

## Solution Brief

# Demystify Hybrid Cloud Performance and Simplify SLA Assurance

Proactively manage user experience and SLAs, while eliminating network blindspots with Skylight.

Enterprises need to keep customers and end users happy. It's a fundamental rule of business. Yet despite their best efforts, companies often fall short of this goal due to network performance problems they can't see or control.

**The proportion of outages costing over \$100,000 has soared in recent years.** According to a survey by Uptime Institute, over 60% of failures result in at least \$100,000 in total losses, up substantially from 39% in 2019. The share of outages that cost upwards of \$1 million increased from 11% to 15% over that same period.

“ Outages attributed to software, network and systems issues are on the rise due to complexities from the increasing use of cloud technologies, software-defined architectures and hybrid, distributed architectures.

- Uptime Institute, 2022 ”

## Network complexity is making SLA assurance more difficult

The crux of the problem is that enterprise networks and network management are more complicated than they were when companies had on-premises infrastructure and employees. Today, organizations run services and software over an assortment of private and public clouds, service provider networks, SD-WANs, and transport technologies. This hybrid infrastructure supports an increasingly distributed workforce that, in turn, has driven up use of cloud-based videoconferencing and SaaS-based productivity applications.

The trends place renewed pressure on enterprises to find ways to recognize and resolve issues before they severely impact end users. The burden is on enterprises to isolate and prove what's causing performance issues so they can hold service providers accountable for their network service level agreements (SLAs) and receive prompt reimbursements for contract violations.

## The right network performance monitoring solution is critical to solving these challenges

Network and application monitoring is the solution to these challenges, but enterprises often do not have the right monitoring tools, for example, to determine if a problem originates from a cloud application, SD-WAN provider, communications service provider (CSP), underlying network, or the enterprise's internal network. The performance metrics are not precise or granular enough to pinpoint problems with essential KPIs, such as packet loss, bandwidth, and availability. Nor can the data reveal if a problem is caused by a hardware failure, a cyberattack that is slowing the system down, or a CSP that has oversubscribed their network. To make matters worse, enterprise operations and security teams work independently, using their own tools and processes. This fragmentation prevents full collaboration and can lead to finger pointing between teams, which hampers productivity and delays issue resolution.

## Accedian Skylight solves enterprise SLA and troubleshooting challenges

Accedian Skylight is a virtualized performance assurance platform that takes the mystery out of network performance and makes meeting SLAs easier. Skylight gives enterprises a transparent, microscopic view into and across IT and network infrastructure to reveal critical network and application performance issues—from the user device to the core network and cloud.

Skylight uses a powerful combination of software, hardware, monitoring techniques, and analytics to deliver this unprecedented network visibility and intelligence. Skylight sensors provide high-quality granular performance data and KPIs in near real time, with per-second and even sub-second accuracy. This empowers the enterprise to proactively detect anomalies, isolate faults, find the root causes of problems and even automate remediation before end users are impacted.

Skylight uses both passive monitoring (which analyzes actual application traffic and user experience in real time) and active monitoring (which sends synthetic test traffic into the network thousands of times a second) to continuously measure network and service performance for full Layer 2-7 visibility. Additionally, software agents or sensors proactively monitor enterprise networks 24/7, and at sub-second intervals. As a result, Skylight detects microbursts and other hidden performance degradations across all relevant systems. Machine learning-based analytics then correlate the performance data with relevant metadata and third-party data to help pinpoint network and application performance issues.

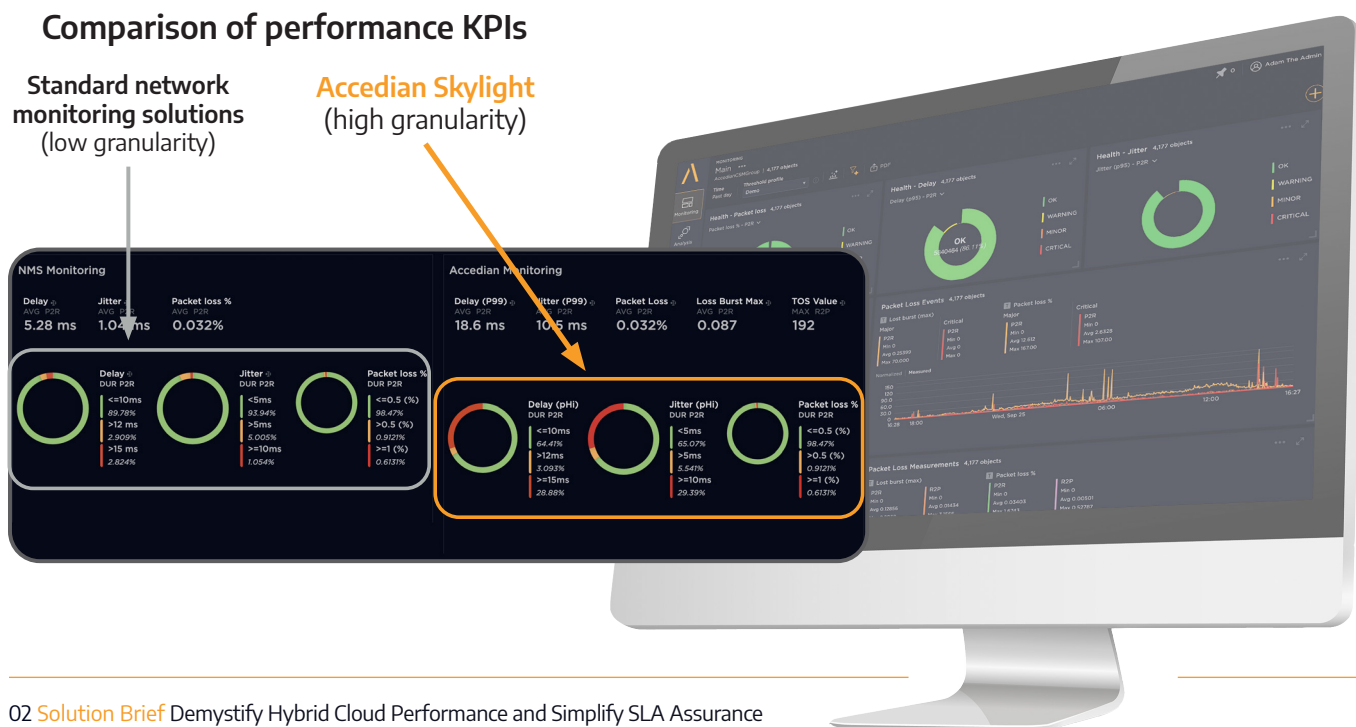


**Software agents or sensors proactively monitor enterprise networks 24/7, and at sub-second intervals**

### Comparison of performance KPIs

**Standard network monitoring solutions**  
(low granularity)

**Accedian Skylight**  
(high granularity)



## Unifying the network experience

Network operations and security teams value Skylight because it presents data from all Skylight sensors, third-party sources, and analytics into a single pane of glass that reveals the true user experience. The unified dashboard shows critical KPIs for network services, applications, and security across multi-service provider and vendor networks, and hybrid cloud infrastructure. This eliminates the fragmentation of tools, processes, and teams to dramatically reduce time spent on troubleshooting and shorten time-to-resolution.

## Get started now with Accedian Skylight

Accedian Skylight makes SLA assurance achievable, without difficulty, for the enterprise. The solution can be installed in minutes and is self-configuring. Enterprises can begin using it quickly to uncover blind spots and pinpoint problems to proactively manage the user experience and SLAs. For more information about Accedian Skylight and how it can help you keep service providers accountable, we invite you to contact us for a [demo](#).

## Accedian Skylight key features and benefits for enterprises



### **Precise, granular metrics, taken at microsecond intervals, are more rigorous than the less-frequent measurements and siloed data provided by service providers or do-it-yourself tools.**

- Troubleshoot problems and optimize the network based on actual end-to-end performance, not an approximation of it.
- Improve decision-making, network management effectiveness, and business outcomes.



### **Active and passive monitoring for SLA assurance of key KPIs such as packet loss, bandwidth, and service availability.**

- See if service providers are meeting their SLAs and leverage the insights to enforce their agreements.
- Use for capacity planning or for pre-deployment testing of new networks, applications, or cloud migration.



### **Metadata and machine learning (ML)-based analytics turn performance data into intelligent insights for early detection of issues.**

- Identify threats and issues before they become disruptive and impact end users.
- Set performance thresholds and alerts and automate remediation.



### **Single pane of glass for non-technical executives as well as engineers, operations, and security teams.**

- Customize visualization of data by roles, depending on the KPIs or level of detail needed.
- Share insights and perspectives to improve collaboration.



### **Implementation flexibility and performance monitoring as a service (PMaaS).**

- Adaptable to handle data residency requirements or line-specific installation constraints.
- Certified technicians help with deployment, configuration, trends analysis, troubleshooting, and training.

## About Accedian

Accedian is the leader in performance analytics, cybersecurity threat detection and end user experience solutions, dedicated to providing our customers with the ability to assure and secure their digital infrastructure, while helping them to unlock the full productivity of their users.

**Learn more at [accedian.com](https://accedian.com)**