

Case Study:

Cisco Systems, Inc.

Headquartered in San Jose, California, Cisco Systems designs, manufactures, and sells networking equipment. With nearly \$50 billion in revenue and over 70,000 employees, Cisco Systems is the largest networking company in the world.



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– Eric Arnold, Service Provider Video TAC Manager
Cisco Systems, Inc.



Challenge

Prior to purchasing Observer, Cisco Systems experienced a lack of visibility during and after network events.

"I needed large data captures and a way to manipulate them," says Eric Arnold, Service Provider Video TAC Manager for the company.

Customer Choice: Observer

Arnold states that Cisco Systems chose Observer over competitors because of the packet capture and storage capabilities.

Use Case

Cisco Systems uses Observer in the following ways:

- Troubleshooting after an event or degradation in performance
- Security forensics to view packets after an event or attack

Results

Observer helped the organization with faster troubleshooting by reducing mean time to resolution (MTTR) by 25-49 percent, as well as capturing packet data for security.

"We have used the packet capture to get to root cause on customer issues that our engineering teams would not have found without the data," says Arnold, citing better visibility and awareness with Observer.

Arnold notes that he is also very satisfied with the network reporting and overall value of the toolset.

This case study of Cisco Systems, Inc. is based on a March 2016 survey of Observer Platform customers by TechValidate, a 3rd-party research service.