

aws marketplace

ThousandEyes

Reviews, tips, and advice from real users



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Product Recap



ThousandEyes

ThousandEyes Recap

ThousandEyes offers cutting-edge monitoring capabilities with advanced features such as end-to-end network monitoring, real-time alerts, and application insights. It supports integration with Cisco products and provides visibility into network paths, helping businesses maintain superior network performance.

ThousandEyes is renowned for its ability to diagnose network issues by offering comprehensive network path visualization and detailed analytics. Its ability to detect packet loss and monitor ISPs ensures robust network security. The integration capabilities, particularly with Cisco platforms, make it versatile for businesses requiring customizable dashboards. Users benefit from ease of use and real-time alert systems, though improvements in guest portal usability, packet analysis, and integration with Cisco platforms are needed. Enhancements in automation, knowledge resources, and application-level features could benefit users, alongside better network device monitoring through SNMP and improved path visualization. Additionally, better incident management and alert detection systems are anticipated.

What are the key features of ThousandEyes?

- **End-to-End Monitoring:** Provides comprehensive insights across networks, applications, and users.
- **Real-Time Alerts:** Sends immediate alerts for network disturbances or performance issues.
- **Network Path Visualization:** Offers detailed views of network paths for easy diagnostics.
- **Application Insights:** Delivers in-depth analytics on application performance.

What benefits or ROI can users expect from ThousandEyes?

- **Time Savings:** Reduces diagnosis and troubleshooting time with advanced analytics.
- **Improved User Experience:** Enhances network reliability, leading to better user satisfaction.
- **Increased Employee Satisfaction:** Streamlines network operations, boosting employee efficiency.
- **Prevention of Downtime:** Identifies potential issues early to avoid service interruptions.

Businesses across sectors leverage ThousandEyes for seamless network monitoring and diagnostics. It is invaluable for ensuring connectivity across LANs, Wi-Fi, internet, and SaaS applications. ThousandEyes provides critical insights into internet and ISP performance, significantly benefiting industries reliant on robust digital infrastructure.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The return on investment is immediate, delivering a 40% to 60% reduction in MTTR by eliminating multi-team war rooms and saving hundreds of engineering hours annually through instant ISP path proof, directly protecting business productivity and SaaS SLA accountability.”



Siddumanisria Mindi

Network engineer at a tech vendor with 10,001+ employees

- ✓ “Another best part is that it gives us where the loss is coming from.”



AsifKhan 1

Senior Network Engineer at a tech vendor with 10,001+ employees

- ✓ “ThousandEyes has provided my organization with invaluable network visibility and insights and incredible ease of use.”



Shreyans Parekh

Vice President, Finance and Operations at Fruitist



“My favorite feature is that we were able to see everything on a map.”



SanjeevKumar28

Senior Security Consultant at a tech vendor with 10,001+ employees



“ThousandEyes actually advanced the troubleshooting part and the monitoring of the devices, or I would say the management of the devices with monitoring and to identify the root cause.”



AshwaniBansal

Deputy Manager, Insurance Distribution Department at a tech vendor with 10,001+ employees



“With ThousandEyes, we have reduced the time of investigation for any application issue at the network level, which helps us to focus on the genuine issues rather than simply sitting and troubleshooting network issues that are not actually network issues, and we have reduced almost 76% of the incident count for issues that are not network issues but were application-based issues.”



Roopadharshini Vk

Global Product Monitoring Network Services Owner at a pharma/biotech company with 10,001+ employees



“ThousandEyes offers the best features including global internet and cloud visibility from distributed vantage points, application and network performance monitoring, real-time outage detection and incident alerts, end-to-end path visualization for rapid troubleshooting, proactive issue demarcation, and historical data.”



Pepaja Morris

Project Manager at Procter & Gamble

What users had to say about valuable features:

“My favorite feature is that we were able to see everything on a map. It shows how the connection is going from one device to another device and we can see where the issue is happening. It is easy to find the point where an error is occurring or something is down. We can easily map it out, which is why we were using it..”

SanjeevKumar28

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Senior Security Consultant at a tech vendor with 10,001+ employees

“The best thing that I feel is that it holds the data. The purpose that we are using includes monitoring the underlay and monitoring the internet path. When we have an issue, by the time we get the notification and join the audio call, we realize that the issue is gone and we are clueless about what exactly happened. With ThousandEyes, we can go back in the history and see what exactly happened during that time. We can see the data for up to 90 days. In the normal dashboard, we can see data for 14 to 30 days, but if we do some additional things, we can see the data for 90 days.

“Another best part is that it gives us where the loss is coming from. If we do a normal ICMP test, we can see from which node the drop is coming from or which node is spiking the latencies. If we do an HTTP server test, we can see the entire waterfall flow. We can see which object is taking how much time, which object is taking how long to load, and all those DOM and content delivery things. Everything we can see. It's actually amazing..”

AsifKhan 1

[Read full review](#) 

Senior Network Engineer at a tech vendor with 10,001+ employees

“The best features ThousandEyes offers include network performance monitoring, along with APM and server performance infrastructure monitoring, with network performance monitoring being its main area.

Out of those features, the network performance monitor that allows me to see real-time network usage performance across the stack stands out as the most valuable to me, and it is a very advanced feature that ThousandEyes has.

ThousandEyes has positively impacted my organization in terms of network monitoring, network performance monitoring, identifying network graphs and latencies, and monitoring network product availability, which has been very beneficial to our company and projects.

Specific outcomes show that ThousandEyes improved MTTR by 70% and achieved the SLIs and SLAs set by our customers, leading to very positive feedback regarding MTTR, downtime, and high availability of network devices..”

Nagarjuna Diguva

Observability Consultant at a computer software company with 11-50 employees

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“The best feature that ThousandEyes offers is primarily the dashboard setup, which I can see live during work. Since I am also involved in the implementation part, that is quite useful, allowing everything to be GUI-based, which means I do not need to learn any commands, although finding certain commands can be done if needed. Regarding the integration with various tools, that is also feasible.

“Regarding the dashboard, all the major key metrics I need to monitor are visible on our live dashboard, and the setup of the dashboard is quite easy. Even someone who is a beginner to ThousandEyes can build that dashboard according to their needs after some training sessions. Regarding integration, if I need to integrate with external tools such as Grafana or a ticketing tool such as Jira or ServiceNow, it can be done easily within three to four steps with webhooks. Another tool that is useful is Enterprise Insights, which helps me know if there is any outage in any part of the world affecting our services. That is also one of the proactive things I can do in ThousandEyes..”

Saif Ansari

Senior Network Engineer at a tech vendor with 1,001-5,000 employees

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“The best features offered by ThousandEyes that we are using in our GSK platform are Path Visualization, Network Performance Monitoring, and Internet Insights. No other platform provides Internet Insights. This is where we always lag with other monitoring platforms, but ThousandEyes provides Internet Insights, Enterprise Agents, and BGP visibility. These are the areas where we are majorly focusing and using ThousandEyes. There is also SaaS application monitoring so that we can correlate the application experience with the network behavior. Most of the time, we don't know whether the issue is happening at the application end or at the network level. ThousandEyes helps us to provide the correlation. When we have the correlation between the application and the WAN part through the SaaS platform, this helps us to understand exactly where the problem is occurring, whether at the network level or at the application level. ThousandEyes analyzes Cisco SD-WAN telemetry and provides path recommendations. As mentioned previously with the use case, ThousandEyes helps us by recommending the path and which path is clear without any issues and which path can be used when we encounter any issue in the routing path or the current path.

“Internet Insights uses collective intelligence to identify internet, network, and application outages and provides visibility into the impact involving providers and SaaS applications. When I say Internet Insights, today, once we exit the egress path, we will not have visibility. Outside our network, we will not have any visibility to troubleshoot. Internet Insights through ThousandEyes gives us, with the border patterns, geographical providers, domain servers, and network interfaces, a way to understand exactly what is happening on the internet. Today, we don't have visibility at the internet level, so that is where ThousandEyes helps us to track that as well.

“ThousandEyes detects the degradation, identifies the affected path, SREs localize the domains, and correct the path. The team provides the engagement. These are some of the things we are utilizing ThousandEyes for..”

Roopadharshini Vk

Global Product Monitoring Network Services Owner at a pharma/biotech company with 10,001+ employees

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“The best features that define ThousandEyes' value include end-to-end path visualization and Internet Insights as macro outage detection. It matters because it automatically detects macro outages across major ISPs. ShareLinks generate live or read-only URL snapshots of active or historical test results. ShareLinks are used primarily for my field as a network engineer, used for BGP or route visualization and multi-layer agent deployment fleet. WAN or Cloud Insights is another valuable feature. AI operations and assistant integrations complete the set of features we consider most valuable.

“As the network engineer and operations team, the primary benefit of ShareLinks is transforming vendor escalations and cross-team collaboration from a time-consuming back and forth into an efficient, data-driven process, which eliminates vendor blame games and scripted triage. A ShareLink provides a live, interactive 3D map of the network path and the exact moment that incident occurred, where third-party engineers can drag or zoom and inspect specific router interfaces or latency spikes and packet loss metrics directly. This cuts the mean time to resolution. As a network engineer, I bypass Tier 1 and Tier 2 helpdesk triage by attaching a ShareLink to vendor tickets, demonstrating proof of where the traffic is dropping within the vendor backbone or peering point.

“Cisco has embedded AI capabilities and integrations into ThousandEyes to automate root cause analysis and reduce manual diagnostic efforts. The AI algorithms automatically synthesize complex data across Layer 3 to Layer 7 and generate a human-readable executive summary. For example, latency increases by 180 ms due to packet loss at an upstream Cogent peering interface in Frankfurt. This enables Tier 1 NOC staff to triage issues without immediately escalating to Tier 3 network architects.

“Highlighting these advanced or high-value capabilities of ThousandEyes will set our review apart. Advanced capabilities include adaptive alert detection, noise reduction, multi-step API synthetic testing, open telemetry integrations, open observability, edge-embedded deployments, and Cisco Assurance in genetic ops..”

Siddumanisria Mindi

Network engineer at a tech vendor with 10,001+ employees

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Other Solutions Considered

“I evaluated multiple other options before choosing ThousandEyes, but I cannot mention specific names, and ultimately, ThousandEyes was the one I picked..”

Abdalraheem Asha

Senior cloud engineering lead and IT project owner at KDD

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“I haven't used any alternatives to ThousandEyes, so this is something different. This is not a traditional monitoring tool. In traditional monitoring tools, we work with SNMP and just do the ping-pong and nothing else. This one is different. It's not traditional. I haven't come across any other similar tools that have this number of flexibility and this number of options..”

AsifKhan 1

Senior Network Engineer at a tech vendor with 10,001+ employees

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“Previously, we used Splunk Observability Cloud, but the team observed it lacked network performance monitoring, leading us to choose ThousandEyes for its capabilities in this area..”

Nagarjuna Diguva

[Read full review](#) 

Observability Consultant at a computer software company with 11-50 employees

“Before choosing ThousandEyes, we evaluated many tools such as Dynatrace and DataDog, but I heard from my management that those are very costly, which is why we opted for ThousandEyes since we were already using the Cisco product, Splunk Observability Cloud..”

Nagarjuna Diguva

[Read full review](#) 

Observability Consultant at a computer software company with 11-50 employees

“I have not used alternatives, but I have used Splunk to monitor our devices via SNMP and Syslog. I have also used one more product, an open-source tool called Zabbix.

Zabbix has more templates and better documentation. They keep updating it, and I see a lot of updates coming for Zabbix on a daily basis. It is open-source, not a Cisco product or some big company product. I would say it provides a lot of features. Zabbix does have some issues, but I don't think we can compare them directly. It is also a good tool..”

SanjeevKumar28

Senior Security Consultant at a tech vendor with 10,001+ employees

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“Before ThousandEyes, we worked on some other solutions including Riverbed and Ipanema Infovista at that time, and those were more on hardware-based and they were not providing that kind of capability in terms of the application because we used Riverbed before 2021. Then we switched over from those products to ThousandEyes or LiveNX or that kind of products, because of the capabilities that ThousandEyes and other products provide in terms of cloud-based solutions and SASE part of these solutions. Additionally, they are providing much more visibility in terms of the network and end-to-end visibility..”

AshwaniBansal

Deputy Manager, Insurance Distribution Department at a tech vendor with 10,001+ employees

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ROI

Real user quotes about their ROI:

“I can affirm that we have seen a return on investment, both in terms of money saved and time saved. We can also observe that the MTTR to resolve specific issues has decreased..”

Saif Ansari

Senior Network Engineer at a tech vendor with 1,001-5,000 employees

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“I have seen a return on investment by reducing troubleshooting time and having lesser user mapping error issues, in addition to engineering time saved through better observability and reduced organizational MTTR..”

Pepaja Morris

Project Manager at Procter & Gamble

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“There has been a great ROI from using ThousandEyes, with significant time saved in troubleshooting as I can quickly pinpoint issues rather than spending time isolating them, alongside enhancing customer feedback and experience..”

Abdalraheem Asha

Senior cloud engineering lead and IT project owner at KDD

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“The return on investment is immediate, delivering a 40% to 60% reduction in MTTR by eliminating multi-team war rooms and saving hundreds of engineering hours annually through instant ISP path proof, directly protecting business productivity and SaaS SLA accountability..”

Siddumanisria Mindi

Network engineer at a tech vendor with 10,001+ employees

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“We achieve a very good return on investment by fixing problems quickly, thus preventing users and the business from losing time and money due to poor performance or downtime. For an engineer, the tool speeds up problem identification significantly and improves overall network performance..”

Edmar Silva

Engineer at AGCO Corporation

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“I am not the right person to answer this question because I am a consultant. As a consultant, I usually am on the customer's run side, so the impact should be there. A positive impact should be there in terms of the customers in that they are very happy when they are using ThousandEyes right now, and earlier, they had multiple issues with the teams. That is the part where we can say that ThousandEyes is working effectively.

“In terms of ROI, I am not aware of that because I have not calculated that right now, so it is quite difficult for me to say anything on that part. The time and employee part is very good and is up to the mark..”

AshwaniBansal

Deputy Manager, Insurance Distribution Department at a tech vendor with 10,001+ employees

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Use Case

“We were using ThousandEyes to monitor our Cisco SD-WAN and some Juniper switches and SBCs and our whole network infrastructure. We installed ThousandEyes agents on our multiple devices to monitor their activities. We were also using it for DNS servers..”

SanjeevKumar28

Senior Security Consultant at a tech vendor with 10,001+ employees

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“My main use case for ThousandEyes is to monitor network performance like network input/output rates and network latencies, and it is primarily for network monitoring.

For example, I monitor network latencies, network packet usage, identify network connectivity related issues, and check the availability of network devices such as routers and switches using ThousandEyes..”

Nagarjuna Diguva

Observability Consultant at a computer software company with 11-50 employees

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“We started using ThousandEyes after we moved to SD-WAN. Because we started using DIA circuits, which are not like MPLS ones, the DIA circuit was having so many issues, so we obtained this tool. We started monitoring the underlays first, from our site to our data center, from our sites to any destination. If any client or user is having an issue with some specific destinations, we monitor that. We use the Endpoint Agents for troubleshooting purposes.

“We are using two different use cases. One is a standard test that we are running from all our sites as part of our standard protocol. Every site has those tests. The other part is on demand. Whenever we feel that something needs some more deep troubleshooting, we bring up that test for that troubleshooting purpose only. Apart from this, we are using the underlay for SaaS applications, DNS services, and DNS tests. We are using all parts of the Enterprise Agent and Endpoint Agents..”

AsifKhan 1

[Read full review](#) 

Senior Network Engineer at a tech vendor with 10,001+ employees

“My main use case for ThousandEyes has been for two major tasks. Previously, while I was working at HCL Tech, I used ThousandEyes to monitor the enterprise network, focusing on latency and availability for various IP addresses and domains. Currently at Sohoh, I am monitoring external connectivity towards the customer API using ThousandEyes.

“My current example of how I use ThousandEyes for monitoring activity towards the customer API involves monitoring the SSL certificate of the particular APIs and the URL. We recently had an issue with the SSL certificate of one of the APIs that had expired, preventing the customer from gaining access to its services. When we checked in ThousandEyes, we received notification seven days prior to its expiration to check that certificate, which is one of the useful things we have implemented in ThousandEyes. Before using it, we did not receive such proactive reports.

“I am using ThousandEyes for various purposes, including monitoring test types such as HTTPS, agent-to-server tests, HTTPS servers, and SSL certificate monitoring. I use it to monitor the customer APIs to ensure that the customer is successfully able to connect with our APIs. Monitoring external connectivity through ThousandEyes is how it is useful to us as a monitoring tool..”

Saif Ansari

Senior Network Engineer at a tech vendor with 1,001-5,000 employees

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“ThousandEyes is utilized primarily for WAN observability, where we monitor the WAN circuit hop-by-hop from end-to-end to gain end-to-end visibility for application monitoring of Microsoft Teams, voice, and other critical applications in our organization. Whenever we experience any kind of alerts for these applications, we immediately investigate through ThousandEyes. ThousandEyes has a capability to integrate with the ServiceNow tool, where we receive notifications and alert integration, which provides us advanced notification and helps our engineers navigate the problem and identify exactly where it is occurring in the routing path.

“Recently, we experienced one of our users having slowness while accessing their Teams calls. When we took the individual user's account details and diagnosed those reports in ThousandEyes with the username and the location, within a second, we were able to see exactly where the high latency and packet loss was happening. Due to this, the user was experiencing slowness while accessing their application. This helped us to immediately switch the route path from the primary to the redundant secondary link, which reduced the high latency and packet loss and also mitigated the problem.

“Since we are using ThousandEyes at an enterprise level, this agent helps us to understand the latency, jitter, and intermittent performance of the applications and compare between the hops how exactly this latency, packet loss, or jitter is occurring. It helps us to rectify instantly where the abnormal path is and which path has no issues. If you have redundancy in place, that will work..”

Roopadharshini Vk

Global Product Monitoring Network Services Owner at a pharma/biotech company with 10,001+ employees

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“Our main use case for ThousandEyes is monitoring external applications like Microsoft 365, Salesforce, ServiceNow, or multi-cloud infrastructure. Our primary use case is gaining visibility into SaaS applications and public cloud connections that run over network infrastructure we don't own. Before ThousandEyes, when a SaaS application slowed down, we couldn't tell if the problem was our local network, the ISP, or the application provider. ThousandEyes gives us a hop-by-hop path visualization, so we immediately isolate fault domains and share evidence directly with third-party vendors to resolve issues.

“We had a Monday morning where hundreds of remote users reported that Microsoft 365 or Teams was lagging with dropping calls. Historically, our IT helpdesk would have wasted hours checking local Wi-Fi, restarting firewalls, or opening tickets with our internal ISP. Using our path visualization view, we quickly noticed that our internal network and local ISP hops were completely clean. However, a fourth hop deep into a major transit provider's peering, latency spiked from 15 ms to 280 ms with 25% packet loss. The outcome was that instead of guessing, we generated a live URL with a path trace and sent it directly to the Tier 3 team. The transit provider acknowledged a routing loop on their end and fixed it within 45 minutes. This saved our infrastructure team at least three to four hours of useless internal troubleshooting.

“What makes it unique about how our team leverages ThousandEyes is that instead of just testing a specific endpoint, ThousandEyes aggregates anonymous test data from thousands of agents globally across ISPs, SaaS providers, and cloud data infrastructure. ThousandEyes offers Internet Insights, which acts as a weather radar of the public internet before our own helpdesk even receives a ticket. We can see if a massive outage is sweeping through AWS East or Cloudflare or a regional Tier 1 ISP. We don't have to waste time running local diagnosis because collective intelligence immediately shows us macro-level internet outages..”

Siddumanisria Mindi

Network engineer at a tech vendor with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I have not experienced any issues with the hybrid cloud deployment. It was a very flawless deployment we experienced because Cisco expertise came and helped us complete the deployment..”

Roopadharshini Vk

[Read full review](#) 

Global Product Monitoring Network Services Owner at a pharma/biotech company with 10,001+ employees

“The initial deployment of ThousandEyes is very easy for me. There is no rocket science that we need to understand. The GUI of this tool is very friendly. The installation and implementation processes are very friendly as well..”

AsifKhan 1

[Read full review](#) 

Senior Network Engineer at a tech vendor with 10,001+ employees

“Currently I am not actually dealing with licensing and something similar because that was done by the presales team, but whenever I raise the queries with the team, I got the response from them, and that is good..”

AshwaniBansal

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Deputy Manager, Insurance Distribution Department at a tech vendor with 10,001+ employees

“My experience with deploying ThousandEyes involved learning how to set up the tests. When I am setting up tests, I have a certain amount of credits allocated for each test, and it is difficult to see how many tests I can set up at one time before exhausting the credits, making it a trial-and-error process..”

Brian Farris

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Network Engineer Iii at a healthcare company with 5,001-10,000 employees

“Deploying agents across a hybrid multi-cloud environment is fast and straightforward. However, the unit consumption pricing model can be complex to forecast and requires careful ongoing management. This makes procurement most efficient when blended into a Cisco Enterprise Agreement or leveraged through an AWS Marketplace cloud commit..”

Siddumanisria Mindi

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Network engineer at a tech vendor with 10,001+ employees

“The initial deployment was not that hard. It was a cloud-based solution, so only the agent installation was required. It was easy. However, if some product is not supported or if there is no documentation, we need to find a lot of workarounds. When we were trying to integrate some Cisco switches with SNMP, there were a lot of problems and we were not able to figure it out. We reached out to Cisco technical support and they helped us, but it took a lot of time, like two weeks to integrate one switch for our testing. I would say it was not a good experience for our whole team..”

SanjeevKumar28

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Senior Security Consultant at a tech vendor with 10,001+ employees

Customer Service and Support

“Customer support is very prompt, offering on-demand services and support with separate teams for high-level guidance and break-fix issues, and we are satisfied with the support provided..”

Nagarjuna Diguva

Observability Consultant at a computer software company with 11-50 employees

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“Customer support from ThousandEyes was good. Whenever I raise the queries, I got the prompt answer on that as well as the solution that we needed. I received that kind of support from ThousandEyes..”

AshwaniBansal

Deputy Manager, Insurance Distribution Department at a tech vendor with 10,001+ employees

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“I would rate customer service and technical support as excellent based on my experience. I would give it a rating of 10 because whenever we have any issues, we can typically reach someone who has the knowledge to help us..”

Brian Farris

Network Engineer Iii at a healthcare company with 5,001-10,000 employees

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“The customer support is quite impressive. I usually receive replies within one business day for non-critical issues and within one hour for critical matters, which is commendable.

“I would rate the customer support between seven to eight on a scale of ten..”

Saif Ansari

[Read full review](#) 

Senior Network Engineer at a tech vendor with 1,001-5,000 employees

“If I have to contact technical support, I think the speed and the quality of the support is very good. A while ago, I raised a concern with the TAC team, and I see there is a response from them within 15 minutes. I didn't see the response immediately, but I did receive an email that the case has been updated and is ready for my view. It's fast and on point. If I were to put the support on a scale from 1 to 10, with 10 being the highest, I would give a nine..”

AsifKhan 1

[Read full review](#) 

Senior Network Engineer at a tech vendor with 10,001+ employees

“ThousandEyes technical support is slow until you mark the issue as a P1 or P2. They have categories for issues, and if you don't mark it as higher priority, they will not reply as soon as possible. They will take two or three days to respond.

We need to clarify the severity of the ticket. If it is a P1, then they will respond faster. Otherwise, they will send us the documentation link and tell us to review the documentation. After four or five days of continued messaging, they will set up a call and send an analyst or support engineer, but they will also not be able to help us the first time. Then they will call our senior in another call and maybe then the issue will be resolved. It is slow. I would rate their support a six out of ten..”

SanjeevKumar28

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Senior Security Consultant at a tech vendor with 10,001+ employees

Other Advice

“I would advise others looking into using ThousandEyes to consider it one of the best tools for monitoring their network infrastructure. I would rate this product nine out of ten..”

Saif Ansari

Senior Network Engineer at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“If I were giving advice to another NetOps team evaluating ThousandEyes, my main recommendation would be to focus on governance and operational workflows from day one. I would rate this review as a 9..”

Siddumanisria Mindi

Network engineer at a tech vendor with 10,001+ employees

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“ThousandEyes does require maintenance on my end, such as upgrading. Currently, the version that is being used is going to be EOL by November. We need to upgrade and do some manual work on any agents that we have on SD-WAN and on our Catalyst switches because it is EOL. Otherwise, it upgrades itself without any intervention. Pricing is not in my view because it is being managed by the leadership team, so I am not sure what exactly and how exactly they are purchasing from Cisco. All I am doing is handling the tool. My overall review rating for ThousandEyes is 10 out of 10..”

AsifKhan 1

Senior Network Engineer at a tech vendor with 10,001+ employees

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“I don't think there was scheduled maintenance. However, sometimes the connection used to go out, but that was kind of an internal network issue, not a ThousandEyes-related issue.

Regarding ThousandEyes pricing, I don't know about the specific costs because my management was dealing with that. They did not tell me the pricing details. However, I think they did not buy the license later. They used it for one year and then canceled it.

My overall rating for this product is seven out of ten..”

SanjeevKumar28

Senior Security Consultant at a tech vendor with 10,001+ employees

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“ThousandEyes has reduced our troubleshooting time for our organization. This

platform is very useful from the telemetric information for the WAN perspective and observability information. The primary opportunities for improvement are AI integration, as governance and security should be the primary focus when integrating AI capabilities, which we are missing today in the AI world. Everybody is talking about the data, but nobody is worried about data security.

“Through SLA and SLO metrics, I assess the operational efficiency of Cisco in my IT environment.

“This is a very good platform for monitoring purposes. If you are looking for a platform to have more telemetric information from the WAN perspective and from the application level, I always recommend ThousandEyes. I would rate this product an 8 out of 10..”

Roopadharshini Vk

Global Product Monitoring Network Services Owner at a pharma/biotech company with 10,001+ employees

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“My advice for others considering ThousandEyes is that if their goal is to monitor network performance, they should definitely consider ThousandEyes.

On a scale of one to 10, I would rate ThousandEyes a six. I chose a six out of 10 because it lacks monitoring features for application performance and database monitoring, especially end-user experience; it excels mainly in network performance monitoring and network device monitoring.

In a hybrid and distributed enterprise network, the specific challenges we face include a lack of performance identification related to network performance, especially in APM trace, when connecting APIs from public cloud to legacy systems.

I assess Cisco's operational efficiency in my IT environment as very useful in day-to-day operations, utilizing proactive monitoring and third-party tool integration

to reduce MTTR, such as with [ServiceNow](#).

Cisco optimizes the experience in a hybrid or distributed setup by utilizing agents for distributed tracing, which collect data and send it to ThousandEyes for tracking.

I have observed a lack of end-to-end visibility in Cisco tools, as Cisco offers multiple tools for various observability needs, but there is not a single tool for end-to-end tracing.

The troubleshooting capabilities are strong, but they come from an individual tool perspective rather than a unified platform perspective.

Before concluding, I want to summarize that ThousandEyes excels in network performance monitoring but lacks functionalities in application performance monitoring and digital experience monitoring. I strongly suggest that the ThousandEyes team should focus on improving these areas to enhance the tool's capabilities. My overall rating for ThousandEyes is six out of ten..”

Nagarjuna Diguva

Observability Consultant at a computer software company with 11-50 employees

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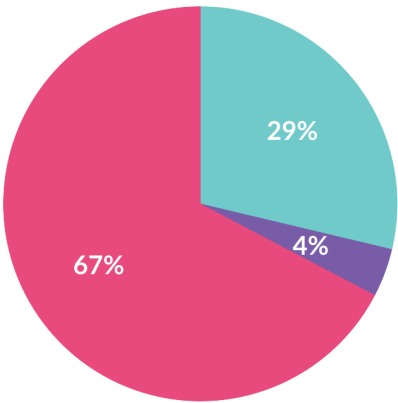
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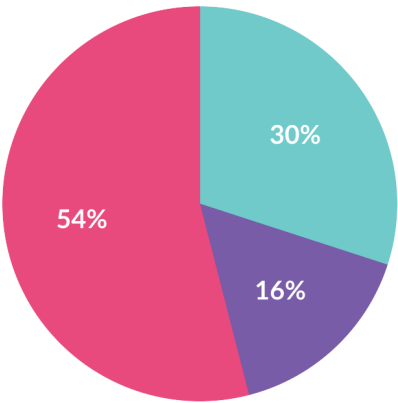


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

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- Company size
- Which solutions you're already considering

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