Cisco Crosswork Assurance

Proactive assurance for resilient network services



Want to detect and fix hidden issues in your network before end-user quality of experience is impacted? Cisco® Crosswork Assurance delivers performance monitoring with unparalleled precision for business-critical networks, services, and applications. Get ahead of issues with AI-powered predictive analytics and insights.

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Overview

Cisco Crosswork Assurance provides accurate network performance visibility and service assurance for communications service providers (CSPs) and critical manufacturing, financial services, and public sector networks. The solution addresses the challenges of fragmented multidomain tools and visibility blind spots that often occur in services that span multiple network layers and multivendor environments.

Continuous, real-time visibility into end-to-end network and service quality enables organizations to proactively identify and resolve performance issues across their entire network infrastructure.

Crosswork Assurance combines advanced data collection, analytics, and visualization capabilities to give network teams a deep understanding in real time of network and service performance. Granular performance metrics from Assurance Sensors can be correlated with Cisco device telemetry, multilayer, fault, and third-party data to isolate the root cause of problems, reduce alert noise, and prioritize user-impacting issues. AI-powered analytics provide real-time anomaly detection and predictive insights to accelerate troubleshooting and automate issue remediation. Performance alerts can be sent directly to the Splunk® data platform for unified observability and cross-domain monitoring, enabling faster decision making and operational intelligence.

Crosswork Assurance proactive monitoring creates significant value for organizations that require high-performance networks and services with assured quality of experience (QoE) and premium service-level agreements (SLAs) and reporting.

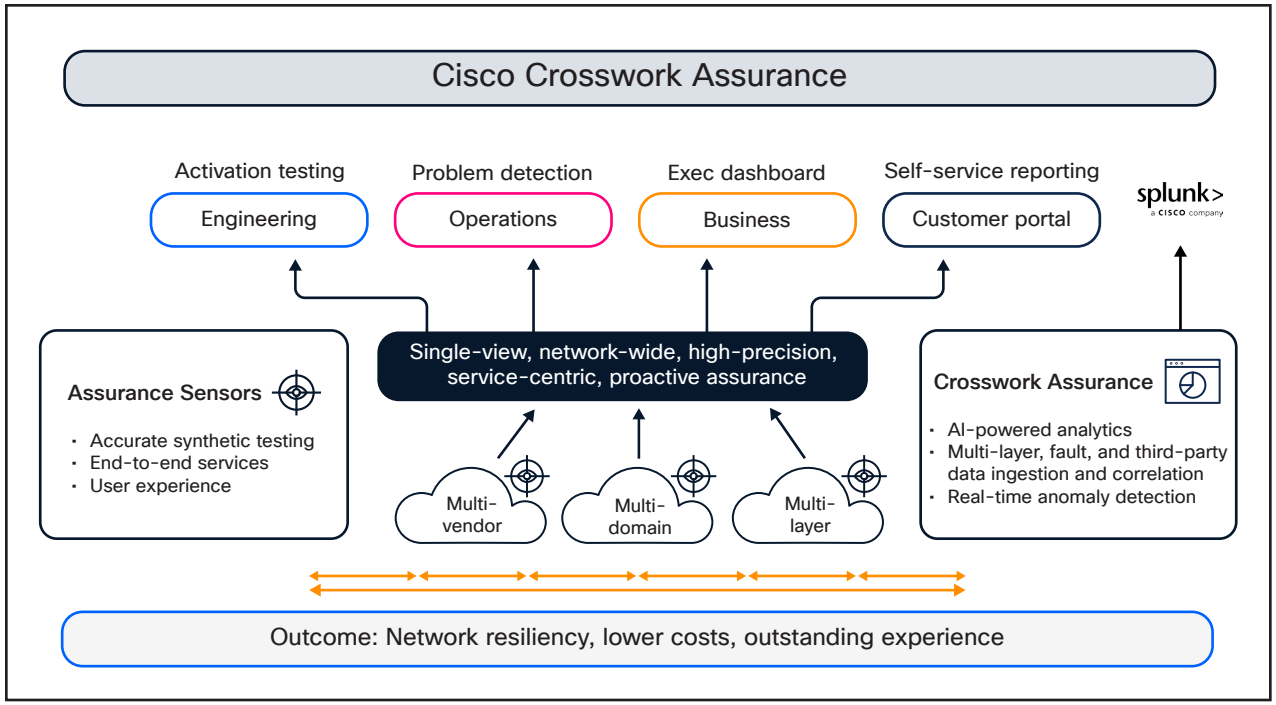


Figure 1. Proactive service assurance with real-time visibility and accuracy for resilience and a consistently great user experience

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Benefits

Gain control over your entire network, services, and application performance with real-time visibility, high resolution, precise monitoring, and key performance indicators (KPIs).

- **Accelerate troubleshooting:** Achieve a single view of your network and end-to-end service quality. Unify intelligent fault and performance management with AI-powered analytics for rapid anomaly detection and root cause isolation.
- **Reduce alert noise:** Empower teams to prioritize and predict user-impacting issues, significantly streamlining operations.
- **Differentiate services:** Offer premium service level agreements (SLAs), real-time performance reporting, and proactive alerts.
- **Prevent issues:** Get ahead of problems with predictive alerts that can feed into network automation systems for closed-loop control to ensure continuous service availability.

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Crosswork Assurance enables proactive assurance of business-critical networks, services, and applications through synthetic network and service testing, alongside user experience monitoring. A range of software- or hardware-based Assurance Sensors deliver standards-based testing and monitoring with unparalleled precision. These Assurance Sensors are vendor-independent, multidomain, multilayer, and easy to deploy across your network at scale.

Key features include:

- Millisecond test measurement frequency
- Microsecond accuracy for time-based measurements
- Sub-1% packet loss detection
- One-way metrics

Simplified operations, resilient network services

- Multidomain networks, management complexity, and fragmented silos of tools make it challenging to have real-time visibility and control over your network and service performance.
- Critical high-performance networks require resilient network availability and performance and real-time monitoring and assurance for fast issue detection and resolution and predictive AI analytics to prevent issues.
- End user perception of “slow” applications and networks can be measured in milliseconds, which requires service assurance with precise detection of latency and intermittent delays and issues.
- Service providers can develop new revenue from dynamic Networks as a Service (NaaS) offers with stringent performance requirements, advanced SLAs, enriched real-time performance reporting, and proactive alerts for end customers.

What you buy

Crosswork Assurance enables proactive assurance of business-critical networks, services, and applications with synthetic network and service testing and user experience monitoring. A range of software- or hardware-based Assurance Sensors deliver standards-based testing and monitoring with unparalleled precision.

Crosswork Assurance provides real-time visibility into network-wide performance metrics, KPIs, and SLAs. Synthetic performance data can be analyzed together with real-time user experience metrics. Cisco and third-party telemetry and fault data can be ingested and correlated for enriched insights. This simplifies troubleshooting, speeds up issue resolution, and saves on the cost of using multiple tools.

AI-powered issue detection, predictive forecasts, and dynamic threshold alerts help prevent users quality of experience from being impacted. Open APIs drive alerts northbound and send insights to automation platforms for closed-loop control.

Flexible dashboards and reports let network teams easily visualize, analyze, and share performance data. The same multitenant platform supports end users with enhanced real-time performance visibility and SLA reporting, adding value and differentiating your network services.

Key capabilities

- **Scale up with hosted software as a service (SaaS) or deploy on-premises:** Deploy cloud-based assurance with a low total cost of ownership that scales rapidly, or opt for a secure on-premises solution.
- **Harness metadata power:** Use metadata to discover correlations to pinpoint root causes, filter and group data, and control permissions effectively.
- **Leverage machine learning and AI:** Reduce noise with data cleaning, examine causality with trend analysis and correlations, capture anomalies with alerts based on baselines, and extrapolate future events with forecasting for efficient troubleshooting.
- **Automate service assurance:** Seamlessly integrate assurance as you deploy a new service with real-time alerts that enable the network controller to take corrective or optimization actions.
- **Deploy cross-domain assurance and AIOps:** Reduce data silos by unifying and correlating service performance and network performance in a single platform for multiple stakeholders.



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Table 1. Use Cases

Use case	Description
Real-time SLA visibility	Monitor and police SLAs for accountability while proactively addressing performance issues.
Critical network monitoring	Boost operational efficiency with proactive assurance and microsecond-level visibility across your network, driving down Mean Time To Resolution (MTTR) while enhancing QoE.
Business-to-business (B2B) service differentiation	Multitenant end-customer portals for real-time SLA visibility and alerting create new revenue opportunities to upsell and differentiate your services.
Automated assurance	Drive closed-loop outcomes for the entire service lifecycle with real-time service visibility and predictive analytics for early issue detection.
Multilayer assurance	Reduce the number of tools and MTTR with a single view of end-to-end service performance across multiple network layers, e.g., Segment routing and Routed Optical Networking.
Mobile backhaul and edge monitoring	Optimize digital experience with real-time service visibility while assuring your end-to-end 5G transport.
Unified performance monitoring and observability	Have a single view of your network and services. See customer experience and performance across every connected domain for service resilience across your digital infrastructure.

Services

Cisco offers a wide range of services to help accelerate your success in deploying and optimizing the Cisco Crosswork Assurance on your network. The innovative Cisco Services offerings are delivered through a unique combination of people, processes, tools, and partners and are focused on helping you increase operating efficiency and improve your data center network.

Cisco Advanced Services uses an architecture-led approach to help you align your data center infrastructure with your business goals and achieve long-term value. Cisco Smart Net Total Care® Service helps you resolve mission-critical problems with direct access at any time to Cisco network experts and award-winning resources.

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> **“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.”**
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> - **Bart Janssens**, Senior Specialist, Packet Architecture, Colt

Proactively assure every service experience

Leverage Cisco Crosswwork Assurance AI-powered predictive insights and real-time performance visibility to find and fix issues before users are impacted. For additional information, visit go2.cisco.com/provider-connectivity-assurance, then contact your Cisco sales representative or Cisco authorized channel partner.



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