aws marketplace

ThousandEyes

Reviews, tips, and advice from real users

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Product Recap

ThousandEyes

ThousandEyes Recap

ThousandEyes is a Network Intelligence platform that delivers visibility into every network an organization relies on, whether public or private. ThousandEyes enables users to optimize application delivery, end-user experience and ongoing infrastructure investments.

With cloud, enterprises can innovate much faster, but the growing number of cloud and SaaS applications means that more apps are being delivered over the Internet. This increases dependence on the Internet, a public "best effort" network, and other third-party infrastructures, substantially reducing the ability of IT teams to predict, visualize and control operational behavior. This results in a chaotic and unmanageable IT environment, making issue resolution a time-consuming ordeal, potentially impacting reputation and revenue. ThousandEyes has innovated an approach based on an unmatched distribution of smart agents across the Internet and enterprise, providing visibility all the way to the end user. ThousandEyes gathers and analyzes massive volumes of Network Intelligence data from all of these vantage points, enabling organizations to solve even their most obscure performance problems in minutes. By using ThousandEyes in the planning and testing phases of cloud adoption, customers can also strategically identify and fix underlying problems before production deployment of business-critical applications.

The ThousandEyes solution is ubiquitous across industry sectors, and since launching in mid-2013, customers have come from a diverse set of industry sectors, which include Silicon Valley technology companies, financial services, healthcare, pharmaceuticals, retail, manufacturing and education.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "One feature I liked is end-user monitoring."

Satyavrat Nirala

Founder at Mindclick Consulting

✔ "Overall, I would rate ThousandEyes nine out of ten."

Maria Geovith Kamlay

System Operation Associate at a financial services firm with 10,001+ employees

✔ "The most valuable features of ThousandEyes are the full monitoring capabilities and the ability to identify the exact location of problems in the path between the application and the end-user."

Edmar Silva

Engineer at AGCO Corporation

✔ "The solution's most valuable feature is the path analyzer, which identifies the node causing the errors."

SteveLu

CTO at LANtel

✔ "The solution is very easy to use."

Phanikumar Madiraju

Senior consultant specialist-ITID at a financial services firm with 5,001-10,000 employees

✔ "From our perspective, ThousandEyes stands out as an invaluable tool because of its deep and extensive capabilities."

OSCAR DE LA PENA

Senior Solution Architect at Ricoh España, S.L.U.

✔ "It's fairly easy to set up."

Verified user

Senior Service Engineer at a financial services firm with 10,001+ employees

What users had to say about valuable features:

I find the most valuable feature of ThousandEyes is the ability to directly see the client's exact issue. Unlike other platforms where we only receive update notes, ThousandEyes provides the exact error from the client, making troubleshooting more efficient.

Maria Geovith Kamlay
System Operation Associate at a financial services firm with 10,001+ employees

Read full review ↗

"The best feature is the Internet and the WAN because ThousandEyes lets you see the network layers and every hop on the network. So, it's not only a browser or sensitive request that shows you the problem. It allows a deep dive into the problem.."

A.E.   Read full review ↗
APM & Observability Consultant at a tech services company with 501-1,000 employees

"Since our primary focus lies in obtaining comprehensive monitoring data from our cloud providers and internet service providers (ISPs), these ISPs are of paramount importance as they directly impact the end customer experience. From our perspective, ThousandEyes stands out as an invaluable tool because of its deep and extensive capabilities. It enables us to monitor a wide array of cloud providers and numerous ISPs, which sets it apart from other monitoring tools in terms of its breadth and depth.."

OSCAR DE LA PENA   Read full review ↗
Senior Solution Architect at Ricoh España, S.L.U.

"The support on offer is very good.

It's pretty comprehensive for what I need.

The solution is very scalable.

The installation process is not hard at all. ."

Verified user
Solution Architect at a tech services company with 10,001+ employees

Read full review ↗

"The most valuable features of ThousandEyes are the full monitoring capabilities and the ability to identify the exact location of problems in the path between the application and the end-user. For example, ThousandEyes can notify us about specific paths on the internet that are facing issues, providing detailed insights to our service providers and allowing us to raise tickets and resolve problems. The detailed information ThousandEyes provides about performance issues is crucial for us, enabling us to navigate through various network segments effectively.."

Edmar Silva
Engineer at AGCO Corporation

Read full review ↗

"One feature I liked is end-user monitoring. I support a healthcare institution for user-specific VPN gateway and Wi-Fi monitoring. That is slightly more practical.

Also, I felt the application because we work on hardware systems in hospitals. The network application is really supported.

But I've not explored more because it's just been two to three months. I still have to look into how AI will be able to support this. I still have to understand the integration challenges we have been facing. So, there are a few elements that need broader experimentation. But in my role, I think that is something I'm able to see in the dashboard system.."

Satyavrat Nirala   Read full review [↗]
Founder at Mindclick Consulting

Other Solutions Considered

"Previously, we used Nagios, PRTG, and SolarWinds. While they primarily concentrate on monitoring network devices, ThousandEyes places its focus on monitoring services and providers hosted on those devices.."

OSCAR DE LA PENA
Senior Solution Architect at Ricoh España, S.L.U.

"Other tools like Huawei M2000 are available in the market. However, ThousandEyes is a better solution. It is very advanced. It's cloud-based. It can monitor different layers of the network. We can monitor multiple vendors using ThousandEyes.."

Phanikumar Madiraju
Senior consultant specialist-ITID at a financial services firm with 5,001-10,000 employees

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"The company might have done evaluations as part of the business case compilations. I don't know on what basis ThousandEyes was selected, however, now that we have ThousandEyes, I don't think we'll be going for something else.."

Verified user
Senior Service Engineer at a financial services firm with 10,001+ employees

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"Before using ThousandEyes, we used SolarWinds and also relied on Cisco DNA Center for monitoring. SolarWinds did not help much with comprehensive troubleshooting, and it required ad hoc testing.."

Edmar Silva   Read full review ↗
Engineer at AGCO Corporation

"We chose ThousandEyes because of the internet and WAN ability. The Cisco FSO, Full-Stack Observability, is also good. ThousandEyes covers the end-user monitoring site, AppDynamics covers the APM side, and Intersight covers the whole infrastructure and the cloud.."

A.E.   Read full review ↗
APM & Observability Consultant at a tech services company with 501-1,000 employees

ROI

Real user quotes about their ROI:

"It takes around two to three years to see a return on investment with ThousandEyes. The solution provides quite good value.

I rate its return on investment a seven or eight out of ten.."

SteveLu
CTO at LANtel

Read full review ↗

"We achieve a very good return on investment by fixing problems quickly, thus preventing users and the business from losing time and money due to poor performance or downtime. For an engineer, the tool speeds up problem identification significantly and improves overall network performance.."

Edmar Silva
Engineer at AGCO Corporation

Read full review ↗

Use Case

"Our enterprise solution uses ThousandEyes for end-to-end point-to-cloud and network flow monitoring. We usually automate the monitoring of traffic flow with ThousandEyes.."

Ji Kim   Read full review ↗
AI Research Scientist & AutoML Technical Lead at NAVER Corp

"We primarily use it for monitoring our corporate network, our internet service providers, and our staff's connectivity. Also, we use it to keep an eye on the performance of multiple cloud providers, each serving various functions within our organization.."

OSCAR DE LA PENA   Read full review ↗
Senior Solution Architect at Ricoh España, S.L.U.

We use ThousandEyes primarily for monitoring our production and BCP servers. We specifically utilize it to monitor URL alerts. We have multiple applications, and at times, URLs may go down due to patching schedules or upgrades. When that happens, ThousandEyes sends an alert, allowing us to see the exact error and client details. This helps us determine what the client is experiencing, and we can then contact the relevant team, such as L2 support, to resolve the issue.

Maria Geovith Kamlay
System Operation Associate at a financial services firm with 10,001+ employees

Read full review ↗

"We use ThousandEyes for monitoring and troubleshooting, especially when end-users complain about latency or poor performance. We rely on ThousandEyes to provide metrics to see if the problem is related to the local Wi-Fi or the Internet. The main goal for ThousandEyes at our company is monitoring. We also have some integration with our other monitoring systems, and we use ThousandEyes to dive deeper into specific problems when they occur.."

Edmar Silva
Engineer at AGCO Corporation

Read full review ↗

"ThousandEyes gives companies better visibility. So it shows you the effective notes on the network layer and the application's performance for anyone inside or outside the data center. It provides deep visibility on the network, legal support, and user requests.In addition, it shows you averages around the world, so if there's a breach or problem on the public cloud around the world, ThousandEyes notifies you of this problem and if you're affected.."

A.E.
APM & Observability Consultant at a tech services company with 501-1,000 employees

Read full review ↗

"ThousandEyes is an AI-based element.

I felt it is slightly more intuitive, providing more end-to-end service delivery because it's integrated with AI.

The usage is okay. The tool is helpful. It shows the impact assessment and structures that impact.

For application and user monitoring, we have been using it for different healthcare users. We have different sales-based solutions for healthcare.

Their user monitoring is slightly more practical. We're really using it in user monitoring and Internet insights, which include customer journeys and creating those elements. That is more practical, I felt.

A few teams are still not using it completely. A few teams are partially adopting it. Only in the US and a few parts of Europe are they use it. But in Japan and a few other Asian countries, they are not using it. Only a few units in the US and Europe are using it.

So, it might add more value as it go into network operations. In the context of healthcare organizations, it might need slight improvement. Otherwise, it is good.

I was in a pure consulting role. See, I work with McKinsey and a few other organizations. What I do is support in bridging. I'm supporting three or four healthcare institutions and also an automobile organization where I see immense potential.

So, my role is more strategic: how the tool system would help, how it will contribute, and how it will help the product managers and product owners define the roadmap execution. Also, the service management team, how do you look into execution design? My role is more strategic. ."

Satyavrat Nirala
Founder at Mindclick Consulting

Read full review ↗

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"I was not part of the deployment team. From what I know, the initial setup wasn't overly complex, and our engineers received help from Cisco to deploy the product.."

Edmar Silva   Read full review ↗

Engineer at AGCO Corporation

"I've conducted a straightforward proof of concept, and based on that, I believe that it's relatively easy to implement. I would rate it at an eight in terms of ease of setup.."

OSCAR DE LA PENA   Read full review ↗

Senior Solution Architect at Ricoh España, S.L.U.

"The product is easy to deploy. The complete installation takes one week. We need three to four engineers for the deployment. It is easy to maintain the solution. We need only one person for the maintenance.."

Phanikumar Madiraju   Read full review ↗

Senior consultant specialist-ITID at a financial services firm with 5,001-10,000 employees

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"The solution's initial setup is very easy.

On a scale from one to ten, where one is difficult and ten is easy, I rate the solution's initial setup an eight to nine out of ten.."

Abu Sayeed   Read full review ↗

Network engineer at British Red Cross

"The solution's initial setup process was straightforward. It took us only a week to deploy the solution in our company. The deployment and maintenance are done probably once a month. I don't get involved in the product deployment since primary engineers are responsible for the deployment part.."

DermotCasey   Read full review ↗

Principal Technology Consultant at Vodafone

"The solution's initial setup is quite easy. The solution can be deployed in a few hours. It's easy to set up, and the integration is good as well.

On a scale from one to ten, where one is difficult and ten is easy, I rate the solution's initial setup an eight out of ten.."

SteveLu
CTO at LANtel

Read full review ↗

Customer Service and Support

"I have not interacted frequently with their support team, but based on limited experience, I would rate their customer service as very nice. I'd give it an eight out of ten.."

Edmar Silva   Read full review [↗]
Engineer at AGCO Corporation

"I rate the support a ten out of ten. We've contacted the technical support team for integration purposes, and they answered on time and resolved our problems.."

A.E. [↗]   Read full review [↗]
APM & Observability Consultant at a tech services company with 501-1,000 employees

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"We've only had good experiences with support. They are helpful and responsive. We're quite happy with the level of attention we get when we have issues. ."

Verified user   Read full review [↗]
Solution Architect at a tech services company with 10,001+ employees

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I have contacted the technical support at ThousandEyes. There was an instance when the ThousandEyes URL, along with all other URLs, went down due to a network issue. We contacted the support team, and they resolved it within a couple of hours. Their response time and solution were satisfactory.

Maria Geovith Kamlay
System Operation Associate at a financial services firm with 10,001+ employees

Read full review ↗

"I conducted a test of the support services during the deployment phase but haven't had the opportunity to evaluate their performance during the actual production phase when the system is operational. So, I can only provide feedback on the support experience during deployment, not ongoing production use. I would rate it seven out of ten.."

OSCAR DE LA PENA
Senior Solution Architect at Ricoh España, S.L.U.

Read full review ↗

"Technical teams are good, as far as I know. There are a few bits and pieces, integration challenges happen, initiative, but if the clients have not come up with big conflicts for me at this level, then it's good news. As the external consultant, if they don't come back and say, this is burning, then it's good news. No news is good news sometimes.

They are able to sort it out. They are able to define it, and your customer service team and everyone are collaborating right. So that is okay. I think I'll rate it high, very high.

Things are not coming to me, and that's a good indicator. So if any conflicts happen, they are not coming. We are able to resolve it either through documentation and ThousandEyes has developer resources and integration documentation. So they're able to solve it. Also, customer teams might already be supporting them. So that is okay.."

Satyavrat Nirala
Founder at Mindclick Consulting

Read full review [↗]

Other Advice

"I would tell those planning to use the solution that they first need to use it in a lab before purchasing it. I rate the overall solution a seven out of ten.."

DermotCasey
Principal Technology Consultant at Vodafone

"Overall, I would rate it around eight out of ten, considering all these elements, because there is scope for improvement. It's a very good product, but it has more potential for improvement as I go through it. ."

Satyavrat Nirala
Founder at Mindclick Consulting

"I would highly recommend ThousandEyes because it can reduce the time spent identifying issues by at least half and provide extensive visibility into network quality.

I'd rate the solution nine out of ten.."

Edmar Silva
Engineer at AGCO Corporation

"The solution saves time and is proactive in handling situations. The solution is deployed on-prem devices, but it monitors cloud services. Users should first consider what services should be monitored and which devices need to be included. Once that is decided, further planning will be easier.

Overall, I rate the solution an eight out of ten.."

SteveLu
CTO at LANtel

Read full review ↗

"The solution has positively impacted our organization by getting all the logs. We deployed ThousandEyes only to collect data. The solution has largely impacted our monitoring system, and we can quickly get all the logs if any site is down. The solution provides good and easy network monitoring. I would recommend the solution to other users.

Overall, I rate ThousandEyes an eight out of ten.."

Abu Sayeed
Network engineer at British Red Cross

Read full review ↗

"This tool stands out as highly dependable because it differs significantly from other implementation tools for two crucial reasons. First, it offers the capability to monitor service providers and cloud providers with near real-time responsiveness. Second, it doesn't operate in an exclusively passive manner. Unlike traditional network monitoring tools, it can be both installed and utilized concurrently alongside the existing corporate network infrastructure. I would rate it eight out of ten.."
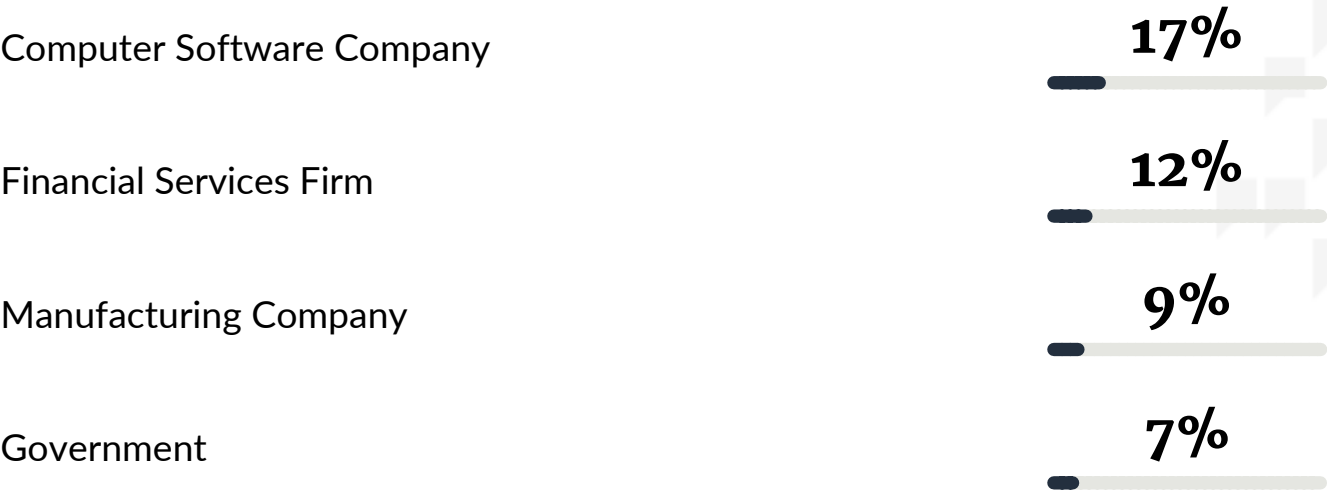
OSCAR DE LA PENA
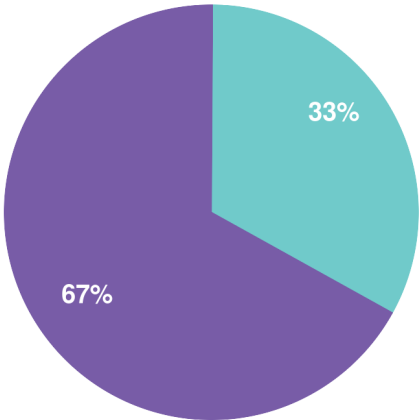Senior Solution Architect at Ricoh España, S.L.U.

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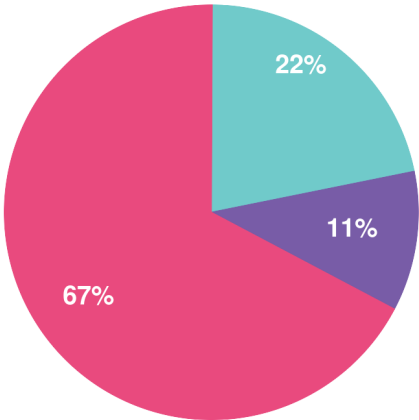
Top Industries
by visitors reading reviews

Computer Software Company **17%**

Financial Services Firm **12%**

Manufacturing Company **9%**

Government **7%**

Company Size

by reviewers

33%

67%

by visitors reading reviews

22%

11%

67%

● Large Enterprise   ● Midsize Enterprise   ● Small Business

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