



UNLOCKING THE POTENTIAL

Understanding Managed SD-WAN Adoption

White Paper based on
data gathered by
Hanover Research

GTT

INTRODUCTION

To better understand organizations' adoption and needs around Managed SD-WAN, GTT commissioned Hanover Research, a leading provider of research and analytics for organizations worldwide. Hanover conducted the study on the current and near-future use and adoption of SD-WAN, including what attributes are considered when selecting a Managed Service Provider (MSP).

The research uncovered attitudes, recommendations and opinions of IT decision makers who are directly responsible for their organization's SD-WAN solution.

All of the respondents possess either first-time or follow-on experience with regard to SD-WAN adoption, installation and management, enabling this study to present a comprehensive view of industry sentiment.



SD-WAN MANAGED SERVICE PROVIDERS: TOP LINE NUMBERS

MORE ENTERPRISES SEE INCREASED VALUE FROM SD-WAN MSPS THAN EVER BEFORE

According to the research, 77% of such organizations employing SD-WAN utilize MSPs, with just one percentage point difference between respondents in the U.S. and Europe for fully managed services. This is up 10% from a survey we sponsored the year before.

The majority of these organizations have their solution procured and operated by MSPs (66%), and a smaller portion (11%) have in-house procured solutions that are currently managed by service providers.

WHY ARE ORGANIZATIONS CHOOSING AN SD-WAN SOLUTION PROVIDER?

In the survey, an overwhelming majority of respondents (90%) believed an SD-WAN solution provider would be more beneficial than engaging a traditional network aggregator.

This appeared to indicate that the benefit of an SD-WAN

solution provider's greater insight, specialization, knowledge and experience will make them more qualified than other types of providers and aggregators as well as offering a greater return on investment.

SHORTER REVIEW CYCLES ARE THE NORM

The majority of enterprises now conduct regular reviews (83%) of their SD-WANs as well as upgrade (80%) their SD-WAN solutions. The typical timeline is now every 2 years, which appears to be likely due to rapid advances in new technology and infrastructure, and greater need for a high-performing SD-WAN solution.

We also found that IT departments play a key role in the SD-WAN selection process in general. And of enterprises that currently engage an SD-WAN MSP, 86% involve their IT leadership in such decisions.



We needed easier, less expensive connectivity in new locations to help us establish operations in new countries. Each site we add needs a secure, reliable connection to the internet and HMY Group's cloud. This is challenging in some parts of the world; it is not always simple, and it can be expensive to connect through local providers.

—TERESA TOMÁS | CIO, HMY GROUP



SD-WAN AND SECURITY

No business today can take security for granted, especially as the cloud, e-commerce and other digital business operations are critical across the enterprise: from serving customers, to enabling collaboration, to requisitioning supplies and monitoring their shipment.

In fact 81% stated their SD-WAN would directly contribute to improving their security posture. The only higher response (86%) was the use of SD-WAN to optimize connections to their cloud-based applications. The third highest response, with significantly lower priority (57%), was to leverage lower cost transport options.

Moreover, 100% of respondents that took part in the study say their organization plans to integrate security when deploying their SD-WAN.

KEY ATTRIBUTES OF AN MSP OF SD-WAN: RELIABILITY, SECURITY, AND QUALITY OF SERVICE

Most respondents stated that the level of reliability (87%), security (86%), and quality of service (80%) are “Extremely Important” or “Very Important” in a Managed SD-WAN solution.

The respondents then rated the positive impact of a Managed SD-WAN as follows: security (83%), reliability (81%), and quality of service (80%) as “Extremely Important” or “Very Important.”

THE TAKEAWAY: 77% OF RESPONDENTS RELY ON AN MSP TO KEEP THEIR SD-WAN AT PEAK PERFORMANCE

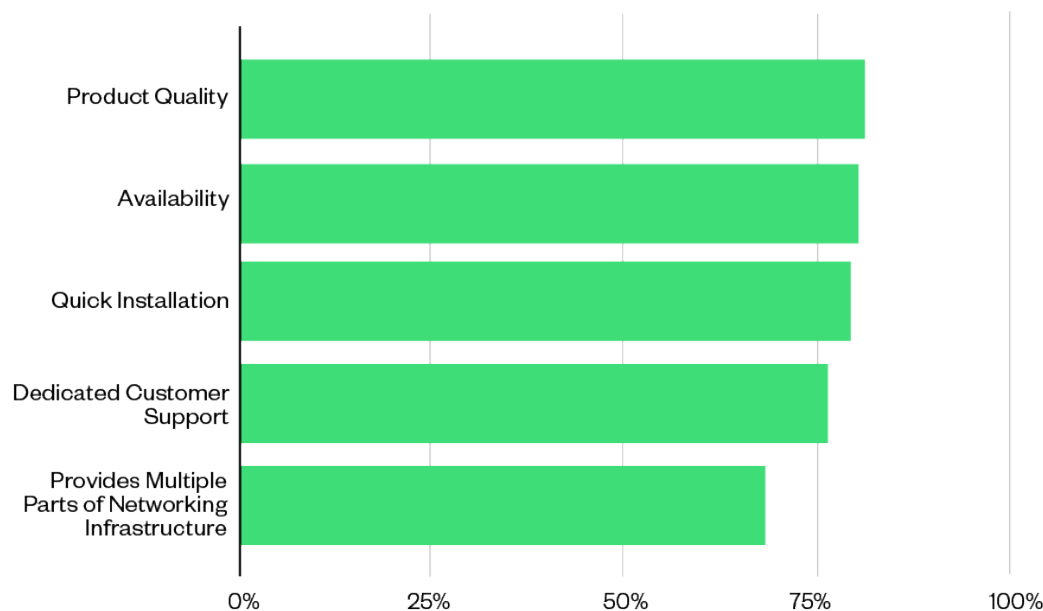
Simply put, an SD-WAN failure is too great a liability for any business to experience. We see that most companies today are unable to internally fill the skills and knowledge gaps when it comes to deploying and maintaining a modern SD-WAN.

Moreover, the costs of a company maintaining its SD-WAN are likely to be greater than engaging a provider. Therefore an MSP is best equipped to ensure an SD-WAN is secure and reliable and can run 24/7. Other benefits of an MSP include the ability to optimize on the fly, monitor traffic flows, and implement upgrades and patches without ever intruding into the core of the customer's business.

SD-WAN MANAGED SERVICE PROVIDERS: IN DEPTH

TOP REASONS ORGANIZATIONS SELECTED THEIR CURRENT MANAGED SD-WAN

The top three of the five reasons organizations selected their existing SD-WAN provider are fairly close. They are product quality (81%), availability (80%), and quick installation (79%). Dedicated customer support (76%) and ability to provide multiple parts of networking infrastructure (68%) rounded out the top five.



When one considers the top five reasons why the respondents chose their current Managed SD-WAN, one understands the mission-critical nature of the solution to the enterprise. This report also shows that companies that originally procured and deployed their own SD-WAN have since engaged an MSP to gain additional benefits. They typically include dedicated customer support and replacing parts of their networking infrastructure with more advanced solutions.

As an experienced managed service provider, GTT will work with you to create the ideal Managed SD-WAN solution. You gain the quality of our SD-WAN providers, along with our ability to aggregate all the necessary components. The result is that we deliver on-time, on-budget scalable SD-WAN solutions that reduce risk, while lowering your capital costs.



We have evolved together, working hand in hand. ... (GTT and Hansgrohe) have a similar focus on exploring new possibilities and adopting them into a living environment to make things easier and better.

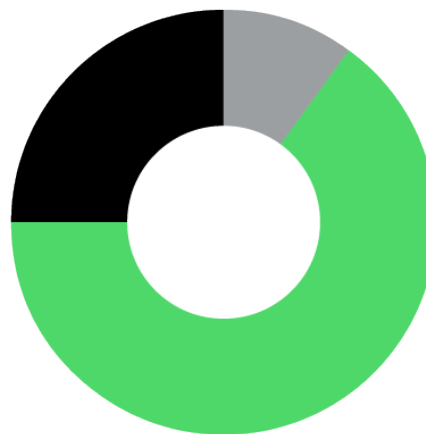
—MATTHIAS GOETZ

HEAD OF INFRASTRUCTURE & OPERATIONS, HANSGROHE

BENEFITS ORGANIZATIONS EXPECT TO GAIN FROM THEIR MANAGED SD-WAN

When respondents were asked about how beneficial they think an SD-WAN MSP would be to their company compared to a traditional network aggregator, most (90%) said “Very Beneficial” or “Extremely Beneficial.” Just 10% thought it would be “Moderately Beneficial.” A notable point is that none of the respondents indicated “Slightly Beneficial” or “Not At All Beneficial” on this attribute.

These numbers appear to support the concern among respondents around the need to ensure that their SD-WAN MSP decision will result in the highest level of service, security, reliability, and value to the business.



HOW BENEFICIAL IS AN SD-WAN TO YOUR COMPANY COMPARED TO A TRADITIONAL NETWORK AGGREGATOR?

○ Not at all beneficial	0%
○ Slightly beneficial	0%
○ Moderately beneficial	10%
● Very beneficial	65%
● Extremely beneficial	25%

Distributed enterprises can rarely rely on a single network provider to deliver connectivity to all their locations, much less offer local native language support. By offering agnostic solution sets that are in the best interest of the client, not the provider, we make you the center of the project.



The increase of more than 77% of available bandwidth across our global network at more than 130 of our sites has enabled us to meet our business objectives, while reducing our cost per MB by 66%.

— Steven Vandamme, Chief Information Officer, Barry Callebaut

GTT is taking enterprise networking further with Managed SD-WAN that combines a superior network underlay with a secure, cloud-enabled, policy-based overlay for the control and efficiency needed to manage your entire network. You work with one partner, who is your single point of contact for all your needs, and you receive only one simple-to-understand bill.

**WHAT MOST INFLUENCED
RESPONDENTS TO SELECT THEIR
CURRENT SD-WAN PROVIDER**

It was important to know why our respondents selected their current SD-WAN to understand their mindset. In the research, certain factors were uncovered that influenced their SD-WAN provider selection process. Some of these may appear predictable, such as product quality. However, the report uncovered other reasons including the opportunity to obtain and combine multiple services and products from the SD-WAN solution provider.

The top three reasons, as shown below, were all within a one percentage point difference. This illustrates that all three should be viewed as essential in selecting an SD-WAN MSP.

The research found that product quality (e.g., performance, connectivity, automation, reliability) as the top reason with 81% of respondents ranking it as “Extremely Influential” or “Very Influential” in their selection of their current SD-WAN provider. “Moderately Influential” or “Slightly Influential” came in at 19%. No respondents considered product quality as a non-influence in their decision.

PRODUCT QUALITY

(E.G., PERFORMANCE, CONNECTIVITY, AUTOMATION, RELIABILITY)



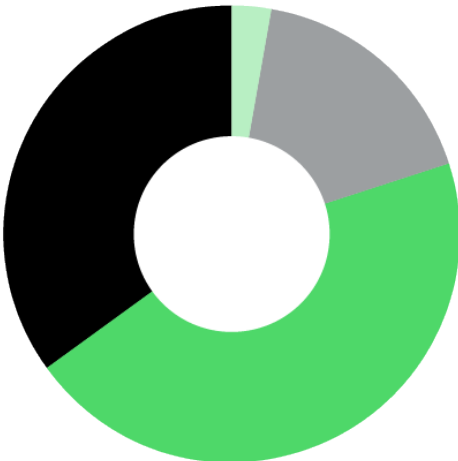
○ Not at all influential	0%
● Slightly influential	1%
● Moderately influential	18%
● Very influential	37%
● Extremely influential	44%

GTT takes a consultative sales approach to understand the customer’s corporate mission and intended business outcomes, which helps us to design a solution tailored to meet their objectives. Based on this experience, our customers realize more than high product quality and receive a solution that provides security, scalability and efficiency.

Availability provided the second most critical reason with 80% of respondents ranking it as “Extremely Influential” or “Very Influential” in their selection of their current SD-WAN provider, while 20% stated it was “Moderately Influential” or “Slightly Influential” factor in their decision making. Again, no one taking part in the research considered availability as something that would not influence their decision.

Enterprise traffic is engineered to stay within the GTT core IP network for best performance and control. More than 70% of our customer traffic stays on-net, end-to-end. Enterprise traffic is assigned to the highest-priority queue to avoid congestion and maintain predictable performance. With GTT, SD-WAN gateways, cloud firewalls, SIP Trunking SBCs, and other devices are embedded directly into the core to maintain performance regardless of application.

AVAILABILITY



○ Not at all influential	0%
● Slightly influential	3%
● Moderately influential	17%
● Very influential	45%
● Extremely influential	35%



With GTT, our network is secure, stable and resilient. Our network uptime is as close to 100% as we can get.

— **BEN SCHOLEY**
CIO, DISTRELEC

Quick installation was the third most critical factor, with 79% of respondents calling it “Extremely Influential” or Very Influential” in their selection of their current SD-WAN provider. “Moderately Influential” or “Slightly Influential” was selected by 21% of the participants. And, once again, no respondents considered quick installation as something that would not influence their decision.



QUICK INSTALLATION

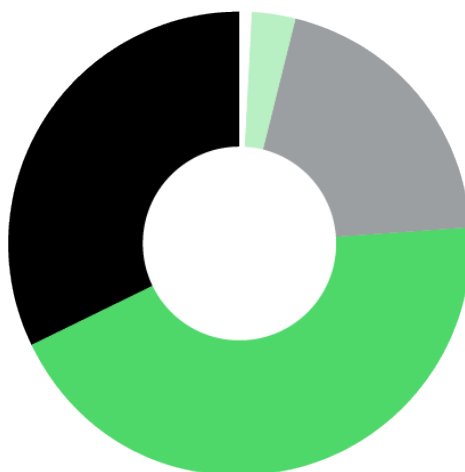
○ Not at all influential	0%
● Slightly influential	6%
● Moderately influential	15%
● Very influential	44%
● Extremely influential	35%



GTT supported our global transformation of over 130 sites across six continents. The collaboration between our companies with the operational excellence and expert service from GTT made it possible for the project to be completed six weeks ahead of schedule, so we could recoup our costs quickly and free up the team for the other projects.

— **Steven Vandamme** | Chief Information Officer, Barry Callebaut Chocolatier

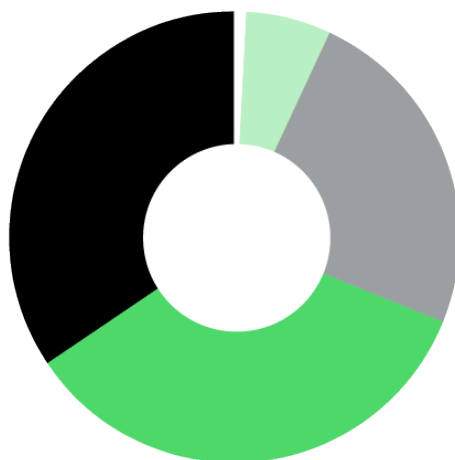
Dedicated customer support ranked fourth in the research, with 76% of respondents marking it as “Extremely Influential” or “Very Influential” in their selection of their current SD-WAN provider, with 23% stating it was a “Moderately Influential” or “Slightly Influential” factor in their decision, and only 1% said dedicated customer support would not influence their decision.



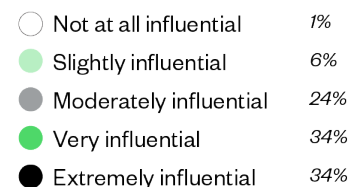
DEDICATED CUSTOMER SUPPORT

○ Not at all influential	1%
● Slightly influential	3%
● Moderately influential	20%
● Very influential	44%
● Extremely influential	32%

The research also found that 68% of respondents ranked the ability to use the same provider for other networking infrastructure as “Extremely Influential” or “Very Influential” in their selection of their current SD-WAN provider. Less than half of respondents found this to be “Moderately Influential” or “Slightly Influential” in how they made their decision, and again only 1% said the ability to use the same provider would not affect their decision making.



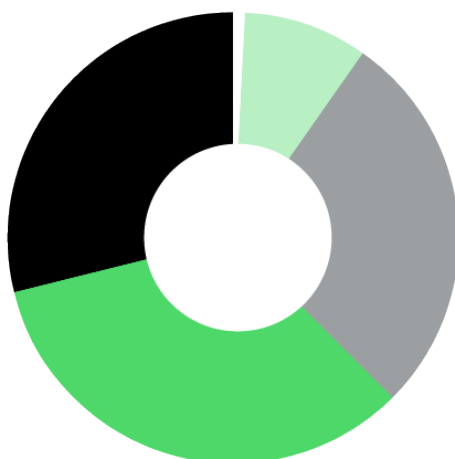
ABILITY TO USE SAME PROVIDER FOR OTHER NETWORKING INFRASTRUCTURE



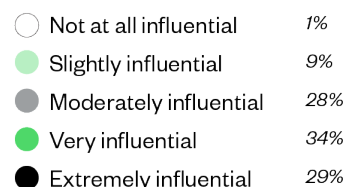
Enterprises are reliant on cloud-based applications and require a reliable and secure connection, ensuring continuity and security for their employees to be productive and deliver upon business-critical goals. As a Tier 1 IP provider, we operate with 100s of Tbps of total IP edge capacity and directly connect to one-third of all internet routes.

GTT also monitors network capacity and performance, and proactively upgrades our infrastructure for seamless delivery of mission-critical traffic. 70% of customer traffic originates and terminates on the GTT IP backbone. We also enable end users to be closer to the applications they need to be productive through SD-WAN direct to the cloud.

The research also established that 63% of respondents ranked the ability to combine solutions with other services/products as “Extremely Influential” or “Very Influential” in their selection of their current SD-WAN provider. Of respondents who stated bundling is “Moderately Influential” or “Slightly Influential,” 37% indicated so, and just 1% found it not to be an influence.



ABILITY TO COMBINE SOLUTIONS



GTT can integrate networking and advanced security solutions to enhance the protection provided to data centers and cloud apps. This helps ensure effective data transmission between offices, so that the network can remain online and thwart threats that could potentially bring down the infrastructure, pausing their operations. GTT’s managed SD-WAN provides even more security to your people and network infrastructure when integrated with additional security protocols. For example, our Secure Connect: Secure Access Service Edge (SASE) solution enhances a team’s ability to proactively address cyber concerns. In addition, network segmentation restricts user access to only the data and applications that they require.

Price naturally is also important. With more than half (60%) of respondents stating that price was “Extremely Influential” or “Very Influential” in their selection of their current SD-WAN provider. Less than half (40%) of respondents said that price is “Moderately Influential” or “Slightly Influential” in their decision. And no respondents considered price to not influence their decision.



PRICE

○ Not at all influential	0%
● Slightly influential	7%
● Moderately influential	33%
● Very influential	34%
● Extremely influential	26%



**AS A MANAGED SERVICES PARTNER,
WE WILL BE YOUR SINGLE POINT OF
CONTACT *FOR ALL YOUR NEEDS***

Our Engineers and Project Managers effectively and efficiently design and deploy the solution that matches your criteria, including budget constraints, by taking an agnostic approach to applications and vendors. As a Managed Services Partner, we will be your single point of contact for all your needs and provide you with a single, simple-to-understand bill. There are no financial surprises, making budgets easier to manage.

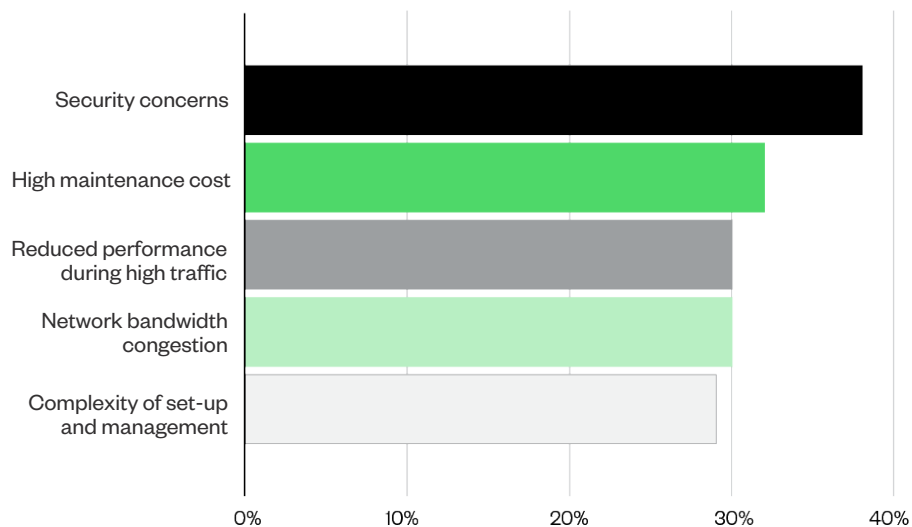
THE CHALLENGES AND PAIN POINTS MOST ASSOCIATED WITH EXISTING SD-WAN SOLUTIONS, AND BARRIERS TO OVERCOME TO ADOPT A NEW ONE

Looking at both these topics enabled us to understand what problems the respondents were experiencing with their SD-WAN solution, along with what was preventing them from switching to a new solution or MSP.

When reviewing what factors are responsible for the respondents' greatest challenges and pain points associated with their current SD-WAN solution, security concerns topped the list at 38%.

The other four challenges average out at just over 30%, showing relatively equally dissatisfaction scores for maintenance costs, poor performance issues, and bandwidth congestion.

TOP FIVE CHALLENGES & PAIN POINTS WITH CURRENT SD-WAN



As an early adopter of SD-WAN starting in 2017, we have learned a lot. We saw the move to cloud coming and the need for more bandwidth and performance to handle all the data supporting the growth of our business. Now, the GTT Managed SD-WAN gives us the additional flexibility and bandwidth we need and the ability to prioritize our most critical communication over other less critical connections to ensure our people can collaborate efficiently.

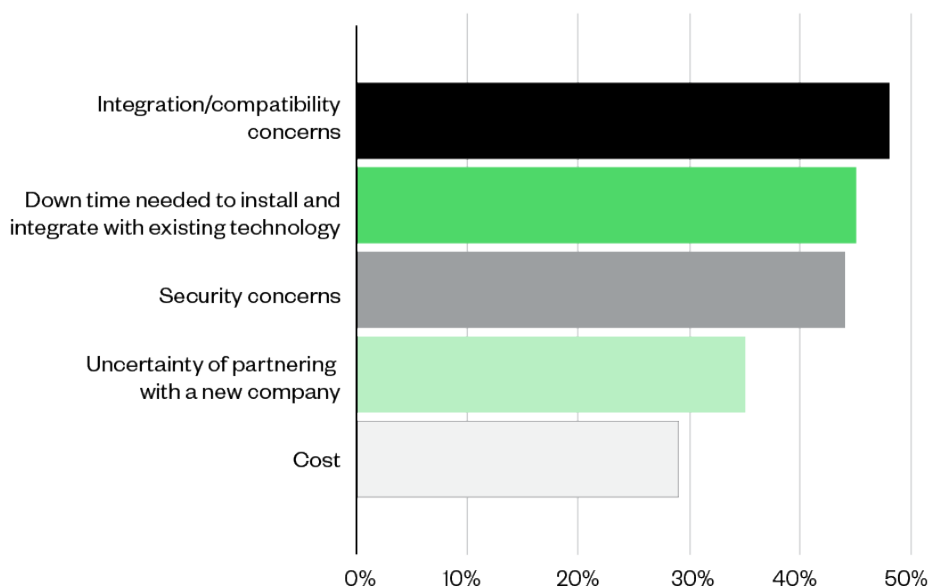
—MATTHIAS GOETZ

HEAD OF INFRASTRUCTURE & OPERATIONS, HANS GROHE

GTT solutions provide more than monitoring. We automatically and proactively circumvent any slowdowns or outages by rerouting traffic to the most efficient transit points at any given time. In the rare event there is a problem, customers can access our web portal, EtherVision, which communicates immediate reporting of any problem we have not seen nor addressed, as well as the remediation of issues with continual status updates until a satisfactory resolution is achieved.

TOP FIVE BARRIERS TO ADOPTING A NEW SD-WAN SOLUTION

Respondents were also asked which barriers prevented them from adopting a new SD-WAN solution. Nearly half (48%) stated that integration or compatibility concerns were an obstacle, with down time related to installation and integration coming in at 45%, followed closely by security concerns at 44% of respondents. Uncertainty and cost were at the bottom of the five highest-ranked concerns at 35% and 29% respectively.

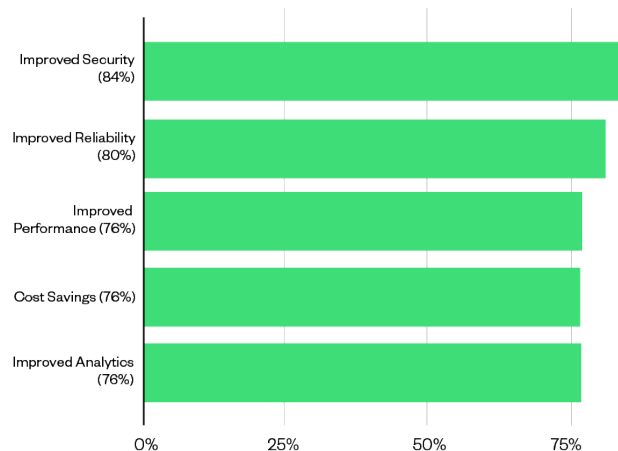


GTT provides end to end support to reduce the stress of a major technology transformation. Your dedicated local account team serves as the primary contact throughout the relationship with GTT. During the Service Delivery process, a Project Manager, Design Engineer and Field Engineers support the planning, testing, piloting and build out of SD-WAN into the enterprise infrastructure. Once installed, a global team of Customer Care, Network and Security Operations specialists oversee your services. Our goal is to relieve any worry related to integration, security, or any uncertainty pertaining to any part of the project.

THE TOP DRIVERS FOR SELECTING A NEW SD-WAN PROVIDER

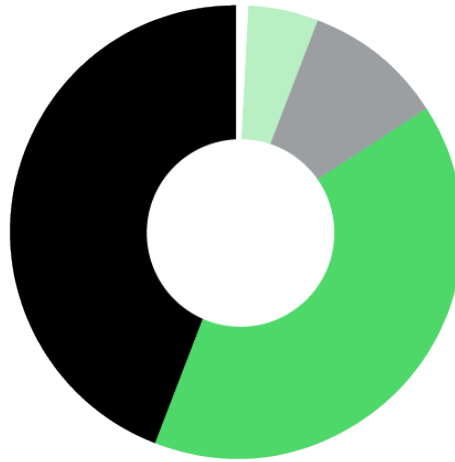
Respondents were then asked to rank various factors in regard to how likely they would consider adopting a new SD-WAN solution through an MSP if it offered improvements over their existing SD-WAN solution.

The top five reasons organizations would select a new SD-WAN provider are also fairly close. They are improved security (84%), improved reliability (80%), a three-way tie for improved performance, cost savings, and improved analytics (all at 76%). These are all important factors to consider when choosing a new SD-WAN MSP.



LET'S LOOK CLOSELY AT THESE AND OTHER REASONS TO SELECT A NEW SD-WAN MSP

A majority of respondents (84%) ranked improved security as "Very Likely" or "Somewhat Likely" to influence their selection of a new SD-WAN provider over their existing solution.



IMPROVED SECURITY

Very unlikely	1%
Somewhat unlikely	5%
Neutral	10%
Somewhat likely	40%
Very likely	44%

Managed SD-WAN is fundamental to an enhanced security posture. Increasingly, SD-WAN platforms employ cloud-based intelligence to address direct security threats and identify changes in traffic flows that can indicate potential data loss. Adding in ZTNA (Zero Trust Network Access), DDoS Mitigation and Managed Detection and Response will round out your security footprint. The additional implementation of a SASE framework for comprehensive cloud-based networking/ security at the edge, along with other tools, offers a more comprehensive security posture.

Improved reliability was another leading factor, with 80% of respondents choosing "Very Likely" or "Somewhat Likely" to switch to a new SD-WAN solution through an MSP over their existing solution.



IMPROVED RELIABILITY

Very unlikely	1%
Somewhat unlikely	2%
Neutral	16%
Somewhat likely	34%
Very likely	46%



Together with GTT, we have built a strategy to transform and future-proof our global network, as well as delivering all the benefits of an agile and resilient managed SD-WAN solution.

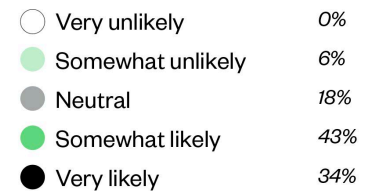
— **RICHARD PYM**
HEAD OF TECHNOLOGY, ETEX



Improved performance over an existing solution proved to be a strong reason to adopt a new SD-WAN solution through an MSP, with 77% saying that this would “Very Likely” or “Somewhat Likely” influence their choice.



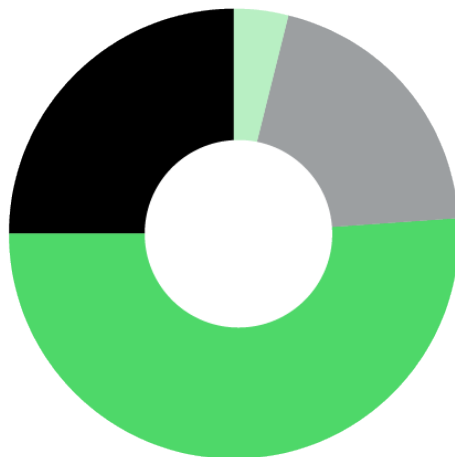
IMPROVED PERFORMANCE



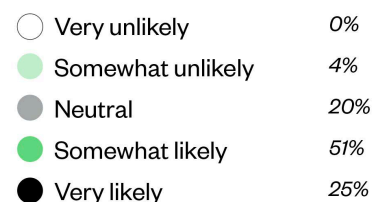
As a Tier 1 IP provider, we operate with 400 Tbps of total IP edge capacity and directly connect to one-third of all internet routes allowing you to receive faster, more reliable transfer of data with little to no lag or jitter. Real-time insights and reporting capabilities help optimize network performance to identify and correct complications quickly.

Along with our Tier 1 IP Backbone providing additional security and network performance assurances, GTT SD-WAN solution offers enhanced internet. By integrating the SD-WAN gateways as a part of our backbone, GTT provides customers with better performance by prioritizing the SD-WAN traffic across the backbone. With 70% of a customer’s originating traffic terminating on our backbone, improved network performance is assured.

When respondents were asked about cost savings, again more than three-quarters (76%) ranked it as “Very Likely” or “Somewhat Likely” in their selection of a new SD-WAN provider.



COST SAVINGS

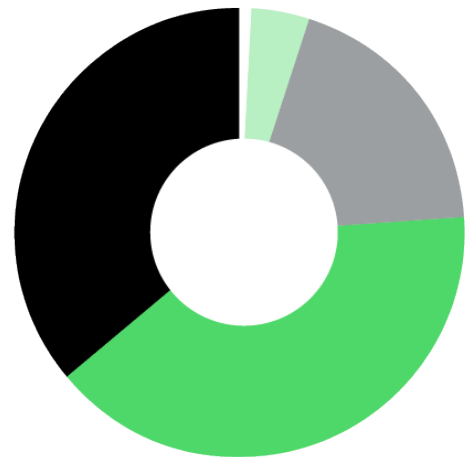


With SD-WAN and GTT’s cloud networking capabilities, we’ve cut our networking costs in half while nearly doubling available bandwidth at each of our branch sites.

– JAMES RIPPETOE | VP OF IT,
JENSEN HUGHES



Improved Analytics also resonated with most respondents, with 76% stating that it would “Very Likely” or “Somewhat Likely” influence their decision to adopt a new SD-WAN solution through an MSP.



IMPROVED ANALYTICS

○ Very unlikely	1%
○ Somewhat unlikely	4%
○ Neutral	19%
○ Somewhat likely	40%
● Very likely	36%

Improved connectivity over an existing solution was also another solid reason to adopt a new SD-WAN solution through an MSP, with three-quarters (75%) reporting that this would “Very Likely” or “Somewhat Likely” influence their choice.



IMPROVED CONNECTIVITY

○ Very unlikely	2%
○ Somewhat unlikely	1%
○ Neutral	22%
○ Somewhat likely	47%
● Very likely	28%

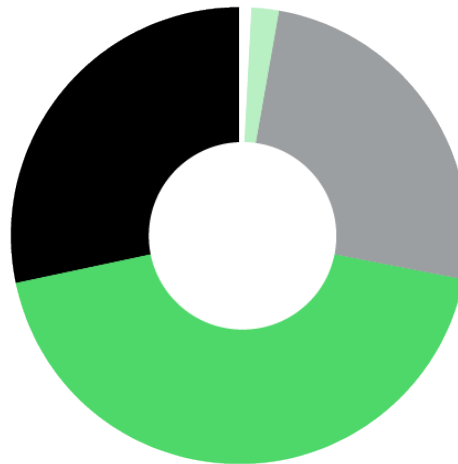
Three-quarters of respondents also stated that dedicated customer support would be a strong reason in favor of adopting a new SD-WAN solution through an MSP if it could offer improvements that their current SD-WAN solution could not match, with 75% of the survey participants stating that this would “Very Likely” or “Somewhat Likely” influence their decision.



DEDICATED CUSTOMER SUPPORT

○ Very unlikely	1%
○ Somewhat unlikely	5%
○ Neutral	19%
○ Somewhat likely	36%
● Very likely	39%

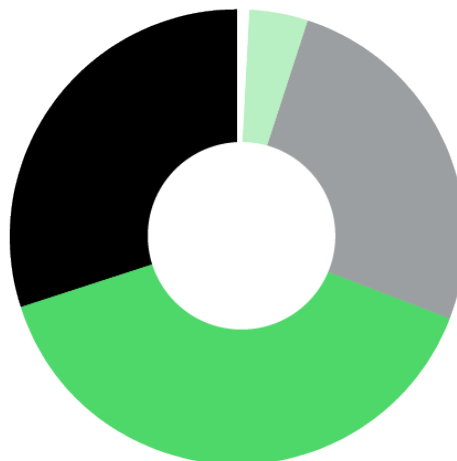
The aspect of Improved Visibility offered a compelling reason to switch to a new SD-WAN solution through an MSP over their existing solution, with 71% of respondents selecting “Very Likely” or “Somewhat Likely.”



IMPROVED VISIBILITY

Very unlikely	1%
Somewhat unlikely	2%
Neutral	25%
Somewhat likely	43%
Very likely	28%

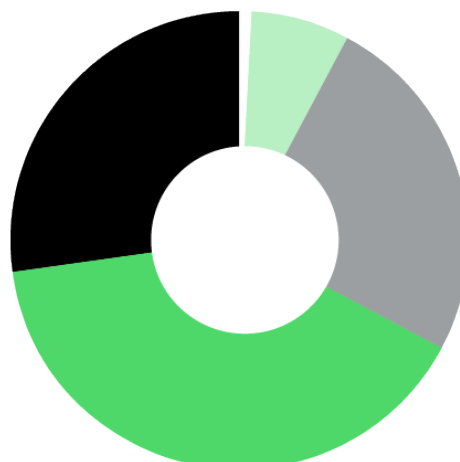
When respondents were asked about More Customization Features, 69% stated that it would “Very Likely” or “Somewhat Likely” affect their selection of a new SD-WAN and MSP.



MORE CUSTOMIZATION FEATURES

Very unlikely	1%
Somewhat unlikely	4%
Neutral	26%
Somewhat likely	39%
Very likely	30%

Integration is also a factor with 67% of respondents indicating that better integration with current infrastructure would “Very Likely” or “Somewhat Likely” influence their adoption of a new SD-WAN solution through an MSP if it was an improvement over their current SD-WAN solution.



BETTER INTEGRATION WITH CURRENT INFRASTRUCTURE

Very unlikely	1%
Somewhat unlikely	7%
Neutral	25%
Somewhat likely	40%
Very likely	27%

More than half of respondents stated that Less Reliance on In-House Expertise would be a solid reason to adopt a new SD-WAN solution through an MSP over their current SD-WAN solution, with 59% of the survey participants stating that this would “Very Likely” or “Somewhat Likely” influence their decision.



**LESS RELIANCE ON
IN-HOUSE EXPERTISE**

- Very unlikely 0%
- Somewhat unlikely 9%
- Neutral 32%
- Somewhat likely 34%
- Very likely 25%



SD-WAN MSPS ENABLE IT PROS TO EFFECTIVELY MANAGE THEIR BUSINESS AND MEET THEIR ORGANIZATIONAL GOALS

In speaking with IT professionals we've learned that an integrated, customized managed SD-WAN ensures that:

- Existing infrastructure does not become obsolete
- Future upgrades will not affect their budget
- Secure access to the cloud from all entry points, along with centralized information and data, improves their protection

Other benefits of an SD-WAN MSP include:

- Providing a reliable, secure, cost-effective deployment executed by experts
- Producing a sole source of truth with predictable costs that is easy to manage
- Easing the skills gaps and reduces overhead
- Requiring no additional certifications and reduce the need for additional hardware
- Seamlessly deploying upgrades and patches
- Allowing IT to focus exclusively on the business and strategic growth planning



“The network’s high performance and availability proved valuable during the pandemic when an increasing number of business processes transitioned to virtual environments. Moreover, the SD-WAN solution supports us in implementing Industry 4.0, having transformed our production facilities into smart factories.”

**– CHRISTIAN MALL | IT MANAGER,
NETWORK & DATA CENTER GLOBAL,
RÖCHLING AUTOMOTIVE**

PARTING IDEAS TO CONSIDER

Enterprises today must cope with a range of IT and digital business issues. They include a reliance, if not a dependency, on cloud-based applications, increases in data and network traffic, distributed workforces, as well as fast-moving global markets. And all of these hinge on networks that are increasing in complexity, making the need for a modern SD-WAN managed service provider greater than ever.

With that in mind, it's critical to select the Managed SD-WAN solution provider that can offer your business the solution that combines a superior network underlay with a secure, cloud-enabled, policy-based overlay, ensuring the control and efficiency that is essential to managing your entire network.

In addition to providing you with the managed SD-WAN and infrastructure you need, everyone at GTT maintains a customer-first philosophy and possesses the ability to listen carefully to what is and what is not said. We offer solutions that align with your needs, best practices, and budgets. We are not a Managed Solution Provider, we are the Managed Solution Partner. Our dedicated GTT Experience team supports our customers through every phase of their journey for the life of their evolving network. Moreover, according to a commissioned study conducted by Forrester Consulting on behalf of GTT, an SD-WAN from GTT delivers a **213% ROI** over three years and 6-month payback period.

Learn more at [GTT.net](https://www.gtt.net)



QUESTIONS TO ASK WHEN SELECTING AN SD-WAN MANAGED SERVICE PROVIDER

Does the MSP maintain a 24/7 help desk composed of native speakers who can support your IT department?

Does the MSP provide you and your team with access to technical experts who can advise, design and deploy a solution designed to meet your current and future business goals?

Can the MSP offer expertly curated monitoring, reporting and change management through an online portal access to ensure your SD-WAN remains at peak performance?

Does the MSP also offer a comprehensive range of network management and security services?

Has the MSP optimized its paths for performance to help with the underlying network transport services, such as private networking or broadband internet access?

Does the MSP's reach match your footprint, and how are their services supported?

What SLAs does the MSP have in place?

Does the MSP offer a choice of fully validated and tested SD-WAN solution options without being tied to any of them?

Can the MSP provide an SD-WAN that ensures dual-diverse access connectivity options at every one of your sites?

Can the MSP assure reliable, high-quality traffic delivery, even if a fiber route is compromised?

For more information
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