The Hybrid Worker in the New Enterprise Reality

A Pivotal Year

When looking back at 2020, enterprises of all sizes will surely view it as a pivotal year. Not solely because of the COVID-19 pandemic, but because IT, operations, and networking teams went through a truly tumultuous and challenging year. Businesses directed employees to work from home, executive decision-makers demanded immediate software and infrastructure changes, and technology professionals at numerous organizations delivered enterprise-wide transformation at record speed to ensure business continuity for their staff and customers.

Many elements of this transformation had already begun before now. The pandemic simply poured high-octane fuel on the fire, leaving IT, OT, and network staff in a mad scramble to keep up with the new demands of the new reality. Few had visibility into, or even control over, their own networks. And IT organizations suddenly had to plan for an altered future in which the cloud, SaaS, collaboration, video, and reliable connectivity would deliver the balance and continuity required to support their workforce. At a time when employee digital experiences

Ready or not, this is the New Enterprise Reality.

were never more central to company success, the reality was that these experiences had never before relied on so many application and infrastructure providers beyond the IT team's control. Yet, without the right visibility of end-to-end service delivery for their employees, they still needed a way to stay in command.

With so many third party services contributing to the hybrid worker user experience including ISPs, Internet resources such as DNS, VPNs and secure web gateways, as well as IaaS

Enterprise networks and the IT landscape continue to rapidly change. Enterprises are increasingly migrating their applications to cloud and SaaS environments, and with the new hybrid workforce it now means both their users and the applications they rely on can be invisible to IT. What's more, traditional monitoring stacks were built on the assumption that IT owns either the infrastructure or the application, neither of which are necessarily the case today.

and SaaS providers etc., remote workers can find themselves plagued by inconsistent performance, with their IT support teams blind to where their issues might be. Solving this problem requires visibility into all service delivery resources end-to-end to ensure they're working together to provide a seamless digital experience for hybrid workers. This may seem like a daunting task but this is what ThousandEyes does today!

Years before the first shelter-in-place orders were issued, ThousandEyes had been planning for a digitally connected New Enterprise Reality. Using ThousandEyes, businesses are now empowered to move forward with the visibility required to measure, plan, and implement their new, digital transformational projects. And while they may no longer own the applications and infrastructure that customers and employees routinely access, these organizations must still own their users' experiences.

The New Enterprise Reality embraces innovation. Enterprise organizations must now architect their network to accommodate the next era of human and computer interactions. It will be an era in which your workers and applications can be anywhere, and your network will be more dynamic. It will also be an era in which the strength of your relationships with customers and employees will be defined by the quality of digital experiences you deliver. And it will be an era in which the cloud works for you.

Traditional network monitoring based on techniques such as packet capture or NetFlow cannot provide any external resource visibility. This is absolutely critical to understanding where there may be issues in the cloud-first environment where the New Enterprise Reality is thriving. Innovation starts with observability of "infrastructure components," both hardware and software, that are not always part of the traditional enterprise network. This is accomplished by using ThousandEyes to take an external, global network view that encompasses the entire end-to-end path of a hybrid worker environment using precisely deployed software agents that collect and aggregate visibility metrics.

ThousandEyes uniquely offers an unmatched set of cloud and enterprise-based vantage points across the globe to meet the full spectrum of planning and operational visibility needs for empowering the hybrid worker's employee digital experience.

ThousandEyes End User Monitoring

ThousandEyes End User Monitoring delivers both on-demand and real-time visibility into each employee's experience of SaaS as well as cloud or Internally-hosted applications, including underlying wireless LAN, WAN, Internet connectivity and system health. This empowers your network and IT teams to quickly troubleshoot performance issues related to WiFi, bandwidth capacity, ISP routing, VPN gateways, SaaS availability and other sources, while measuring web page load times and other key performance indicators.

ThousandEyes Cloud and Internet Visibility

ThousandEyes Cloud Agents are pre-deployed by ThousandEyes around the world—in 200 cities in 58 countries, as well as almost 100 cloud regions—connected to Tier 1, 2, and 3 ISPs, broadband service providers, and regional data centers of major IaaS/PaaS cloud providers. This deployment continues to grow as enterprise digital transformation accelerates worldwide.

Cloud Agents deliver an external vantage point as an on-demand service from key locations around the world, enabling IT teams to proactively test key resources for their hybrid workforce, for example, the availability and performance of crucial productivity suites such as Microsoft 365, employee single sign-on pages, or team collaboration applications, such as Cisco Webex. ThousandEyes Cloud Agents deliver a constant company wide view

of the performance of key resources your teams rely on, to complement the user level visibility delivered through the Endpoint Agent.

## Global Internet Event Monitoring

ThousandEyes leverages its global collective view of service delivery paths across the Internet to provide a macro view of network outages, called Internet Insights. ThousandEyes agents located across the Internet perform billions of measurements each day, yielding a massive data set that includes network interface-level information on when and where traffic flows are disrupted.

Internet Insights enables operations teams to leverage anonymized Internet telemetry data—rather than public rumor—to rapidly identify, escalate, and remediate issues, as well as communicate more effectively with their remote workers. By visualizing and correlating outages to user experience and other signals, enterprises can dramatically reduce the mean time to identify (MTTI) from hours to minutes, and quickly answer the key question "is it just our employees who are affected?"

The Power of Collective Agent Visibility

In combination, this range of vantage points and breadth of data offer enterprises the fastest and most direct way to proactively ensure that their hybrid workers are highly productive as part

of the New Enterprise Reality. From efficiently meeting project deadlines, eliminating support costs through lower MTTR and MTTI metrics, to better customer satisfaction, Enterprises can ensure that hybrid workers are fully enabled with all the resources they need, no matter where they are or what services they access.
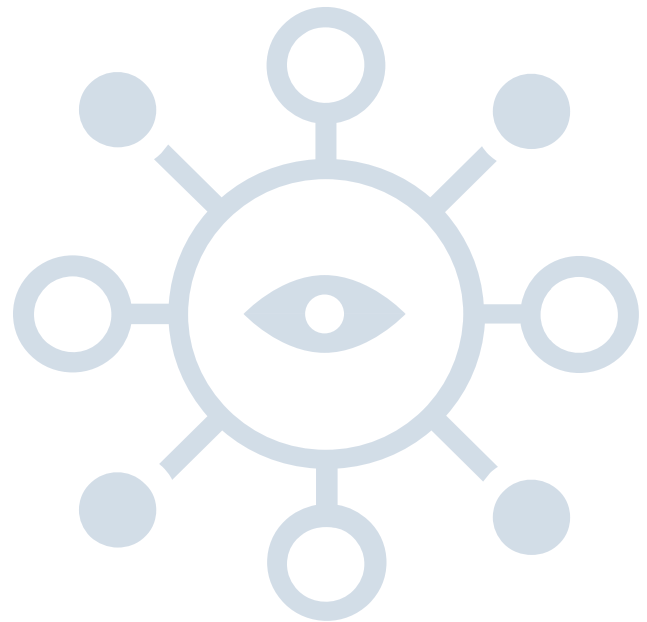
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