

A person is seen from behind, kayaking through a narrow, rocky passage. The scene is bathed in a deep red light, creating a dramatic and mysterious atmosphere. The kayaker is holding a paddle, and the water is visible in the foreground. The rock walls of the cave are textured and detailed.

ACCEDIAN

# Performance Analytics and End User Experience in a Cloud and 5G World

Dive deeper into your data while taking performance  
and end user experience to new heights

**"It's no longer the  
big beating the small,  
but the fast beating  
the slow."**

Eric Pearson, CIO,  
International Hotel Group



**The world has changed and users' expectations have changed with it. They now expect their digital services to add value to their lives and the infrastructure that powers them to perform faultlessly.**

They expect the organizations they do business with to be in control of their data, their experience and their safety. And when problems arise, they expect you to know more about their issues than they do. They demand an exceptional experience every time, and when it's not, they expect instant resolution, they vote with their wallets and they churn.

This is fast becoming the challenge of our time for both network operations teams and CIOs who are increasingly charged with ensuring a smooth customer experience while exceeding user expectations. To stay ahead of the curve, these teams need both breadth and depth of network intelligence in order to delight and retain users by delivering unrivalled digital experiences.

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**48%**

**of organizations have already adopted a "digital-first" approach. And the driver for this digital transformation? Meeting customer experience expectations (67% of organizations place better customer experiences within their top five objectives for their digital transformation efforts).<sup>1</sup>**

<sup>1</sup>IDG State of Digital Business Study 2019



Digital transformation and the move to the cloud have been heralded as the saviors of future technology performance and customer experience, and with the advent of technologies such as 5G, automating service quality management has become paramount.

However, with this migration, visibility and control are needed more than ever, with the ability to see far and wide across your entire infrastructure and deep into your users' experience.

**Accedian exists to solve these problems, giving you the ability to dive deeper into the data, allowing you to regain control and take performance and user experience to new heights.**

**61%**

of CIOs feel entirely responsible for customer service<sup>2</sup>

**95%**

of all CIOs believe their teams are at least partially responsible for delivery of excellent customer experience<sup>2</sup>

But at least

**35%**

believe they don't have the tools they need to deliver agile, high-performing digital customer experiences via the cloud<sup>2</sup>

<sup>2</sup> Vanson Bourne and Accedian research 2019

It's for these reasons we've developed Skylight, our fully-virtualized performance assurance platform that generates performance data in the most granular, precise and efficient way. Skylight enables digital infrastructure to perform efficiently and devices to work perfectly every time, where flawless user experience becomes the ultimate goal.

## Skylight Performance Analytics



Actionable insights from the analysis of billions of data points, from Skylight and third-party sources leveraging AI & ML; rapid TTI (time to insight); network and application analytics & visualization

## Skylight Orchestrator



Centralized orchestration and management of Skylight sensors leveraging both local and API controls

## Skylight Sensors



Generating the highest quality performance data starts with Skylight sensors; available for all network topologies and use cases, from core to cloud

## Networks



Mobile



B2B



Hybrid & Cloud

## What does Skylight mean for our customers?

CIOs	Enterprises	5G Service Providers	All Service Providers
<p><b>Solution:</b> Fully control and optimize the transition from complex hosted environments to the cloud.</p>	<p><b>Solution:</b> Manage end user network and application performance across all access technologies.</p>	<p><b>Solution:</b> Deploy and manage latency-sensitive services with confidence.</p>	<p><b>Solution:</b> Harness industry leading visibility and control across all cloud or legacy network architectures.</p> <p><b>How?</b> Accedian Skylight software-based solutions and flexible modules for hard to reach parts of the network.</p>
<p><b>How?</b> Accedian Skylight assists planners and performance management teams every step of the way.</p>	<p><b>How?</b> Accedian Skylight provides visibility of all supported protocols with no pre-configuration needed.</p>	<p><b>How?</b> Accedian Skylight can achieve an accuracy of 1 microsecond and granularity of 1 millisecond.</p>	<p><b>Solution:</b> Fully monitor and control asymmetric network performance with complete reliability.</p> <p><b>How?</b> Accedian Skylight's patented one-way and full mesh active measurement technologies for modern and legacy environments.</p>
<p><b>Outcome:</b> Seamless cloud migrations with the industry's lowest deployment and overhead costs.</p>	<p><b>Outcome:</b> Enables extremely fast installations via acquisition of actionable intelligence without having to program for specific traffic types, significantly reducing the time to value.</p>	<p><b>Outcome:</b> Ensures both the accuracy of the measurement and readiness to validate the delivery of future services with more stringent latency requirements.</p>	<p><b>Outcome:</b> Radically reduce time to resolution in complex architectures where cost and end user performance optimization are key. Extreme flexibility with the highest reliability on the market.</p>

## What makes us different?



### Visibility across all segments and all layers of the network

Mobile networks, core, hybrid, data centers, cloud, containers; from L2 (Ethernet) to L7 (applications)



### Unsurpassed performance visibility, data granularity and ability to detect performance issues

See what other solutions miss



### Fully virtualized, software-based solution

With the addition of Accedian hardware where needed



### Scale & adaptability

Deployed in some of the largest networks in the world; flexible Skylight sensors to fit any network infrastructure and use case; infinitely scalable: you build it, Skylight will monitor it



### Big Data & Machine Learning

Leverage the power of Skylight analytics to gain insight into network and application performance, turning billions of measurements into immediate actions; input third party data from external systems to augment your network data within Skylight analytics



### Open APIs

Skylight is a first-class citizen in automated networks, with open APIs and event buses for integration into orchestration and IT systems; enable closed-loop automation with real-time performance insight



### Disruptive TCO

Take user experience to new heights by doing more with your data, with more cost-effective solutions, that deliver more value



#### Disruptive time to insight

**50%**

faster than other tools

#### Unsurpassed ease of use

**75%**

more efficient than other performance analytics and end user experience systems

#### Proven reliability

**99.997%**

uptime, from Skylight customer analysis

#### Remarkable ROI

**600%**

3 year ROI – payback in 9 months, from actual customer analysis

#### Unprecedented accuracy

**1µs**

accuracy and 1 ms granularity, the world's most accurate measurement systems; 5G ultra reliable low latency-ready day one with the smallest microbursts detected

## Why Accedian?

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

We are committed to empowering our customers with the ability to see far and wide across their IT and network infrastructure and a microscopic ability to dive deep and understand the experience of every user, helping them to delight their own customers each and every time.

Accedian has been delivering solutions to high profile customers, like Telefonica, CGI and Thomson Reuters, globally for over 15 years.

We've been named a Vendor to Watch for 2019 by Enterprise Management Associates (EMA) and were also listed in the Gartner Network Performance Monitoring & Diagnostics 2019 Magic Quadrant. 5G World recently awarded us with the Best Service Assurance Technology Award 2019, and we were recognized as Tech Solution of the Year for Service Analytics in 2018 by the Metro Ethernet Forum (MEF).

**Gartner**

**5G World**

**EMA**

**MEF AWARDS 2018**

## If you're ready to deep dive and...

- Generate performance data in the most granular, precise and efficient way
- Collect and store that data in a highly scalable and cost-efficient manner
- See across your entire network and cloud infrastructure
- Produce insights that have a meaningful impact on your business and your end users' quality of experience
- Manage all of this in a way that can be fully automated and orchestrated

**Discover how Accedian could transform your business.**

**Visit us at [accedian.com](https://accedian.com)**

The Accedian logo is rendered in a bold, orange, sans-serif typeface. The letters are closely spaced, and the overall style is modern and professional. The logo is positioned in the lower right quadrant of the page, above a thin horizontal line.

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