

Make actionable insights happen.



Full-stack observability empowers customers to create actionable insights to continuously improve the IT stack before the end user is impacted. The ability to link technology performance to business outcomes such as user experience and revenue will set companies above the rest.

Cisco's full-stack observability solutions can help you achieve:



Reduction of
MTTR



Unity of the
IT teams



Faster
innovation

The Right Solution

Our FSO solutions enables IT Operations to monitor the full IT stack and link performance to business outcomes. Whether the core environment is on-premises, in the cloud or a mix of both, customers now can tackle spiraling complexity with full-stack observability.

- IT teams need complete end-to-end visibility across their entire architecture. More importantly, they need to be able to cut through the noise so they can quickly identify and resolve the root cause of any performance problems that arise.
- Monitor vulnerabilities across the IT stack, find and block exploits automatically, and defend against attacks in real time.
- With FSO, organizations can correlate how application performance impacts business outcomes and prioritize their work based on the issues most critical to the business.

Why CDW?

CDW GETS APPLICATION MODERNIZATION AND SOFTWARE ENGINEERING

CDW is Cisco's #1 national partner. We are Gold-certified, the highest level of partnership available to Cisco resellers. CDW was also the first Cisco channel partner in the Americas to hold all five master specializations. These specializations allow CDW to develop strategies to recognize business outcomes and ROI for their customers. Key specializations include:

- 250+ Cisco Certified CCNPs/DPs/VPs
- 100+ employees dedicated to Cisco ecosystems
- Dedicated team for Cisco software buying programs
- 100 Cisco Certified Internetwork Expert (CCIE) certifications
- Large investment in Cisco delivery services, with both services delivery teams and managed service offerings



Assess

CDW experts will help you evaluate your current environment, along with health checks, IT consulting and other data mitigation assessments.



Design

CDW will help you find the technologies that work best for your organization and the goals you set out to achieve.



Deploy

From hardware, racks and servers to data migration, asset tagging and tracking, CDW will be there to ensure your deployment runs smoothly.



Manage

Monitoring, maintenance, reporting and incident management are crucial to a healthy data center. CDW's managed services team is there to help.

CUSTOMER SUCCESS STORY

Industry: Alaska Airlines
Employees: 20,000

CHALLENGE: A need for continuous innovation led to purchasing more systems, apps, and platforms that became complex to manage. They were shifting to a cloud-first model and had to rearchitect apps, build cloud-native apps, and manage different workloads that were both on-premises and in the cloud. They needed to get full visibility into a complex hybrid environment.

SOLUTION: Cisco's FSO monitors hybrid environments to quickly detect and repair issues before they ever impact guests. FSO provided real-time monitoring of their apps across their entire infrastructure and tech stack, which ensured that the business was running smoothly and they could deliver an exceptional end-user experience.

RESULT: Continuous innovation in the cloud and significant reduction in outages and MTTR. Alaska Airlines reduced Level 1 and Level 2 outages by 60% within the first year, and continue to sustain that number. Mean time to detection went from hours to less than 10 minutes.



FSO Actioning on the Entire Tech Stack

From application security to infrastructure optimization, and the internet connecting it all, full-stack observability provides actionable insights into every portion of the technology stack that digitizes businesses.

Business Priority	Solution
Reduce MTTR	The combination of AppDynamics and ThousandEyes provides end-to-end visibility of all data center, cloud and hybrid applications. It also provides insight to identify where network and internet issues are impacting application performance — allowing you to fill the operational gaps and silos between AppOps/SREs/ITOps and Network teams. The combined solution enables collaboration between often-siloed teams, providing a single source of truth to alert and take action on external or internal issues before users are impacted.
Secure the App	Secure Application reduces the risk of security exposure without compromising the speed of delivery. Traditionally, vulnerability scanning happens before the application is launched to production, and then on a monthly or quarterly cadence. The moment the app is deployed to production, new security holes and zero-day exploits make the application vulnerable despite all the efforts of the pre-production testing. Secure Application ensures continuous vulnerability assessment and protection by scanning code execution to prevent exploits.
Cloud Migration	AppDynamics and Intersight Workload Optimizer enables businesses to gain complete clarity on their journey to the cloud, understand the architecture of their application and the dependencies, and more importantly, gain an understanding of what is needed in the cloud to resource your application. It also takes a scientific approach to cloud migration, and removes all of the guesswork. IWO will drive speed and efficiency in the cloud by proactively surfacing the specific application and infrastructure information needed to support critical workflows.

Checklist of Questions

Full Stack Observability helps optimize customer's digital experience.

- Alert fatigue
- Visibility gaps
- Overlapping tools
- Inability to embrace automation
- Lack of streamlined communication

Partners Who Get IT



For more information, call your CDW account manager.

800.800.4239 | [CDW.com](https://www.cdw.com)

