

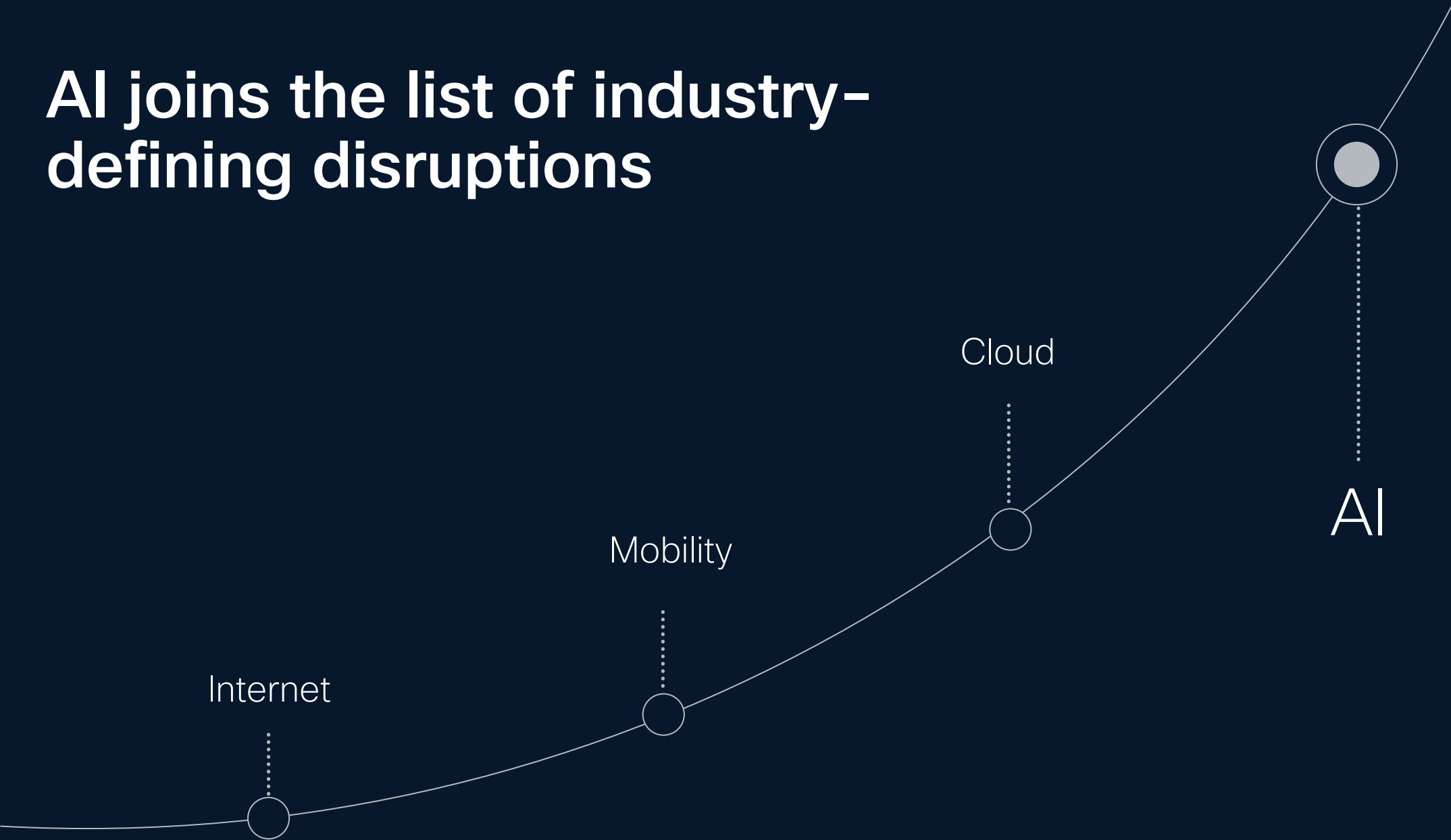
AI-Powered Management and Assurance

From Edge to Cloud and Beyond

Mike Hicks
Principal Solution Analyst
Networking Platform and Assurance
Cisco

cisco Live !

AI joins the list of industry-defining disruptions



Exponential growth in alerts

170,000

network alerts per hour today

3X

growth with AI

Source: Fortune 50 company

<50ms

Latency needed
for AI agents

Source: Cisco AI Labs

Profound **skill** shortage

64%

of organizations face IT skills shortage by 2026

Source: Gartner



**Traditional operations
won't keep up**

Unifying our platforms to simplify operations

Catalyst

Catalyst Center

Catalyst License

Catalyst Hardware

MANAGEMENT

LICENSE

CISCO HARDWARE

Meraki

Meraki Dashboard

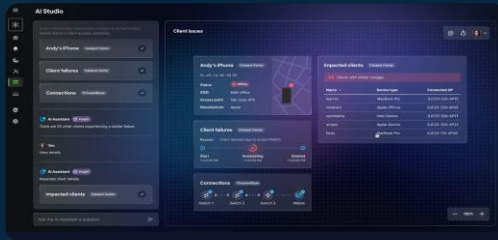
Meraki License

Meraki Hardware

AgenticOps

The New Standard for IT Operations

ALPHA | OCTOBER



AI Canvas

Cross-domain collaborative troubleshooting

AVAILABLE



AI Assistant

Accelerate network operations

POWERED BY DEEP NETWORK MODEL

Cut MTTR to near seconds
with AI-driven root cause
and resolution.

Catch critical issues
**early with AI that sees
across the stack.**

Operate at scale with
lean teams and built-in
AI expertise.

Troubleshoot faster
together with shared
context across teams.

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AI Assistant

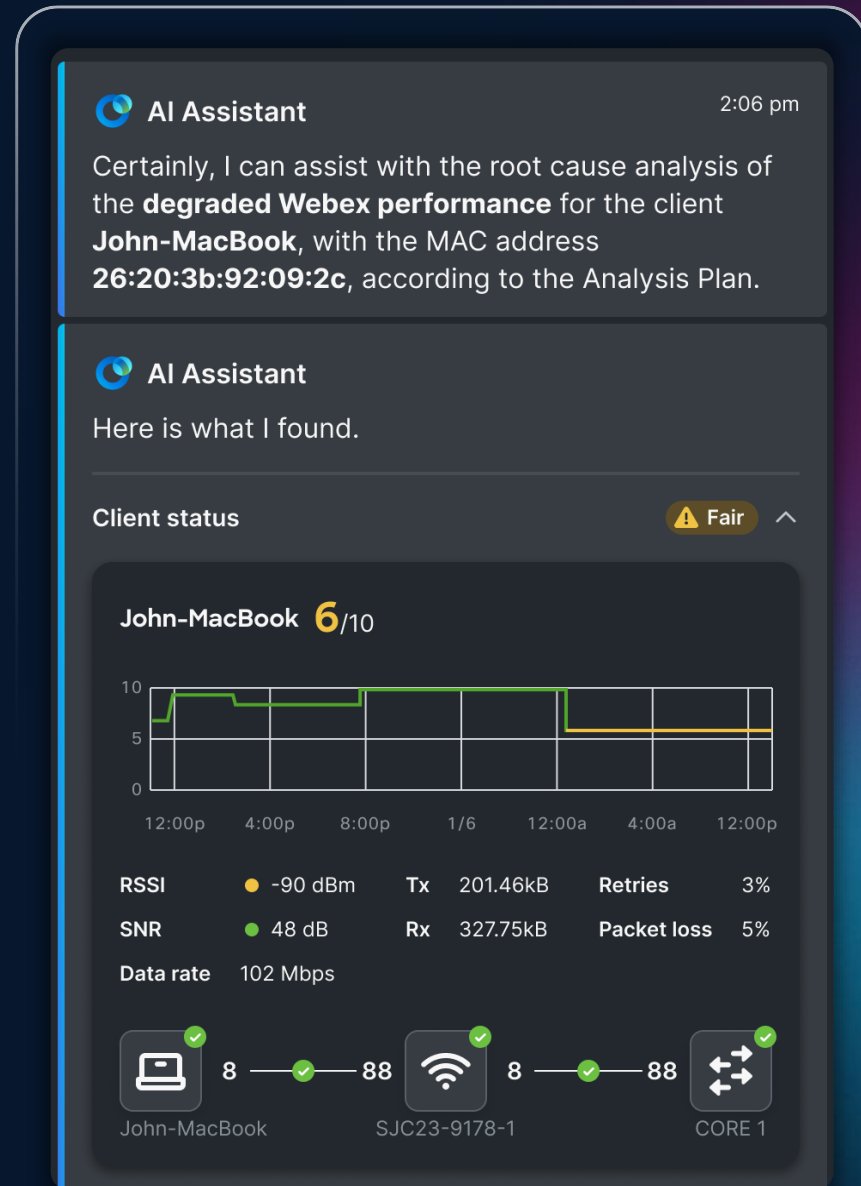
Accelerate network operations with conversational AI

Understand network health instantly

Streamline IT operations lifecycle

Automated workflows (new)

Integrated assurance (new)



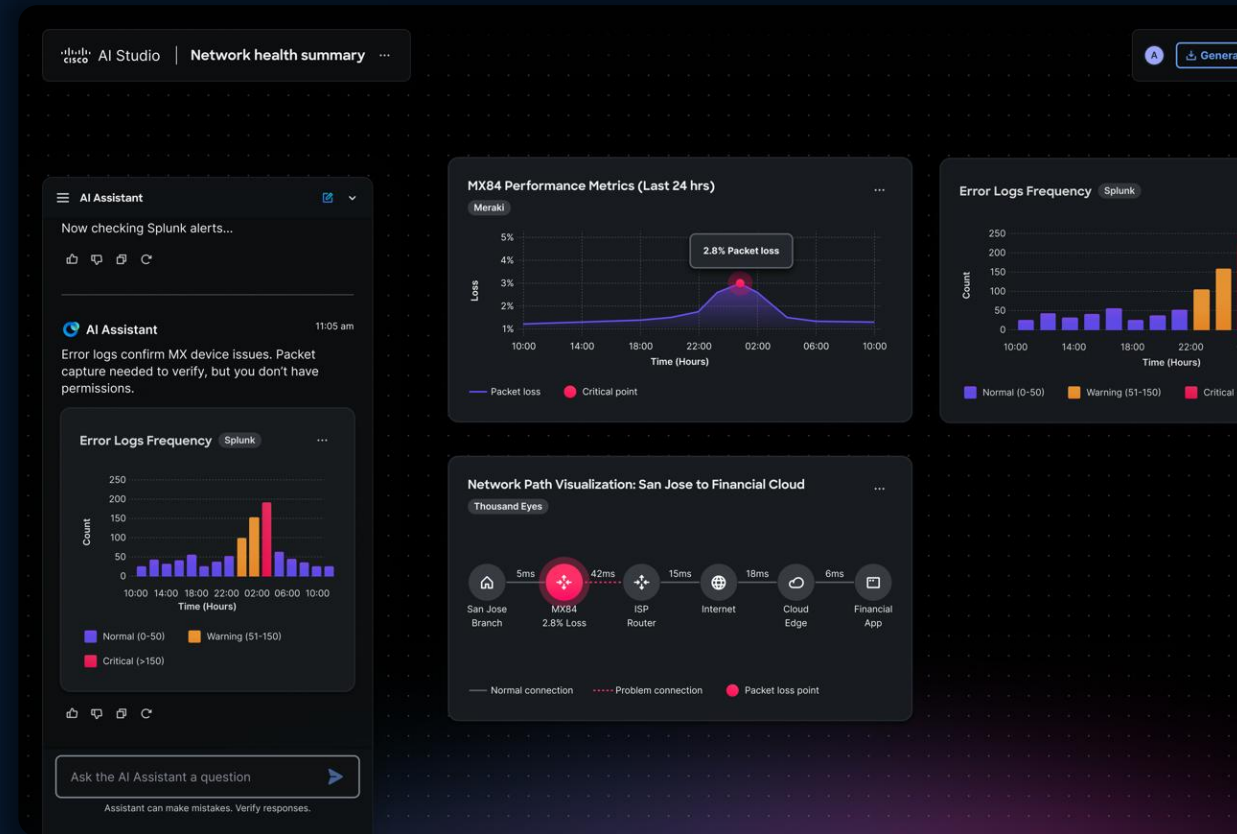
Introducing AI Canvas

One Canvas to see and solve it together

Dynamic and contextual generative UI

Shared workspace for NetOps, SecOps and execs

Enhances AI Assistant capabilities



Powered by

Deep Network Model

The most advanced networking LLM

Purpose-Built for Networking

Expert reasoning across troubleshooting, configuration, and automation.

Trusted Training

Built on exclusive Cisco U, CCIE content, and expert knowledge with continuous feedback loop.

Expert Accuracy

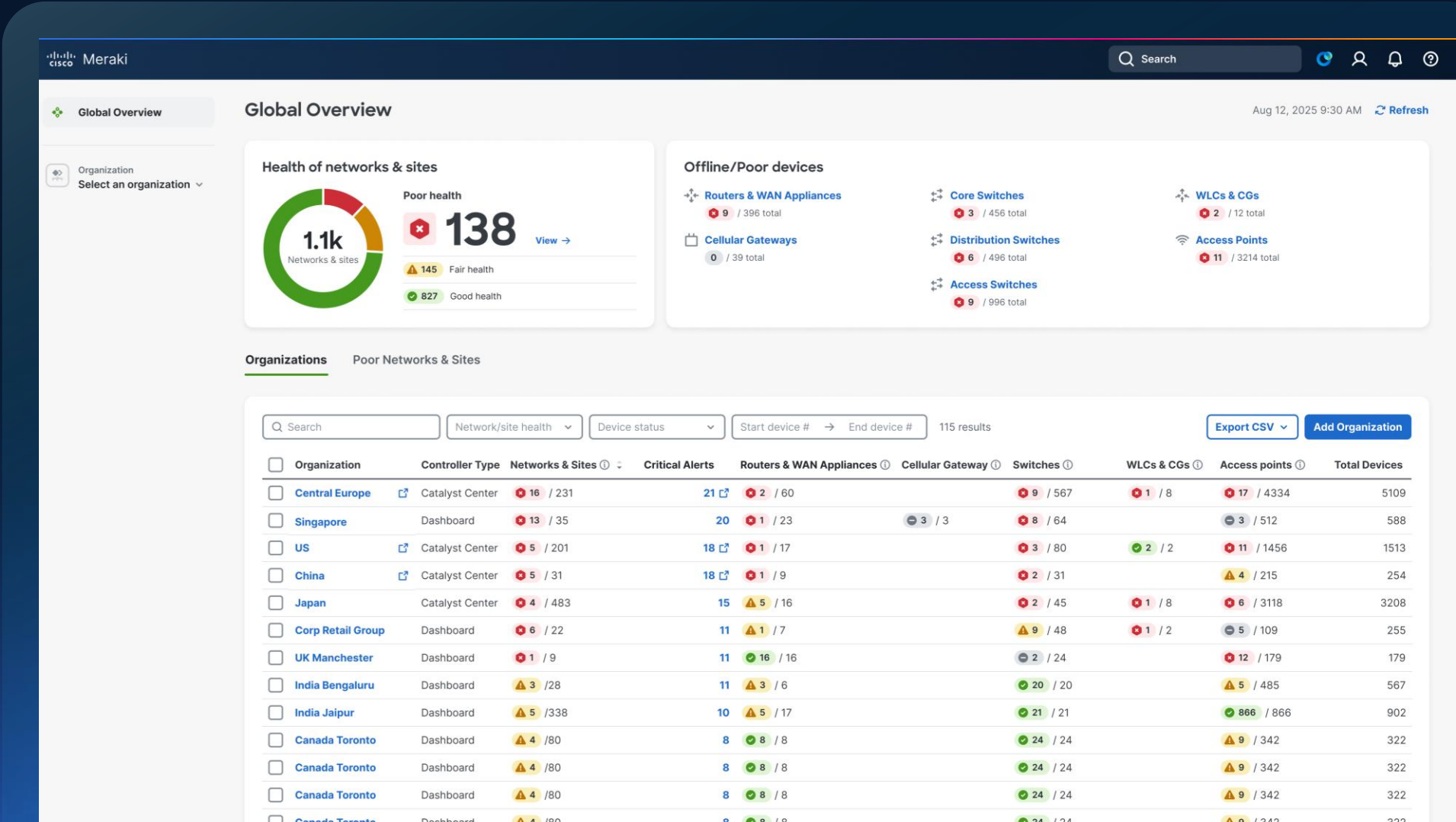
Out delivers general models with precise, network-specific, responses.

Unified network management

A single view into Meraki and Catalyst Center in one cloud dashboard

BETA | OCTOBER

- Global health and network alerts
- Secure SSO for seamless troubleshooting
- Simplified AI-powered network operations



Expanded cloud management for Catalyst portfolio



Wireless

Full wireless support

Scale large campus wireless with
Campus Gateway

Next-gen Wi-Fi 7 for branches
(CW9171I, CW9174, CW9800L)

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Switching

Expanded management to all
Catalyst 9000 switches

Cloud-managed EVPN fabric

C9200 and C9500 – AVAILABLE
C9610, C9600, C9400 – BETA |
DEC



Routing

Next-gen routing support

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Cloud management powered by cloud-native IOS XE

Cisco Access Manager

Powered by ISE, optimized for Meraki

- Embed identity into your network in minutes
- Segment and protect everything that connects
- Extend Zero-Trust from campus to cloud in the Meraki dashboard

The screenshot displays the Cisco Meraki Access Manager interface. The left sidebar contains navigation options: Network Assurance, Secure Connect, Network-wide, Assurance, Security & SD-WAN, Switching, Wireless, Insight, Organization, Security (highlighted with a 'New' badge), Automation, and Find in Menu. The main content area is titled 'Users' and includes a 'Summary' section showing 19 Users and 10 User groups. It also features 'IdP Sources' with 1 Synced and 0 Not Synced. Below this is a table of users with columns for Username, Status, IdP source(s), User group(s), Channel(s), and Account update time. The table lists various users, including jkukunur@cisco.com, guestuser@merakination.com, corpuser@merakination.com, Mary Anderson, Super Admin, ceadminc54d@meraki.com, teadmin6@meraki.net, service@merakination.com, Elijah McCoy, and ipv6@jhandal1@gmail.onmicrosoft.com. The bottom of the dashboard is labeled 'Identity-based Zero Trust Security'.

Username	Status	IdP source(s)	User group(s)	Channel(s)	Account update time
jkukunur@cisco.com	✓	MerakiNation-EntraID			Aug 4 2025 17:15
guestuser@merakination.com	✓	MerakiNation-EntraID	LAB LAB GUEST USERS		Aug 4 2025 17:15
corpuser@merakination.com	✓	MerakiNation-EntraID	LAB CORPORATE USERS LAB		Aug 4 2025 17:15
Mary Anderson	✓	MerakiNation-EntraID	LAUNCHPAD SE		Jul 19 2025 01:56
Super Admin	✓	MerakiNation-EntraID			Jul 18 2025 16:33
ceadminc54d@meraki.com	✓	MerakiNation-EntraID	ADMIN		Jun 10 2025 00:34
teadmin6@meraki.net	✓	MerakiNation-EntraID	ADMIN		Apr 4 2025 17:10
service@merakination.com	✓	MerakiNation-EntraID	ADMIN		Apr 2 2025 19:52
Elijah McCoy	✓	MerakiNation-EntraID	LAUNCHPAD SALES		Mar 5 2025 16:15
ipv6@jhandal1@gmail.onmicrosoft.com	✓	MerakiNation-EntraID	IPv6		Mar 5 2025 15:47

AI at every layer



AI in the operational
workflow



AI in the control plane



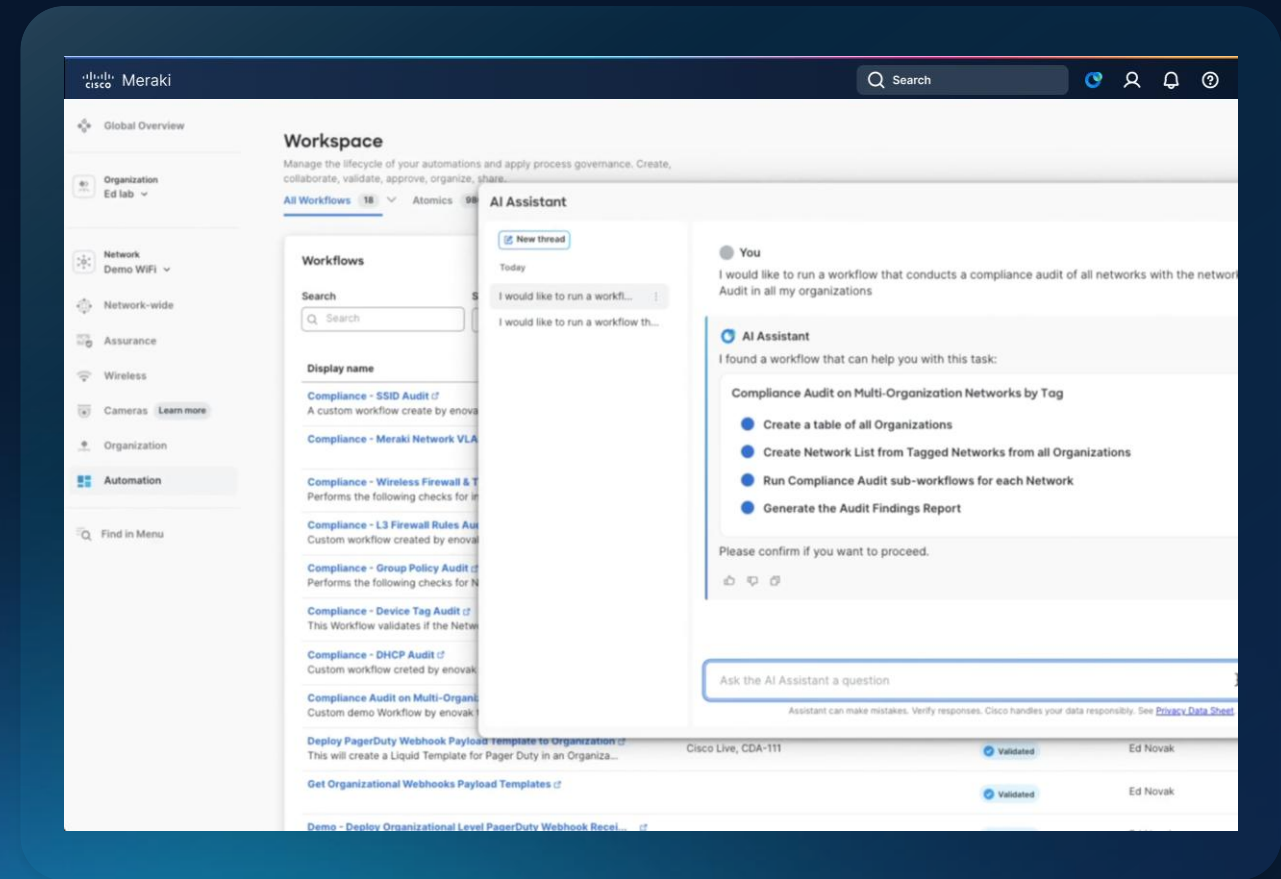
AI in the network stack

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Agentic workflows

Agentic automation across cloud and on-prem deployments

- AI-powered automation natively in the Meraki dashboard
- Leverage built-in AI Assistant integration for agentic operations
- Automate workflows across Meraki, Catalyst Center, Catalyst SD-WAN Manager, ISE, Nexus, and more

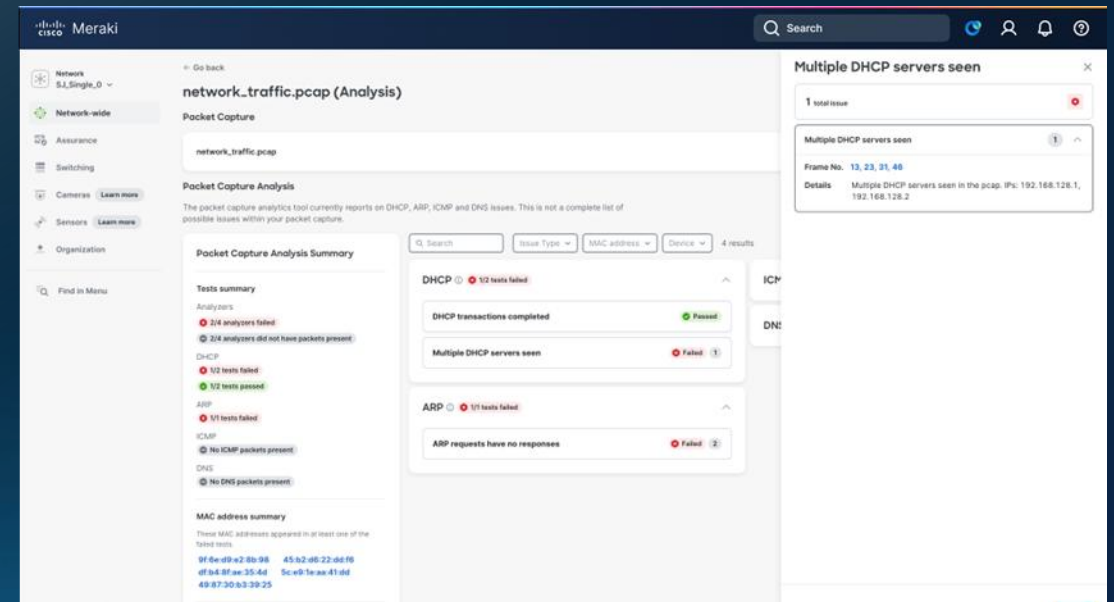


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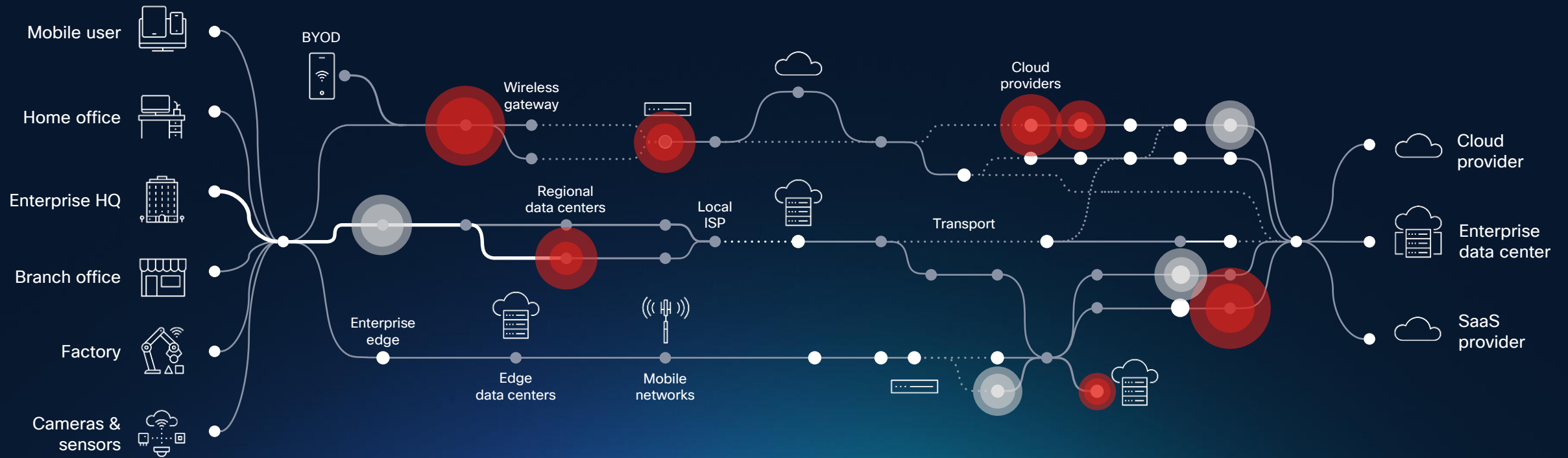
Accelerating issue resolution with AI

Speed up insights and troubleshooting with Intelligent Capture and AI Packet Analyzer

- Automate troubleshooting workflows for efficient network management
- Transform vast amounts of networking data into clear, concise, and actionable insights
- Avoid previously manual 3rd party application usage for packet analysis



Digital experiences span owned and unowned networks



Delivering multilayered assurance



Experiences now span mobile, cloud, and edge—visibility must follow

Measure where
it matters

See every part
of the path

Contextualize
the source

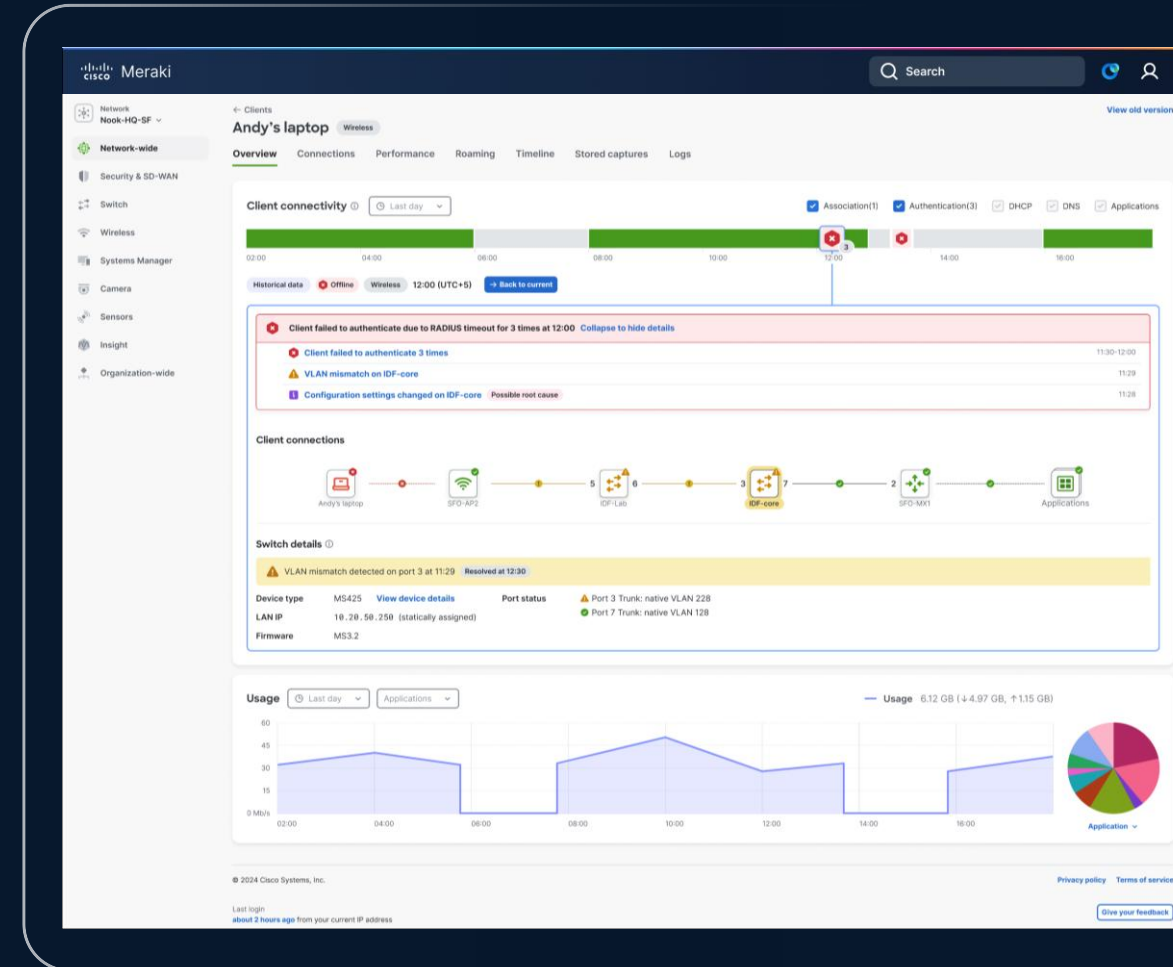
Assurance across every digital experience

Deep visibility across both owned and unowned networks

AI-powered insights surface experience-impacting issues instantly

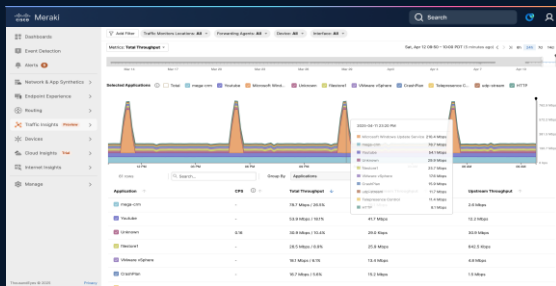
Closed-loop workflows trigger automated remediation

AI Assistant accelerates root cause analysis end-to-end



Deep visibility from campus to mobile to industrial

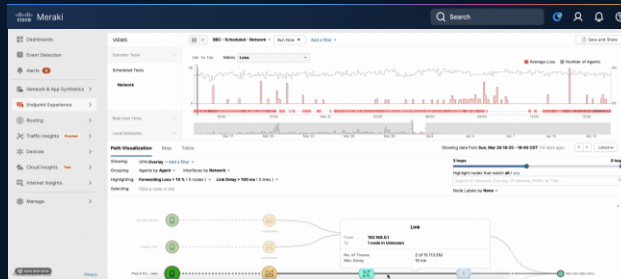
ThousandEyes Traffic Insights



Smarter visibility and planning
for enterprise networks

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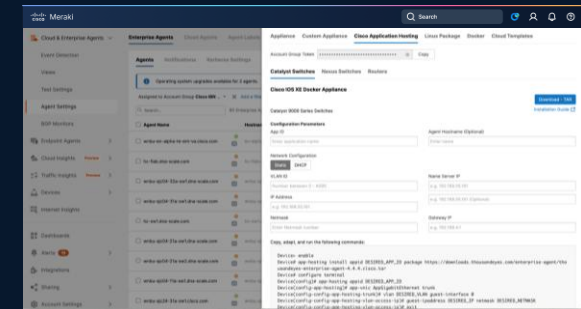
ThousandEyes Mobile endpoints



Extends Assurance to
mobile endpoints

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ThousandEyes Industrial Devices

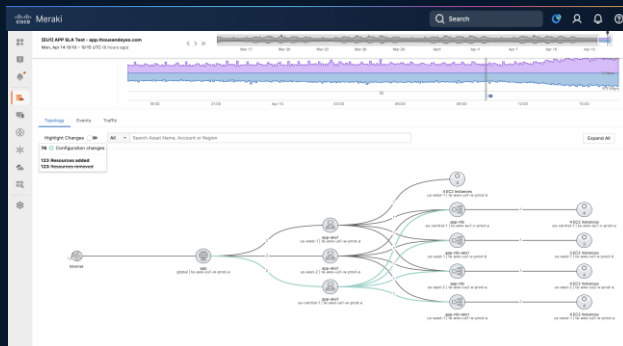


Assurance for the industry's
largest Industrial IoT portfolio

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End-to-end insight from public clouds to app paths

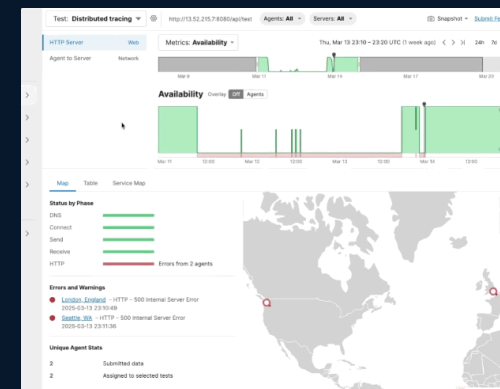
ThousandEyes Cloud Insights



Extends visibility into
multi-cloud environments

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ThousandEyes + Splunk

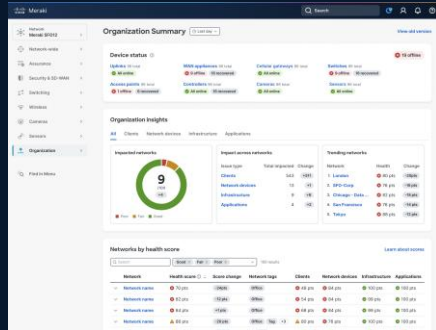


End-to-end app to
network assurance

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Real-time clarity from the client to enterprise-wide

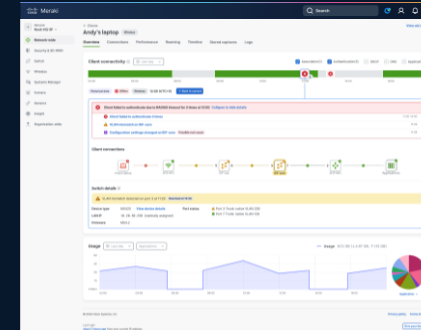
Organization-wide assurance visibility



Visibility across every site—spot trends, surface issues, drill into site-level detail

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Client-side assurance insights



End-to-end visibility for every individual client

AVAILABLE| NOW

Dashboards

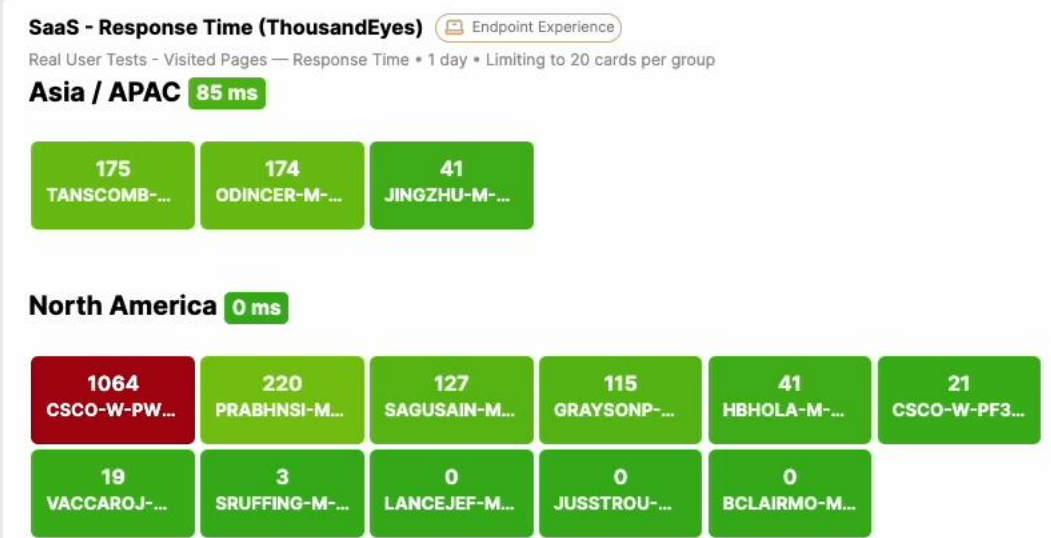
- Event Detection
- Alerts 15
- Network & App Synthetics >
- Endpoint Experience >
- Routing >
- Traffic Insights Trial >
- Devices >
- Cloud Insights Trial >
- Internet Insights >
- Manage >

Dashboard: Home Worker Dashboard Copy M...

Filters

Last 24 Hours

10m



- Dashboards
- Event Detection
- Alerts
- Network & App Synthetics
- Endpoint Experience
- Routing
- Traffic Insights Trial
- Devices
- Cloud Insights Trial
- Internet Insights
- Manage

Test: Distributed tracing

HTTP Server

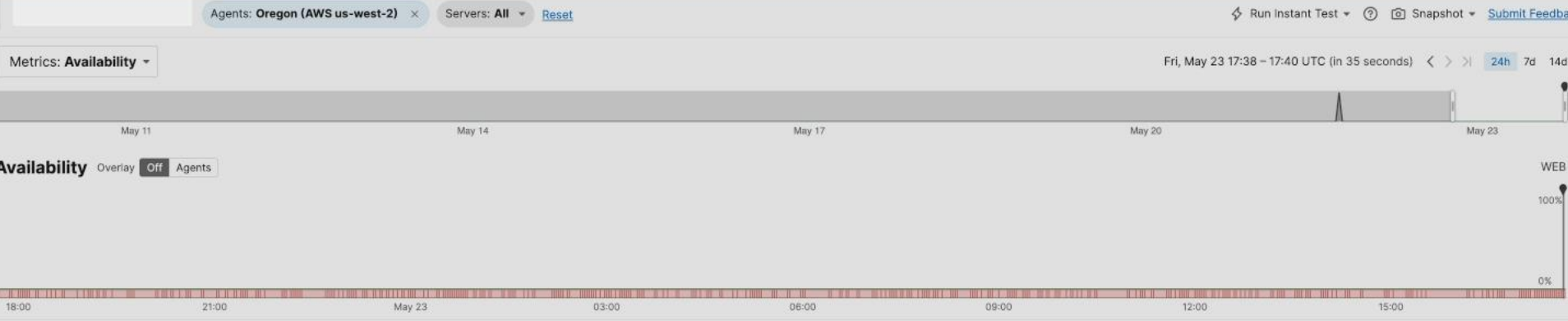
Web

Agent to Server

Network

BGP

Routing



Map Table Service Map

Metrics

Redirect Time (No. of Redirects) 0

Status

Target IP: 2025-05-23 17:38:14

Receive: Operation timed out after 5002 milliseconds with 0 bytes received (Details)

Errors and Warnings

Oregon (AWS us-west-2) – Receive – Operation timed out after 5002 milliseconds with 0 bytes received 2025-05-23 17:38:14

View Service Map

Agent	Oregon (AWS us-west-2)
-------	------------------------



Expert perspective

AC3



Daniel Tam

Sales Specialist –
ThousandEyes & Splunk

- Founded 1999, 100% privately-owned and operated with an entirely onshore team
- Secure technology services provider for Australia and New Zealand
- 500 employees across ANZ working with 700+ customers
- Industries: Government, Financial Services & Insurance, Healthcare, Critical Infrastructure
- Areas of Expertise:
 - Cloud
 - Cyber Security
 - Automation
 - Networking
 - Observability

AC3

Unifying experiences and future-proofing networks



Unified Hardware

Flexible deployment: cloud, on-prem, or hybrid—same hardware



Unified Licensing

Common licensing for cloud, on-prem unlocks advanced features across platforms



Unified Support

Reliable support included, with optional RMA upgrades

What's next?



Check out our demos



Attend our sessions



Sign up for a free trial



Cisco Webex App

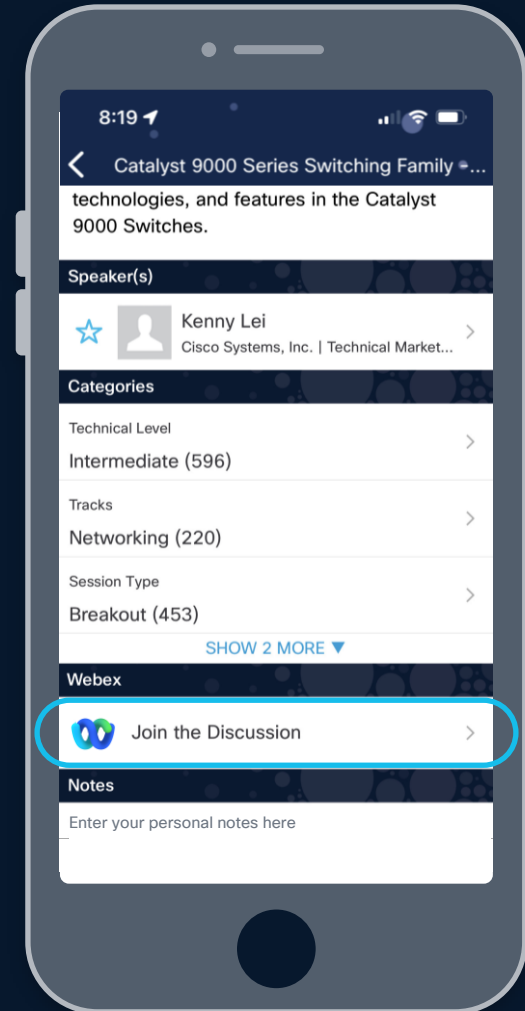
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 13, 2025.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKXXX-xxxx>

Thank you



Trivia questions

- What percent of organizations will face an IT skills shortage by 2026?
 - 3%
 - 15%
 - 33%
 - 64%
- What is the next wave of disruption that is reshaping the industry?
 - Networking
 - Cloud
 - AI
 - Mobile

Yes / No questions

- Do you agree with these trends, are you seeing the same in your organizations?
- Are you seeing AI as the next big wave of disruption?