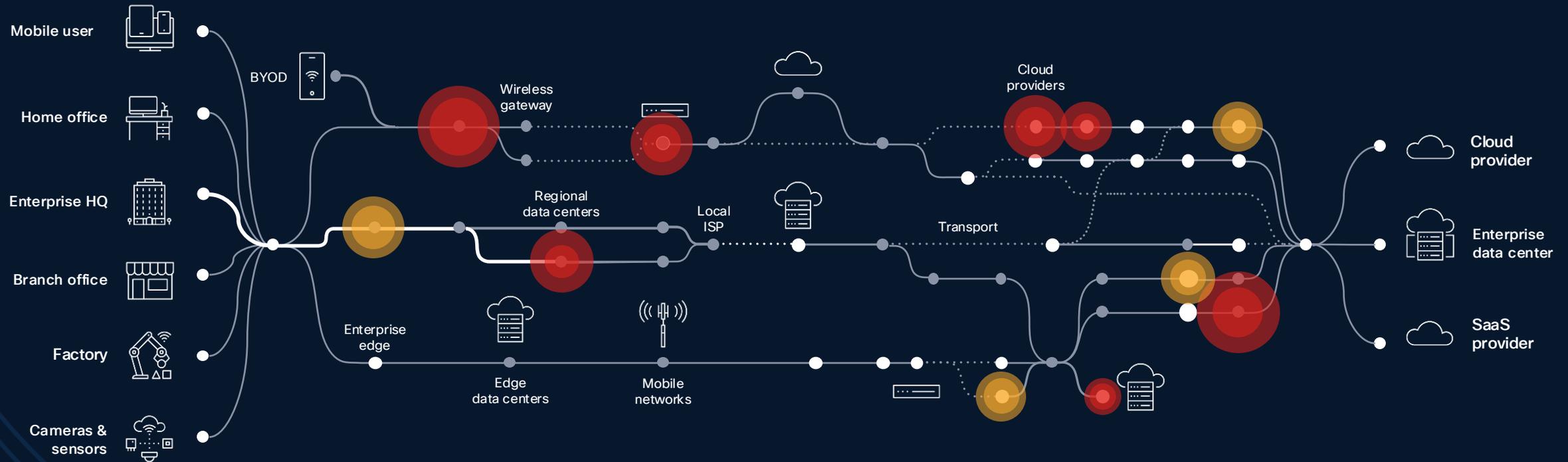


Innovation velocity is essential

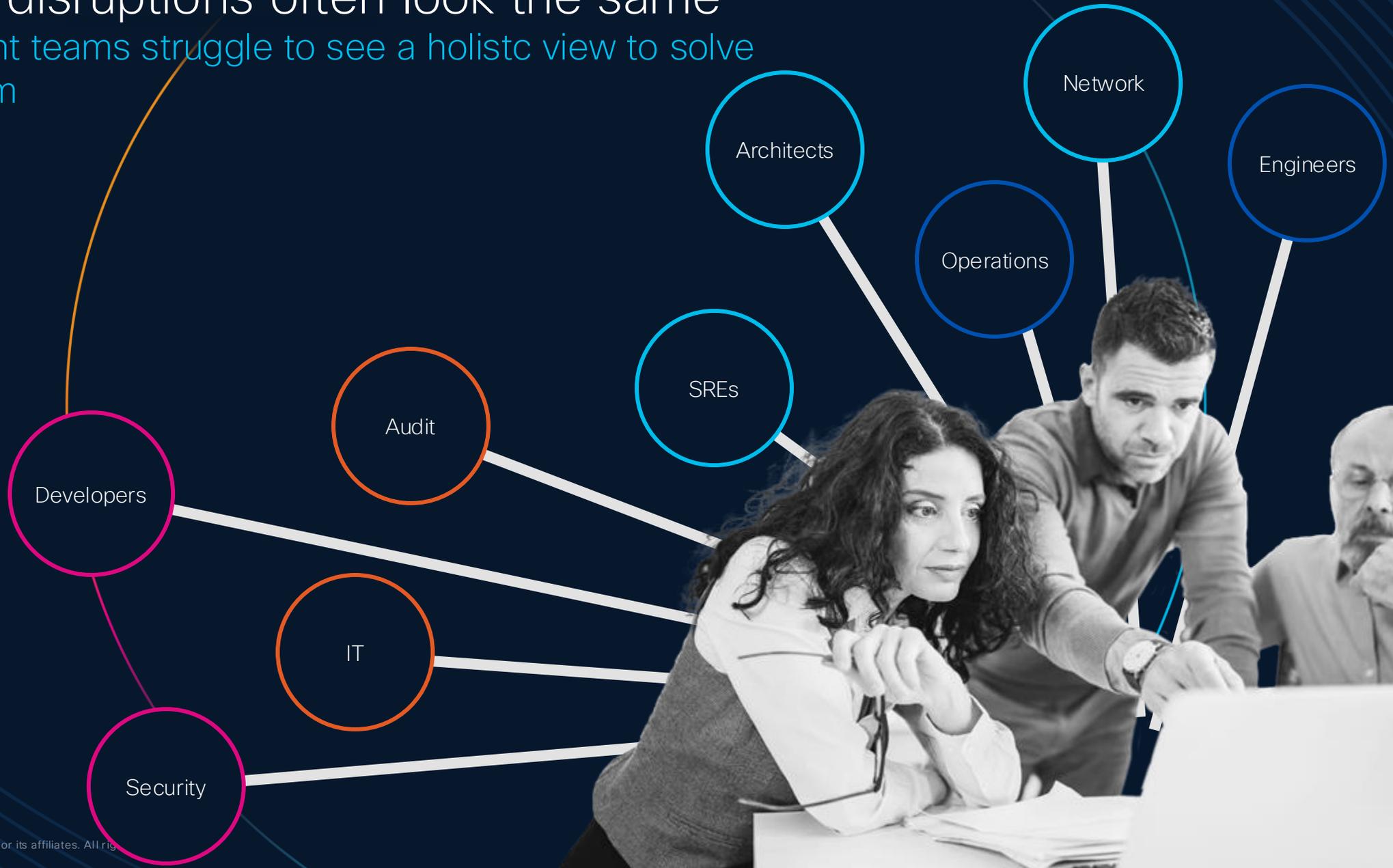
Getting products to market faster is a competitive advantage

It's hard to be resilient

Complex environments, growing data siloes make it hard to get ahead of issues, inside and outside your environment



Service disruptions often look the same
But different teams struggle to see a holistic view to solve the problem



How do you prepare for and recover from unexpected disruptions?

Build digital resilience with Cisco

Prevent issues

End-to-end visibility
and insights across your
entire digital footprint

Remediate faster

Fully open, yet tightly
integrated
across the Cisco portfolio

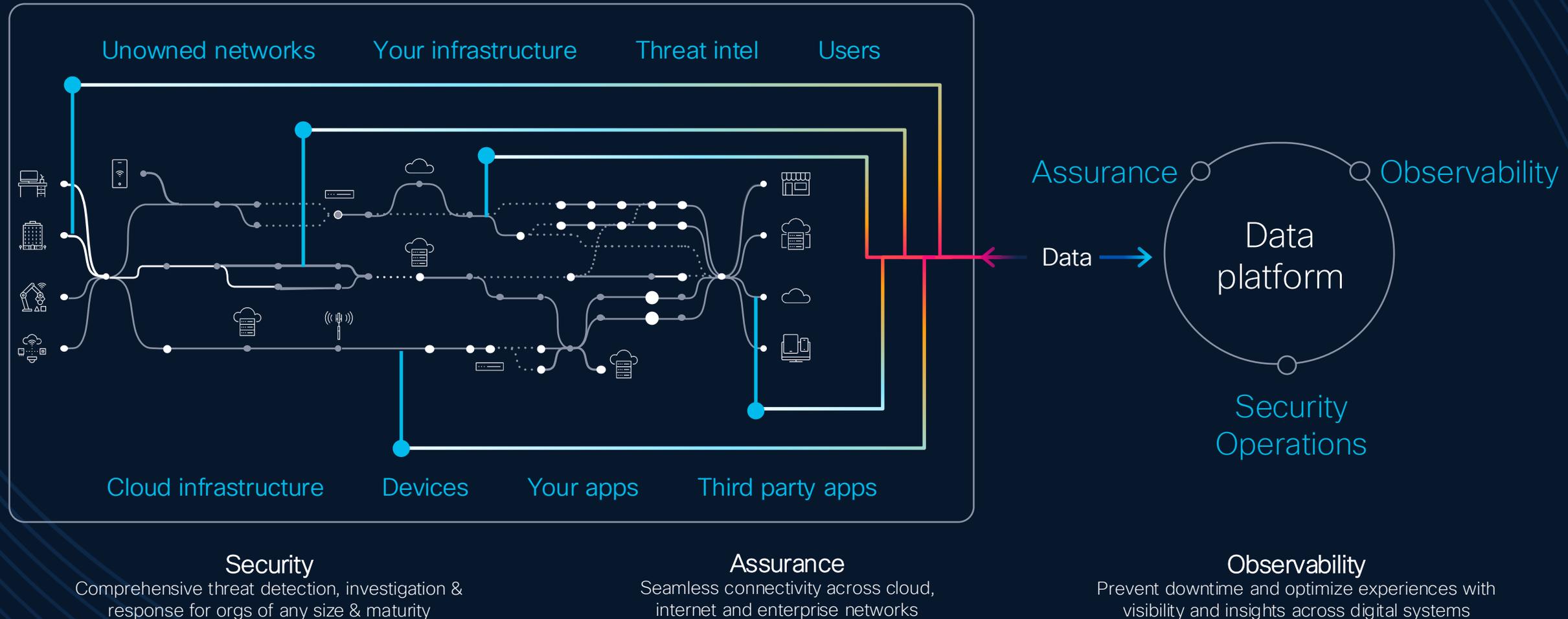
Adapt quickly

Platform approach
combined with
persona-specific tools

Accelerated by AI with domain-specific insights

Cisco + ThousandEyes + Splunk

The data platform fueling digital resilience



Security

Comprehensive threat detection, investigation & response for orgs of any size & maturity

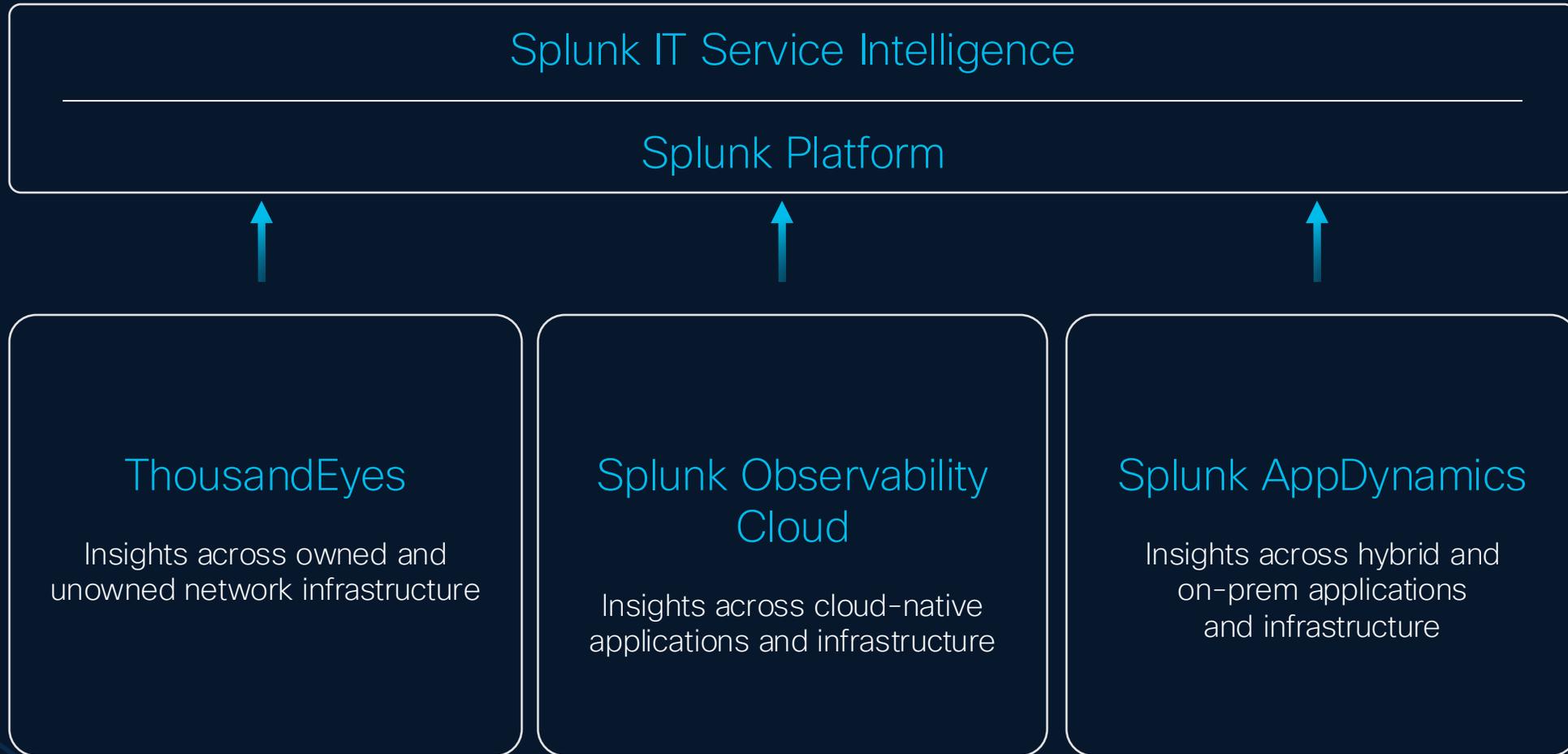
Assurance

Seamless connectivity across cloud, internet and enterprise networks

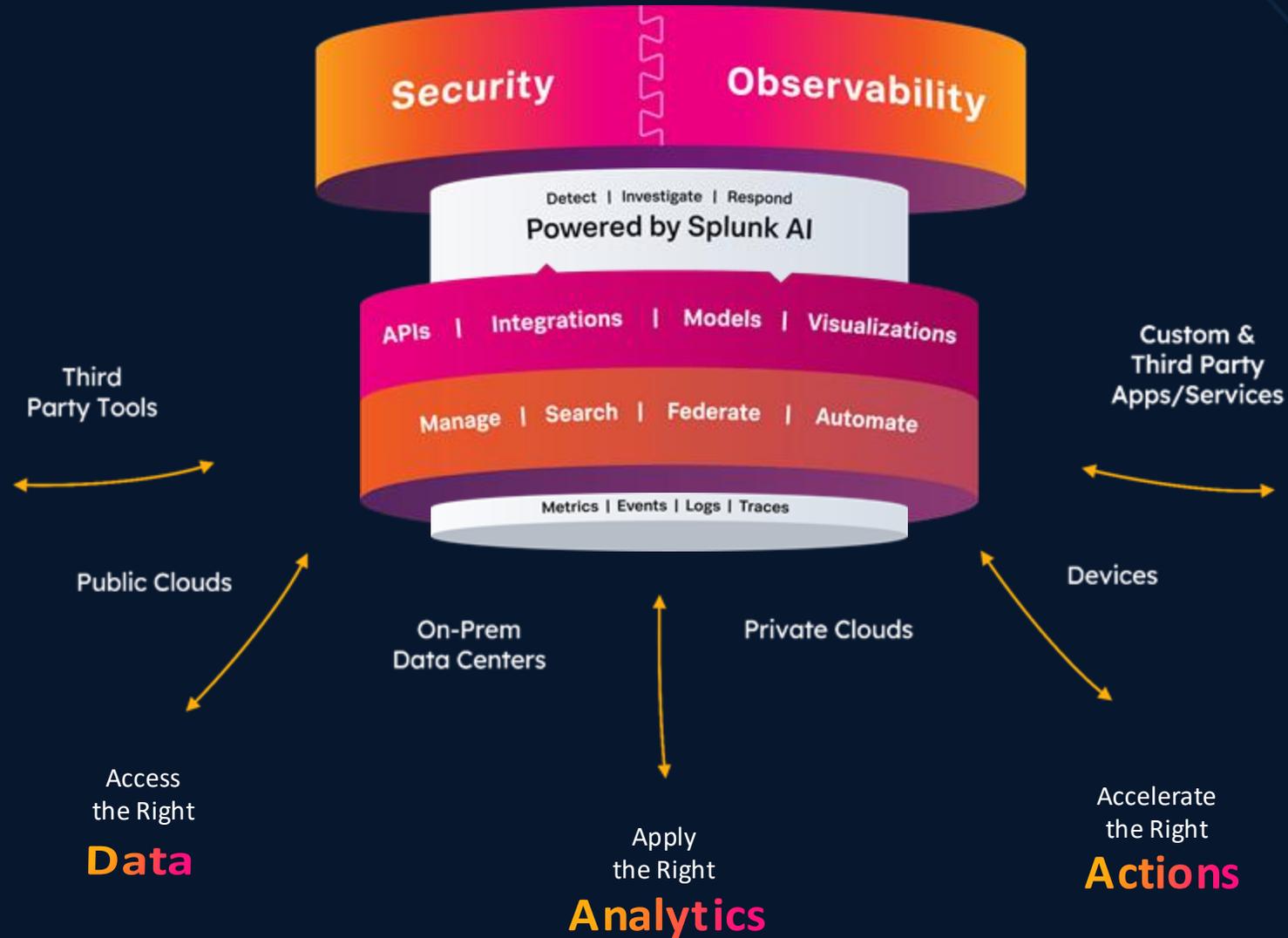
Observability

Prevent downtime and optimize experiences with visibility and insights across digital systems

Cisco covers the *entire* enterprise



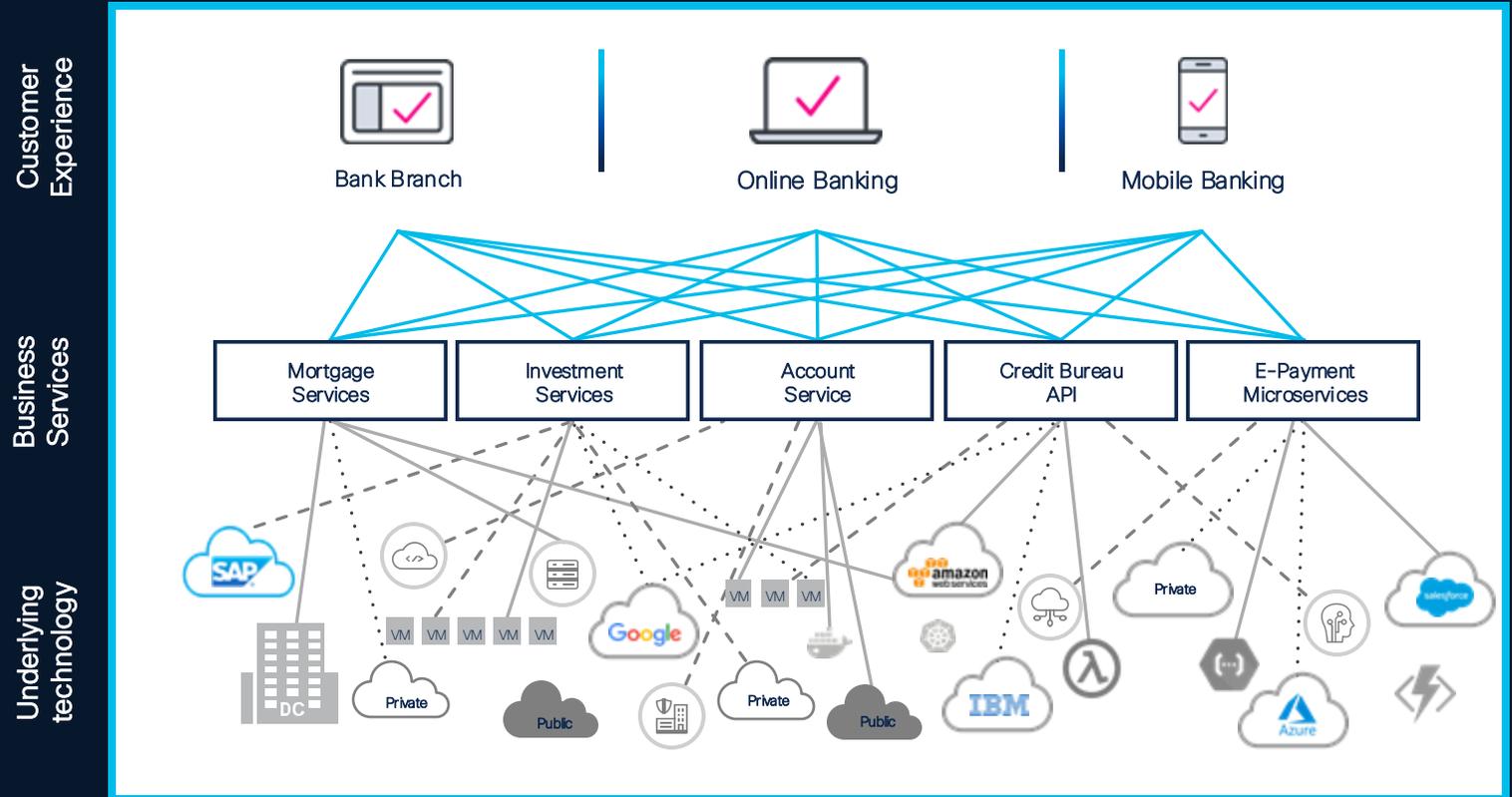
Enabling digital resilience through security & observability



With Splunk, find client problems worth solving

- 1 Splunk gives end-to-end visibility of a client
- 2 Find clear and present problems in a client's business
- 3 Propose to consult & sell solutions to these problems

Client Technology Landscape



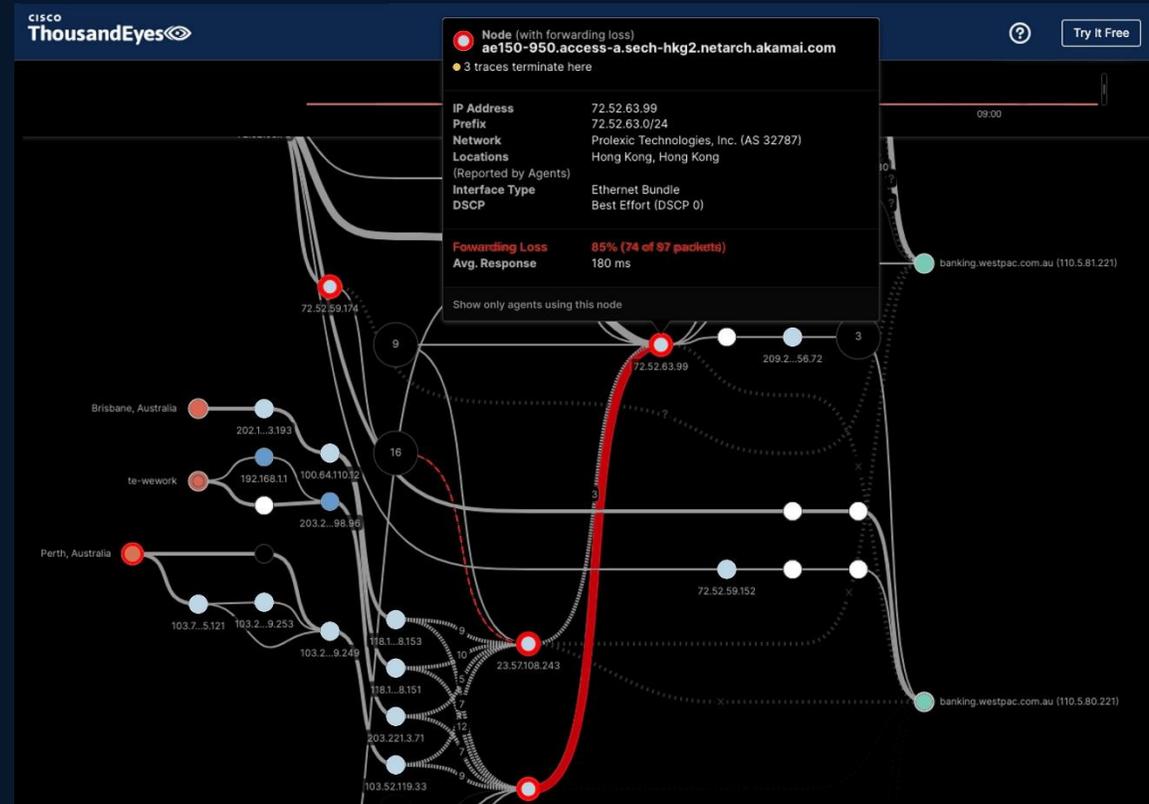
Assure connected experiences across every network

– *even those you don't own*

Eliminates blind spots with vantage points across internet, cloud, enterprise networks

Correlates performance across every layer and predicts problems with AI

Integrates across the entire Cisco portfolio



Integrations extend visibility into owned and unowned networks

Access data sources and extend the functionality of Splunk

Network visibility

Enable monitoring and control of owned networks

Splunk + Meraki, Catalyst

Assurance

Deliver seamless digital experiences

Splunk + ThousandEyes

What is Splunk?

Splunk is a high volume, real-time search engine that can take in any data, from any source, in any format

What is Splunk?

Splunk is a high-volume, real-time search engine that can take in any data from any source in any format

See

End-to-end, real time visibility

All your data in the one place with no sampling/blindspots

Act

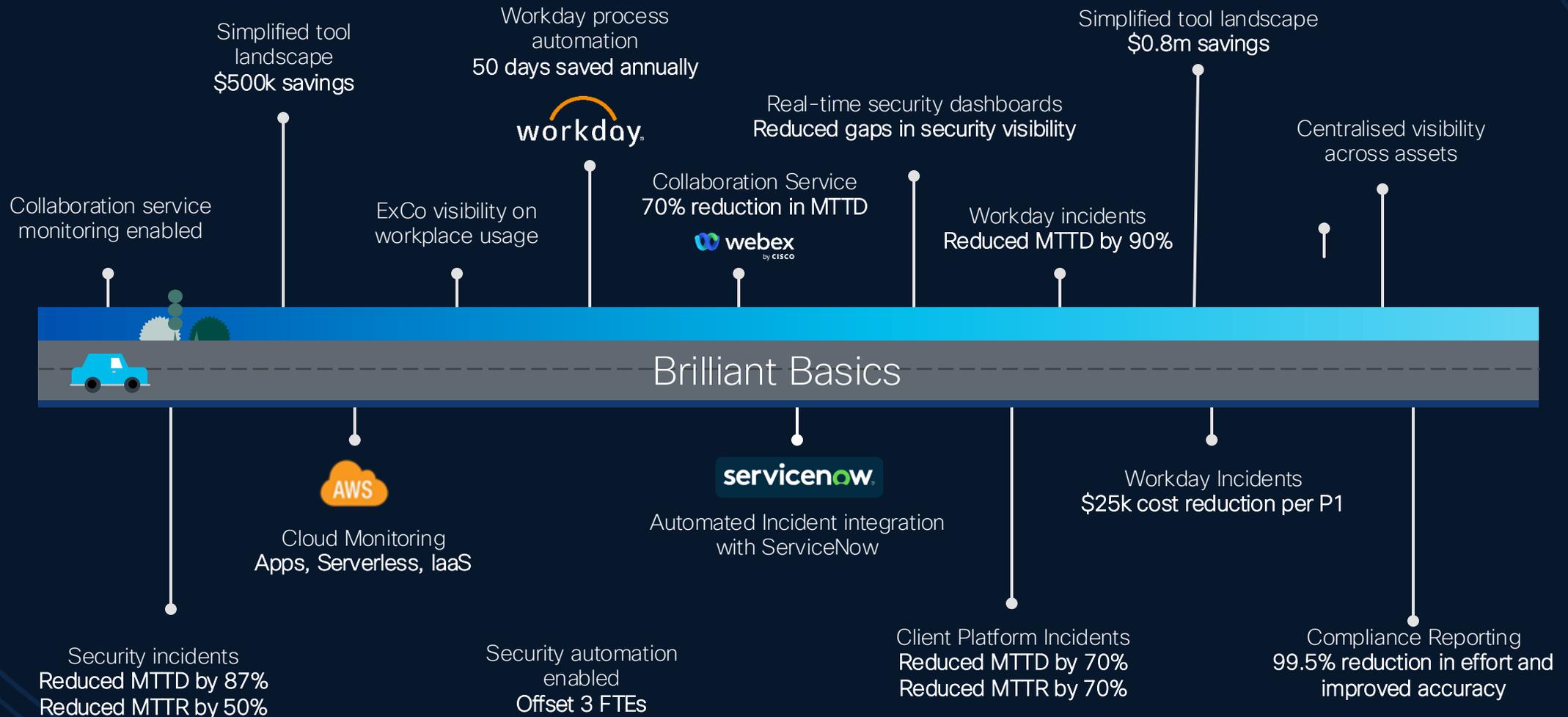
Investigate across massive data sets and take **action** fast

Search, dashboard, alert & report

Extend

Extend the **platform** to use data to solve problems across the business

Successful engagements are long term partnerships



How Cisco and Splunk advance digital resilience



Prevent issues before they affect customers, remediate rapidly, and adapt to new opportunities

Digital Resilience

Security

Gain comprehensive threat prevention, detection, investigation, and response for organizations of any size and security maturity

Observability

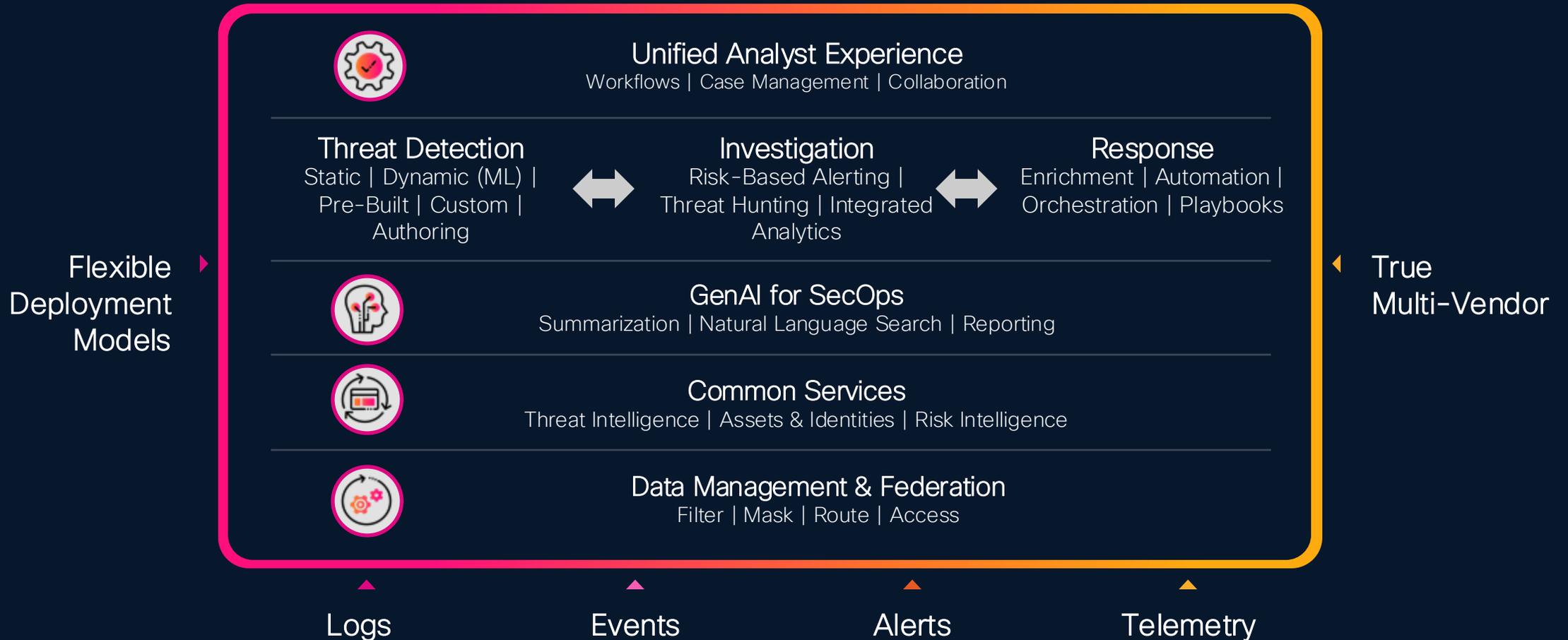
Prevent downtime and optimize experiences with visibility and insights across end-to-end services, including owned and unowned environments

Assurance

Enable seamless end-to-end connectivity across cloud, internet and enterprise networks to assure the delivery of applications and services

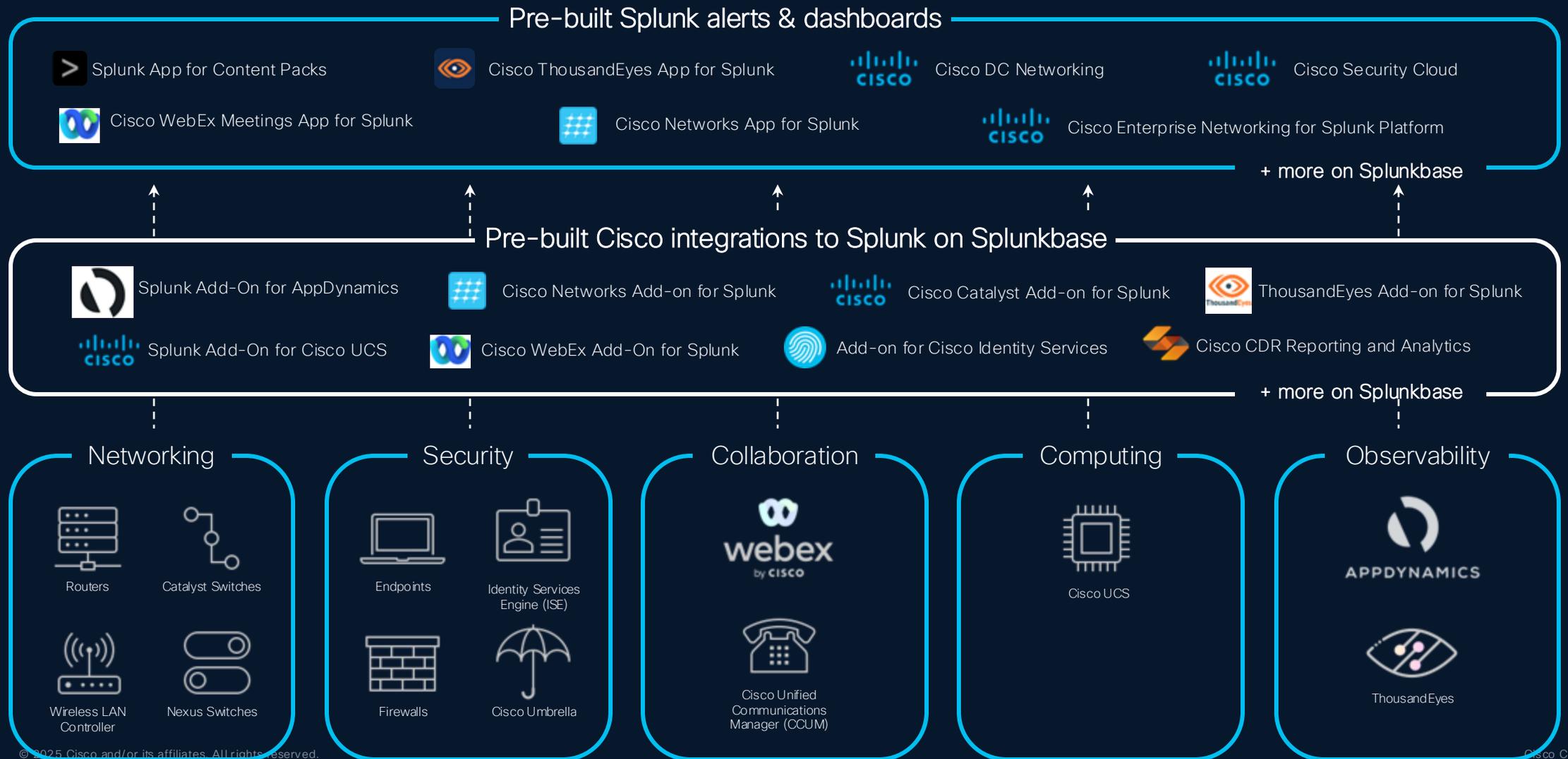
Delivering the essential elements of a Unified TDIR Platform

The foundation for the SOC of the future

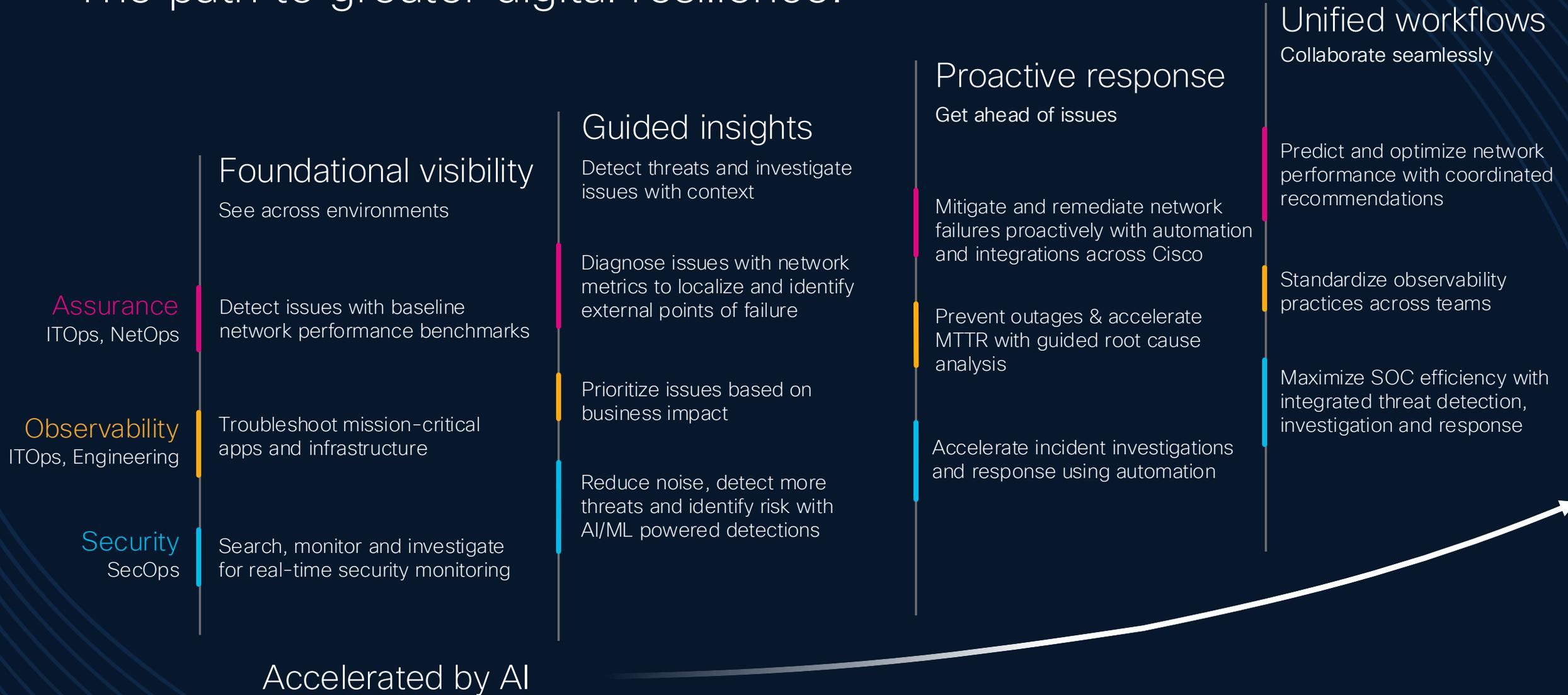


Centralised visibility across Cisco infrastructure

Fast time-to-value using pre-built Splunk TAs to get data in from Cisco software & appliances



The path to greater digital resilience.



Digital Resilience outcomes



Cisco and Splunk allow customers to correlate their business and technical services.



ThousandEyes and Splunk assure digital experiences through end-to-end visibility into networks, applications, and user experience.



Digital resilience is achieved when the network, security, and observability come together.



How does this match with how you view digital resilience in the market?





What are you currently doing for your clients around digital resilience?



“

What do you wish Cisco was doing more of around digital resilience?

”

“

Is this problem something you're seeing day-to-day in the trenches?

”



Are there any gaps you see around
how Cisco does resilience?





How are we delivering
on this NOW?

Deep Network Model

The most advanced networking LLM

Purpose-Built for Networking

20% more precise reasoning for troubleshooting, configuration, and automation.

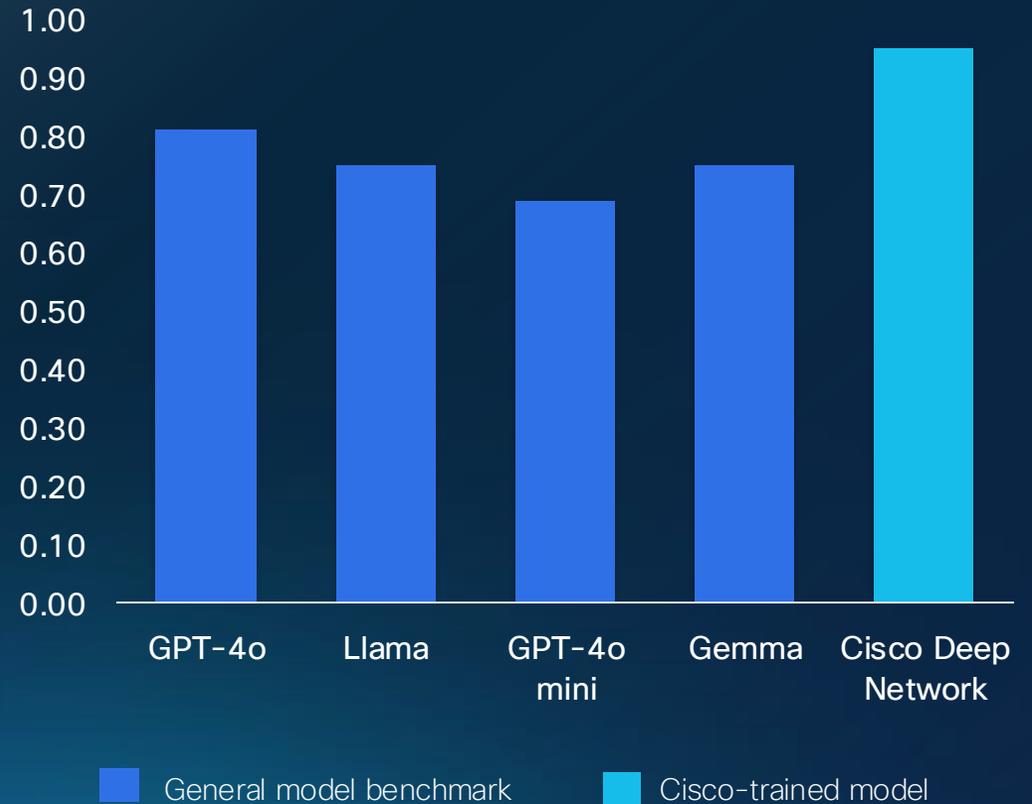
Trusted Training

Fine-tuned on 40+ years of CiscoU and CCIE-level expertise.

Continuous Learning

Evolves with live telemetry and real-world Cisco TAC and CX insights.

Outperforms general models by ~20%



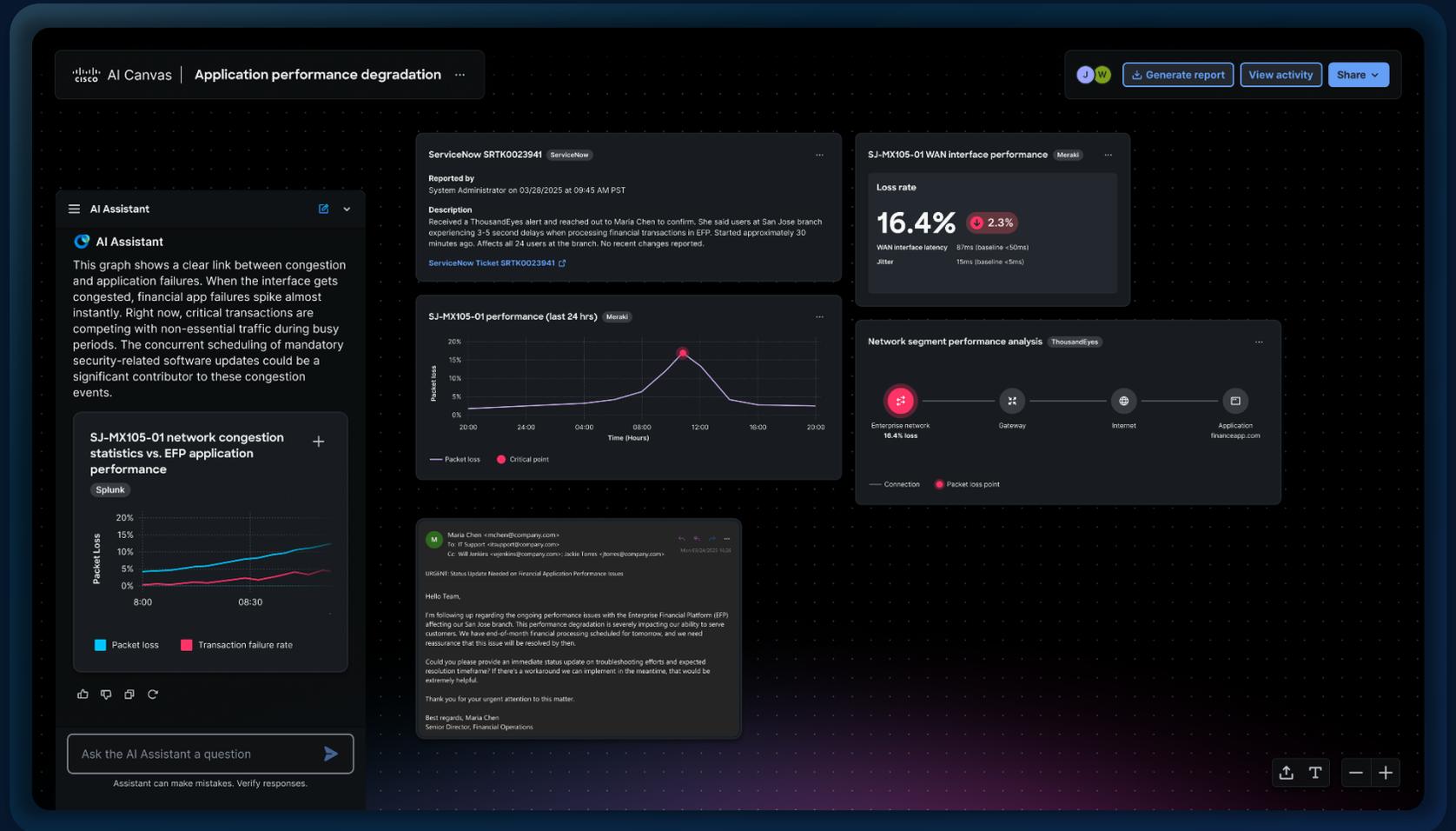
Accuracy on CCIE-style MCQs (590-question benchmark, May 2025)

AI Canvas

Troubleshooting and execution across multiple domains

Collaboration across multiple users (NetOps, SecOps and execs)

Built on the foundation of the Deep Network Model



ServiceNow SRTK0023941 ServiceNow ...

Reported by
System Administrator on 03/28/2025 at 09:45 AM PST

Description
Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing 3-5 second delays when processing financial transactions in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.

[ServiceNow Ticket SRTK0023941](#)

SJ-MX105-01 WAN interface performance Meraki ...

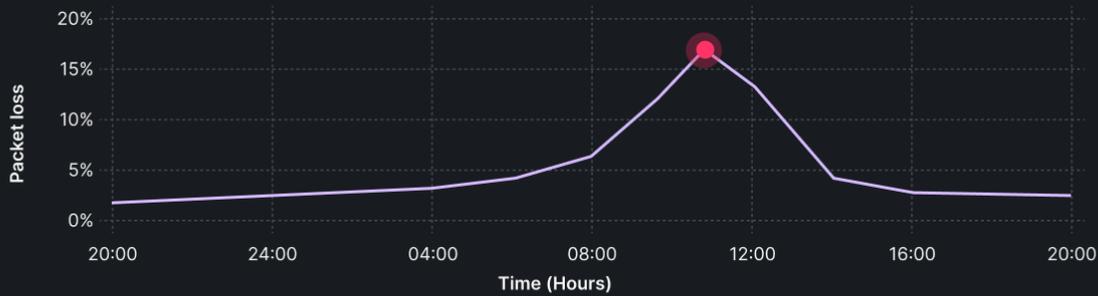
Loss rate

16.4% ↓ 2.3%

WAN interface latency 87ms (baseline <50ms)

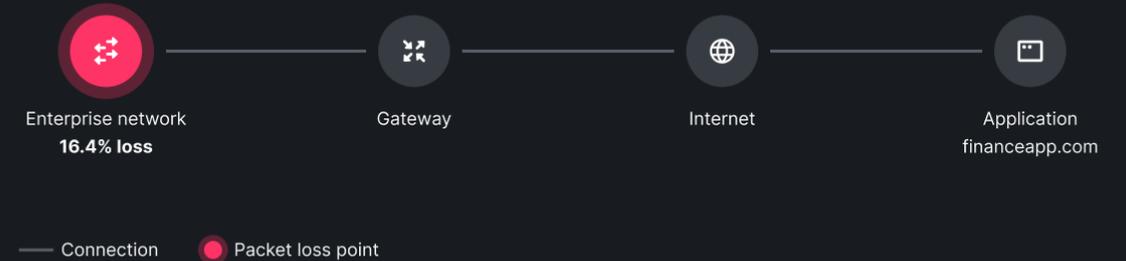
Jitter 15ms (baseline <5ms)

SJ-MX105-01 performance (last 24 hrs) Meraki ...



— Packet loss ● Critical point

Network segment performance analysis ThousandEyes ...



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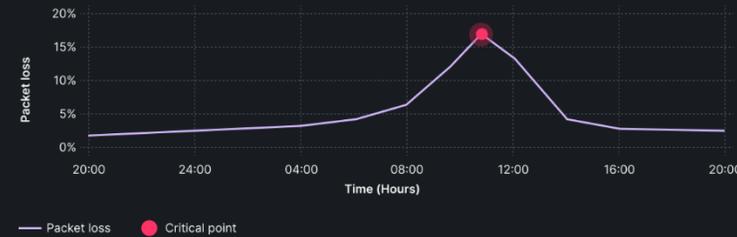
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SJ-MX105-01 performance (last 24 hrs) Meraki



Network segment performance analysis ThousandEyes

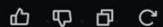


AI Assistant

AI Assistant

Jackie shared this canvas with you. Here is the background:

Ticket #SRTK0023941: San Jose financial app failures. Cisco Meraki dashboard shows MX105 with significant packet loss on WAN1 interface. ThousandEyes Test ID 895623 segment visualization shows packet loss (16.4% total). Financial transactions experiencing frequent failures and timeouts, Maria Chen's email included and she is asking for a status update.



Ask the AI Assistant a question

Assistant can make mistakes. Verify responses.



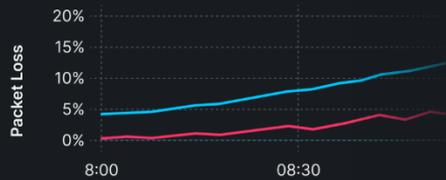
AI Assistant

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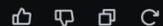
This graph shows a clear link between congestion and application failures. When the interface gets congested, financial app failures spike almost instantly. Right now, critical transactions are competing with non-essential traffic during busy periods. The concurrent scheduling of mandatory security-related software updates could be a significant contributor to these congestion events.

SJ-MX105-01 network congestion statistics vs. EFP application performance

Splunk



Packet loss Transaction failure rate



Ask the AI Assistant a question

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ServiceNow SRTK0023941 ServiceNow ...

Reported by

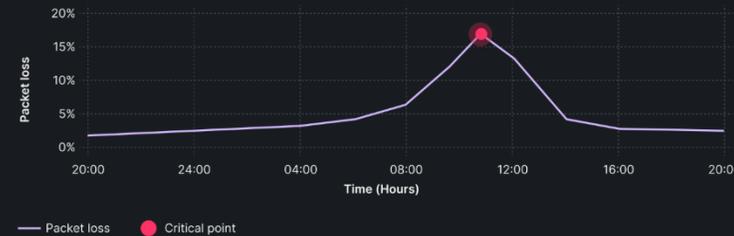
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SJ-MX105-01 performance (last 24 hrs) Meraki ...



Packet loss Critical point

Maria Chen <mchen@company.com>
 To: IT Support <itsupport@company.com>
 Cc: Will Jenkins <wjenkins@company.com>, Jackie Torres <jtorres@company.com>
 Mon 03/24/2025 16:26

URGENT: Status Update Needed on Financial Application Performance Issues

Hello Team,

I'm following up regarding the ongoing performance issues with the Enterprise Financial Platform (EFP) affecting our San Jose branch. This performance degradation is severely impacting our ability to serve customers. We have end-of-month financial processing scheduled for tomorrow, and we need reassurance that this issue will be resolved by then.

Could you please provide an immediate status update on troubleshooting efforts and expected resolution timeframe? If there's a workaround we can implement in the meantime, that would be extremely helpful.

Thank you for your urgent attention to this matter.

Best regards, Maria Chen
 Senior Director, Financial Operations

SJ-MX105-01 WAN interface performance Meraki ...

Loss rate

16.4% ↓ 2.3%

WAN interface latency 87ms (baseline <50ms)

Jitter 15ms (baseline <5ms)

Network segment performance analysis ThousandEyes ...



Invite collaborators ×

Everyone you invite will have edit access.

× Will Jenkins + Cameron Jurgenson

+ Thomas Delancey + Crystal Waterson

Who has access
Only you

⚙️ Generate AI summary

AI Assistant

AI Assistant

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SJ-MX105-01 network congestion statistics vs. EFP application performance

Splunk

Packet Loss

8:00 08:30

Packet loss Transaction failure rate

👍 🗨️ 📄 ↻

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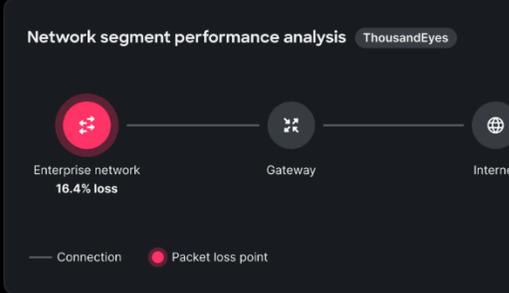
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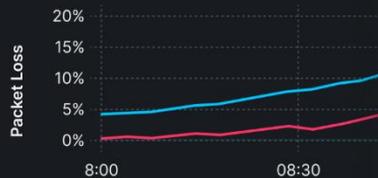
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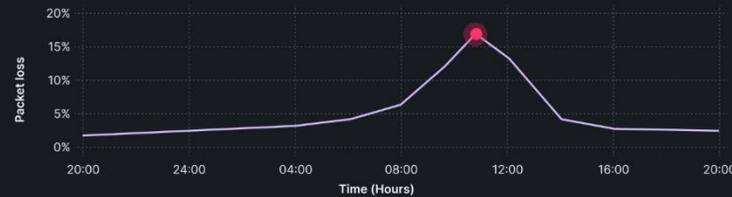
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ServiceNow Ticket SRTK0023941

SJ-MX105-01 performance (last 24 hrs) Meraki



Packet loss Critical point

SJ-MX105-01 WAN interface performance Meraki

Loss rate

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Explain this chart Show full path visualization Expand enterprise network

Network segment performance analysis ThousandEyes



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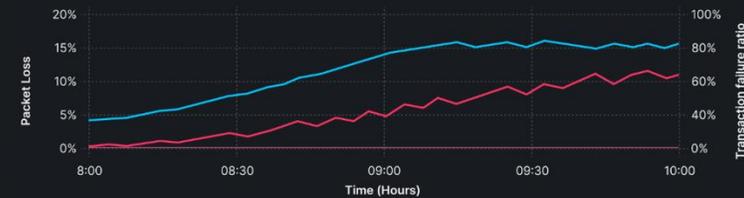
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SJ-MX105-01 network congestion statistics vs. EFP application performance Splunk



Packet loss Transaction failure rate

Chat about Network segment performance analysis

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SJ-MX105-01 WAN interface performance

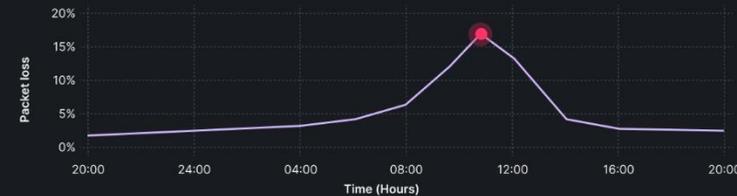
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SJ-MX105-01 performance (last 24 hrs)



— Packet loss ● Critical point

Network path performance analysis



— Connection ● Packet loss point

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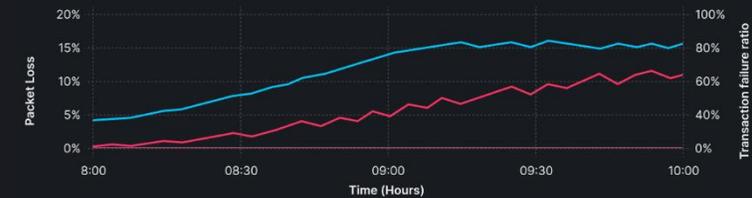
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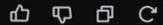
Best regards, Maria Chen
Senior Director, Financial Operations

SJ-MX105-01 network congestion statistics vs. EFP application performance



■ Packet loss ■ Transaction failure rate

AI Assistant



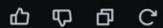
You

Show full path visualization.

AI Assistant

The path view confirms our internal network. This is completely within our control to fix. Here are some solutions you can implement immediately:

1. Configure QoS on the MX105 to prioritize financial traffic
2. Limit non-essential traffic during business hours
3. Add DSCP tags to financial traffic for network-wide priority



You

Implement solution 1 with QoS configuration.

Ask the AI Assistant a question



Assistant can make mistakes. Verify responses.



AI Assistant

You

Implement solution 1 with QoS configuration.

AI Assistant

QoS configured successfully.

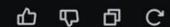
Quality of service configuration

Meraki

QoS policy successfully applied to network. [Revert change](#)

Application / Service	Priority
Financial services (ports 443, 8443)	Highest
Voice and video	High

Would you like me to monitor the impact of the QoS change? I suggest monitoring this for 4 hours. You can also revert this change if needed.



Ask the AI Assistant a question



Assistant can make mistakes. Verify responses.

ServiceNow SRTK0023941

Reported by System Administrator on 03/28/2025 at 09:45 AM PST

Description Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing 3-5 second delays when processing financial transactions in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.

[ServiceNow Ticket SRTK0023941](#)

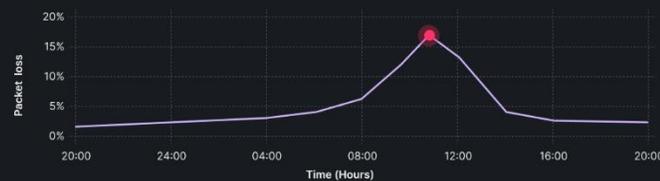
SJ-MX105-01 WAN interface performance

Loss rate

16.4% ↓ 2.3%

WAN interface latency 87ms (baseline <50ms)
Jitter 15ms (baseline <5ms)

SJ-MX105-01 performance (last 24 hrs)



Network path performance analysis



URGENT: Status Update Needed on Financial Application Performance Issues

Hello Team,

I'm following up regarding the ongoing performance issues with the Enterprise Financial Platform (EFP) affecting our San Jose branch. This performance degradation is severely impacting our ability to serve customers. We have end-of-month financial processing scheduled for tomorrow, and we need reassurance that this issue will be resolved by then.

Could you please provide an immediate status update on troubleshooting efforts and expected resolution timeframe? If there's a workaround we can implement in the meantime, that would be extremely helpful.

Thank you for your urgent attention to this matter.

Best regards, Maria Chen
Senior Director, Financial Operations

SJ-MX105-01 network congestion statistics vs. EFP application performance



Quality of service configuration

QoS policy successfully applied to network. [Revert change](#)

Application / Service	Priority	Bandwidth allocation	Status
Financial services (ports 443, 8443)	Highest	20%	Active
Voice and video	High	15%	Active



How Cisco can help

Our products and solutions

Digital resilience



Assurance

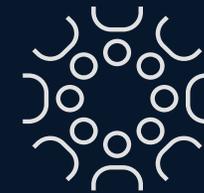
- ThousandEyes

Observability

- Splunk Observability Cloud
- IT Service Intelligence
- AppDynamics

Security

- XDR
- Splunk Enterprise Security
- Splunk SOAR
- Splunk Asset & Risk Intelligence
- Splunk Attack Analyzer





CISCO

Integrations to protect your entire digital footprint

Threat intelligence

Enhance defense against known and unknown threats

*Splunk +
Cisco Talos*

Security alerts and context

Accelerate detection, investigation, and response

*Splunk + Cisco
Security Cloud App*

Secure AI
