Cisco Crosswork Assurance

AI-powered service assurance

Network complexity, fragmented tools, and a lack of end-to-end visibility make it challenging for organizations to deliver superior quality of experience and meet robust Service-Level Agreements (SLAs).

Cisco® Crosswork Assurance delivers proactive service assurance, enabling efficient troubleshooting and SLA-backed services for an exceptional user experience. This powerful solution helps organizations lower operational costs while enhancing service quality.

Assurance Sensors provide continuous, real-time visibility into end-to-end network and service quality, along with precise per-segment visibility. With microsecond precision and millisecond sampling, assurance sensors gather the high-quality performance data and insights essential for automating assurance processes. Granular performance metrics can be correlated with infrastructure telemetry and third-party data and presented in a single, unified view for streamlined operations. AI-powered predictive analytics proactively identifies and resolves issues before they can impact your end users.

Crosswork Assurance drives operational efficiency, network quality, and resiliency. Intelligent fault and performance management further empowers operations teams with predictive, context-aware diagnostics and root cause analysis.

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Benefits

- **Simplify troubleshooting:** Achieve unified, network-wide, end-to-end, real-time service visibility.
- **Get ahead of network issues:** Find and fix problems before your end users are impacted with proactive monitoring; correlate faults and performance management with AI-powered predictive analytics.
- **Assure and monetize:** Deliver SLA-backed services with real-time KPI monitoring and end-customer reporting.
- **Lower costs:** Reduce operational expenses through automated service activation and closed-loop control

Tangible Impact



More efficient problem diagnosis



Reduction in mean time to resolution



Less customer churn from high-quality network services



Increase in sales by providing detailed visibility into congested links that need to be supplemented

Source: ACG Research, Economic Benefits of Service-Centric Assurance Research paper, 2024

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What it does

Drive network resiliency, differentiate services, and deliver outstanding user experiences

Despite ongoing transformation efforts, managing high-performance networks is becoming increasingly complex. This complexity drives the need for service assurance that can adapt to assure dynamic networks and services, while being precise enough to detect transient microbursts that significantly impact end-user experience.

AI-powered network assurance with real-time, high-quality network intelligence is needed to enable informed, data-driven decisions that will ultimately drive autonomous networking.

“With Cisco Crosswork Assurance, we now have a complete ‘telescopic and microscopic’ view of network and service performance in a single view. We can look at performance at a single site or service level up to a regional and national network level.”

André Ethier, Network Quality Engineer, Bouygues Telecom

“This is extremely powerful in terms of customer experience. It helps to avoid tickets as customers can see for themselves what happened with their service. This reduces tension and increases customer satisfaction.”

Bart Janssens, Senior Specialist, Packet Architecture, Colt

“We require microsecond latency on our controllers because one small interruption causes us to stop our manufacturing processes.”

Thomas Kampa, IT architect, Audi

Cisco Crosswork Assurance enables you to

- **Assure critical services** with network-wide visibility and precise synthetic (active) network and service testing.
- **Simplify troubleshooting** with end-to-end and per-segment visibility in a single pane of glass with easy ingestion of telemetry data for enriched insights.
- **Optimize the user experience** by empowering teams to isolate the root cause of user-impacting issues and reduce alert noise.

Crosswork Assurance provides detailed and fine-grained performance visibility with a flexible range of Assurance sensors and a rich set of KPIs. The measurement accuracy of the Assurance sensors is notable with microsecond accuracy for time-based measurements, per-second reporting, and one-way metrics.

Service-centric proactive assurance

Cisco Crosswork Assurance delivers intelligent, service-centric, proactive assurance that drives superior service quality and operational efficiency. It transforms how organizations manage network performance by shifting from reactive troubleshooting to predictive problem resolution, helping ensure a consistent high-quality experience for end users.

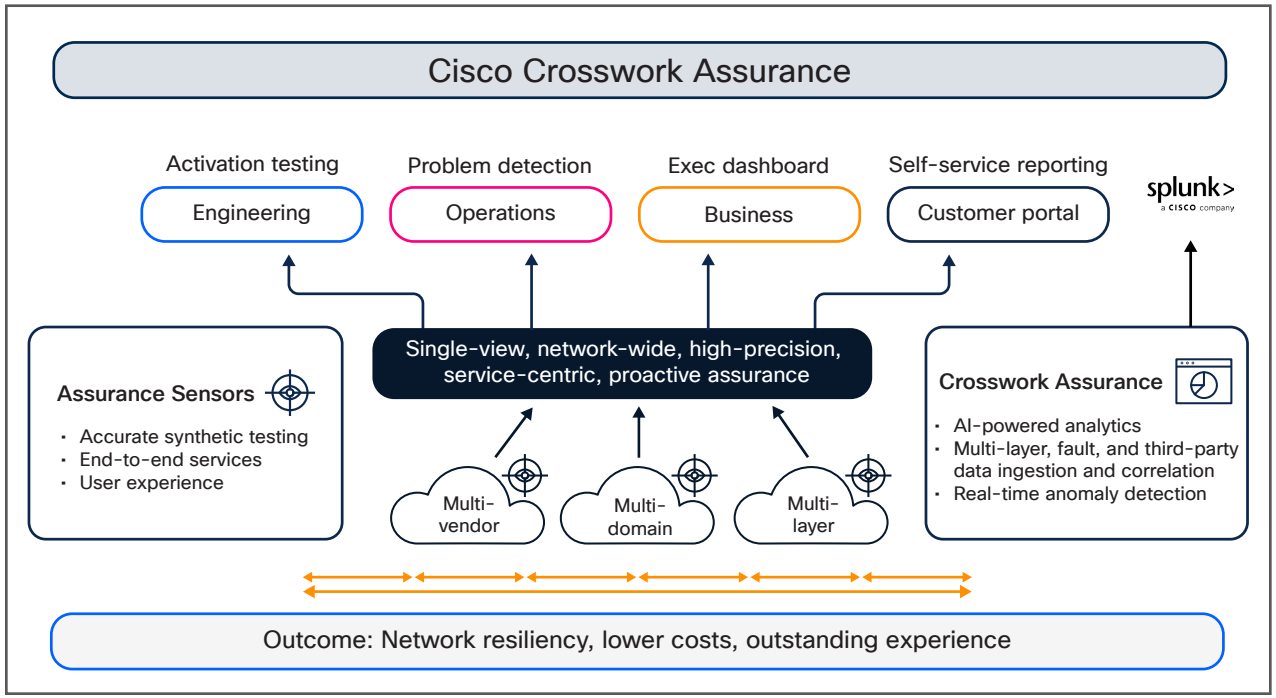


Figure 1. Proactive service assurance with real-time visibility and accuracy for resilience and consistently great user experiences

Learn more

Deliver outstanding user experiences with proactive assurance that drives network service quality and enables innovative services with premium SLAs.

For additional information, visit the Crosswork Assurance homepage on Cisco.com.

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