



# Turning Silos to Synergy

Meshing cloud, network and security transforms IT

# The state of enterprises on the road to digital evolution

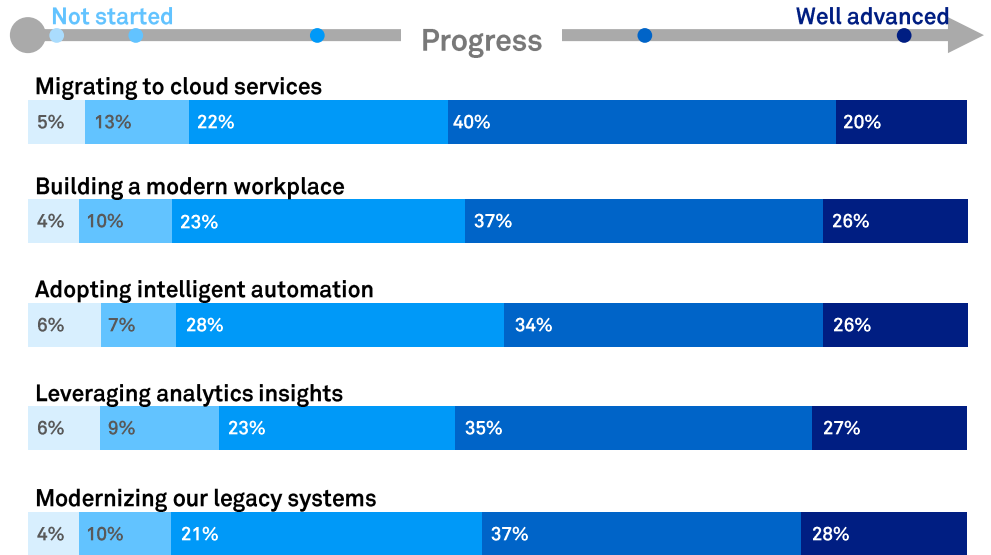
## Enterprises have many IT transformation goals.

Your peers have started on the transformation journey. But just one in four organizations regard themselves well advanced in major digital initiatives.

## The incentives for IT transformation are high.

Enterprise executives describe key transformation project increases of more than 40% in value over their legacy approach. Besides measuring TCO or RoI targets, your peers see gains from IT transformation through better efficiency; performance; reliability; and new capability.

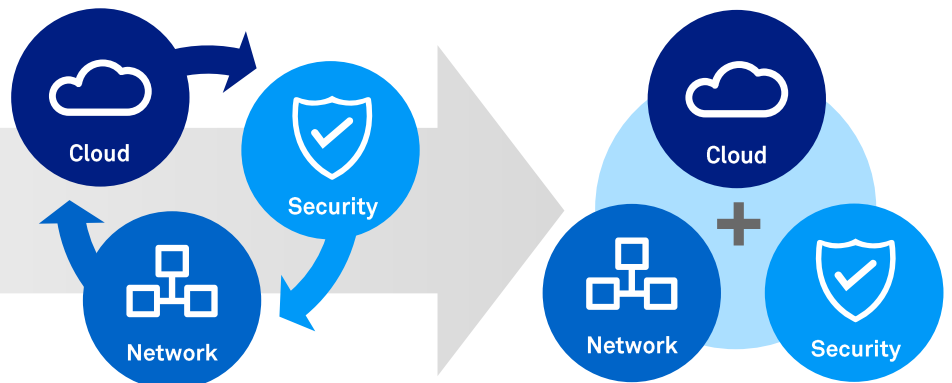
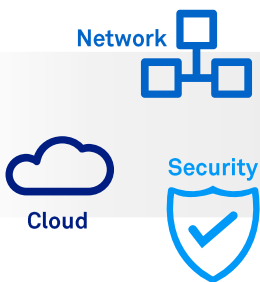
## Enterprises rate their digital progress



n=188 Source: Omdia

# Your business needs one solutions platform

## Enterprises are pulling infrastructure together



### New project needs are blended

60% of major IT projects have knock-on network changes. Network transformation is part of 72% of IT initiatives. Security ties in everywhere.

### Returns are proven and measurable

Modern services produce tangible outcomes. Businesses expect net new value, more reliability and efficiency, operational and cost savings.

### Service partners are mandatory

Nearly every business brings in outside expertise at key points to help assess and migrate, and to help operate new services.

# Transformation through cloud services

## Modernising applications is a strategic priority

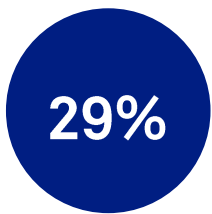
Cloud plays two top roles. It is an applications transformation environment that changes the way you do business. It also handles simple lift-and-shift of workloads out of your data center.

By volume, applications transformation and simple infrastructure migration are split about evenly. There are other knock-on benefits for moving to cloud.

Modernizing applications goes deep into your organization and plays a strategic role in the future of your business. Lift-and-shift is lower risk for less reward.

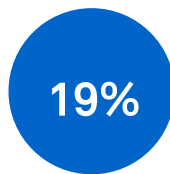
### Top cloud adoption drivers

#### Strategic driver

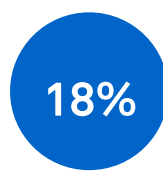


Transform applications

#### Other common factors



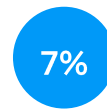
Compliance, Governance



Migrate infrastructure



Scale & future-proofing



Lower costs



Better security



Higher reliability

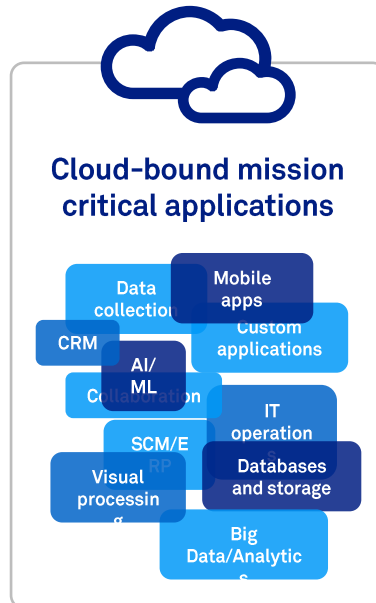
n=200  
Source: Omdia

# Cloud services make network performance, security mandatory

Large IT projects including cloud have risk. They face delays, over-runs, porting and delivery issues. When a project is completed successfully, you will want to leverage and protect that investment.

The two most serious ongoing operational issues faced by your peers in cloud, are not actually in the cloud. They are problems with end-to-end performance and security.

Premium cloud connect services help performance. But it may not be enough. One-third of cloud connect users also re-architect their networks to optimize for cloud. This is why 90% of your peers prefer to work with cloud partners who also have network expertise.



### Top cloud operations issues

#### Network/cloud performance



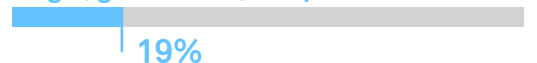
#### Security breach



#### Scaling problems



#### Legal, governance, compliance



n=200  
Source: Omdia



## Transformation of network services

### Network services mature, satisfaction blooms

In a cloud world, IT needs change quickly. Your business needs a network that keeps up with the pace set by your applications.

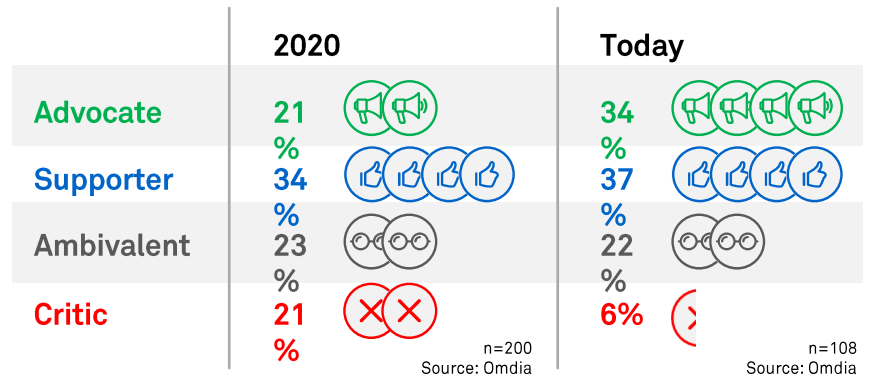
New, dynamic, internet-centric, cloud-connected network services produce results. In past years, sometimes they also produced adopter headaches.

New network services have matured. Adopters now know better what to expect, and critics iron out deployment issues. As a result, satisfaction has shifted sharply upward.

### Network modernization projects

- Cloud connection
- WAN/Internet migration
- SD-WAN
- Network-as-a-Service
- Network virtualization

\*Advocate adopters rank services a '9' or '10' on 1-10 scale. Critics rank service a 1-4 on a 1-10 scale.



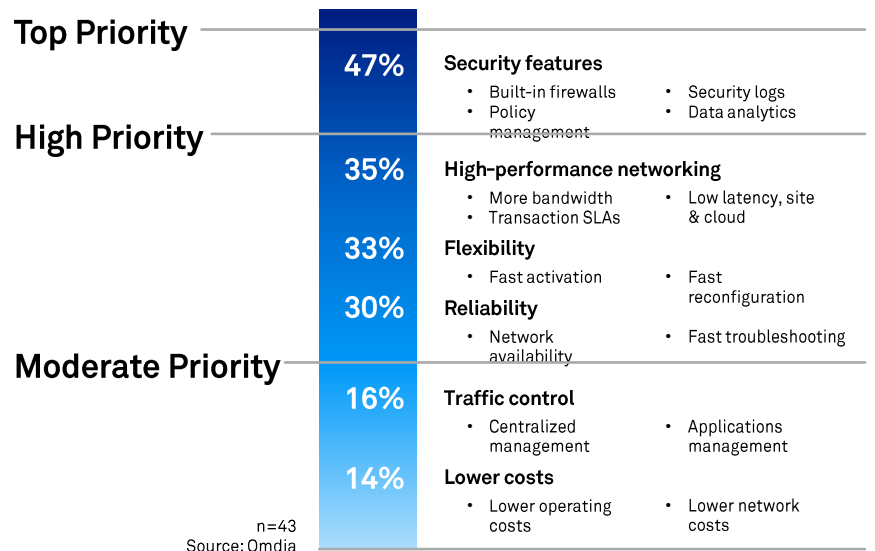
## SD-WAN bridges network into security and end-to-end performance

The excitement around SD-WAN (and now SASE) is because the technology embeds security and performance across network and into cloud.

SD-WAN logs feed rich data to security analytics. The technology optimizes applications performance between your sites, data centers and clouds.

There are many different SD-WAN flavors. Their strengths vary widely, but all of them benefit the top line. Adopters estimate on average a 50% gain in their network's value upgrading from conventional routers to SD-WAN.

### SD-WAN adopter benefits



## Transformation in Security: Cloud and connectivity expertise is the focus

All businesses face constant threats, some indiscriminate, some targeted. Nearly half – 47.5% – of enterprises faced serious security issues in the past year on one or more fronts.

Cyber criminals have three main targets. They aim to infiltrate networks, breach cloud defenses, and compromise devices in their efforts to steal, extort, or disrupt.

Enterprises need security partners who have cloud technology expertise, cloud industry expertise, and network/cloud connectivity expertise.

### Enterprise top buying criteria for security partners in cloud



Technology expertise –  
cloud security  
**39%**



Industry expertise –  
cloud security  
**32%**



Network /cloud  
connectivity expertise  
**31%**



All other factors

- Consulting expertise
- Regulatory/compliance expertise
- Broad managed expertise
- Broad consulting expertise
- Accreditations

n=200  
Source: Omdia

## SASE embeds in the network to protect cloud and devices

The SASE (secure access service edge) framework is a path to bring cloud security and network security – and cloud and network – together.

Cloud, internet VPNs, remote workers and devices have opened security gaps. Some businesses are plugging gaps piecemeal. Others are strategic and want to consolidate on a common security model.

SASE hits the right notes for 2023's top security priorities. It protects networks with next-gen firewalls; cloud with cloud access security broker; and devices through zero trust network access.



### Security deployment plans, 2023

Next-gen firewall (NGFW)

**53%**

Cloud access security broker (CASB)

**51%**

Zero trust network access (ZTNA)

**50%**

n=200  
Source: Omdia

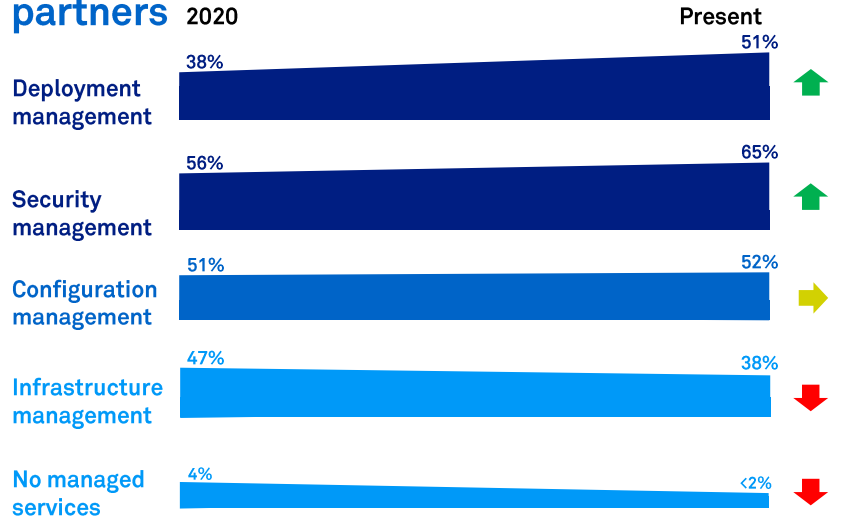
## Managed services partners play a critical role

Your business may manage its own network or tap partners. For new network services, nearly everyone leans on outside experts at key points.

Almost two-thirds of your peers' work with a managed security services partner for new network services. More than half use a partner to help select, assess, validate, and deploy strategic new network services.

Turning to an expert partner for critical decisions – to assess vendor selection or review network design, to help with hardware install or test initial configuration – greatly improves the chances of long-term adopter satisfaction.

### Managed network roles outsourced to partners



n=49, 66  
Source: Omdia

# Retail trade

Case study



# Retail transformation in network, security & cloud

Phases			
<b>Assess changing requirements</b>	<b>Review options</b>	<b>Phase in deployment</b>	<b>Long-term compliance</b>
Actions and outcomes			
<p>The business was moving core workloads to the cloud.</p> <p>Its conventional hub-and-spoke architecture was not working in this environment.</p>	<p>The business wanted to leverage SD-WAN it had begun to deploy.</p> <p>Its SD-WAN expanded from network to security and cloud connectivity.</p>	<p>The business had a complex IT environment and was risk-averse.</p> <p>Its migration began with extensive planning and testing, moving cautiously.</p>	<p>The migration aligns with the company's PCI DSS goals.</p> <p>As a bonus, it helped the business move toward carbon neutrality.</p>
Comments			
<p>"Traffic had passed from stores to our data center, then through a firewall to the cloud. Now traffic goes directly between stores and the cloud."</p>	<p>"Our SD-WAN has resiliency through redundant access. It also manages security and access to the cloud."</p>	<p>"When we deploy changes, we start with one store, then nine, and scale up. We ensure we know how it will work over time."</p>	<p>"We have a commitment to become carbon neutral. If we evaluate two suppliers and one has sustainability credentials, that's an easy choice."</p>

# Retail network, security & cloud key trends

Cloud	Network	Security
<b>52%</b> of retailers look for cloud partners that are <b>technology innovators</b>	<b>69%</b> of retailers have adopted each of <b>SD-WAN</b> and <b>Network-as-a-Service</b>	<b>62%</b> of retailers have adopted <b>Identity access management</b> solutions
<b>Simple, predictable pricing</b> is a major deciding factor for <b>43%</b> of retailers	<b>44%</b> of retailers adopt <b>standalone SD-WAN</b> platforms; the industry is also ahead on <b>SASE</b>	<b>43%</b> of retailers have adopted <b>zero trust network access</b>
<b>Network services expertise</b> carries extra weight for <b>48%</b> of retailers	For <b>71%</b> of retailers, their SD-WAN deployment is part of a bigger <b>IT project</b>	<b>38%</b> of retailers are concerned whether their cyber security strategy is <b>adequately defined</b>
<b>48%</b> of retailers fret over <b>migration complexity and risk</b> – more than security or cost	Retailers keep configurations in-house but <b>41%</b> offload <b>infrastructure management</b> – matching other industries	<b>33%</b> of retailers share <b>industry compliance</b> as a top concern
<p>Avg 34%</p>	<p>Avg 62%</p>	<p>Avg 45%</p>
<p>Avg 26%</p>	<p>Avg 37%</p>	<p>Avg 34%</p>
<p>Avg 40%</p>	<p>Avg 65%</p>	<p>Avg 27%</p>
<p>Avg 25%</p>	<p>Avg 41%</p>	<p>Avg 24%</p>





# Retail finance

Case study

# Retail finance transformation in network, security & cloud

## Phases

<b>Isolate issues, find solutions</b>	<b>Test and adjust course</b>	<b>Configure to requirements</b>	<b>Expand capabilities</b>
---------------------------------------	-------------------------------	----------------------------------	----------------------------

## Actions and outcomes

<p>The business was moving core workloads to the cloud.</p> <p>Its conventional hub-and-spoke architecture was not working in this environment.</p>	<p>The business ran into problems with its first SD-WAN platform choice.</p> <p>An expert service provider partner helped the business change course.</p>	<p>SD-WAN draws on a mix of private WAN and internet connections.</p> <p>It supports financial transactions, the lifeblood of the business.</p>	<p>The provider layered premium security on top of managed SD-WAN.</p> <p>The business now sees better performance and less downtime.</p>
---	---	---	---

## Comments

<p>"We had outages where we were technically not down, so our systems did not fail over. We didn't want any more network issues."</p>	<p>"Our first SD-WAN platform didn't provision correctly on our network. It would fail over randomly. Our partner offered another solution. We switched, and I am glad we did."</p>	<p>"Every application is high priority. Financial transactions are critical. Voice is vital, we multicast video, and routes to our cloud partner are urgent."</p>	<p>"We took their firewall/VPN security and cloud gateways to inspect traffic and look for anomalies. We also added their remote access VPNs."</p>
---	---	---	--

# Retail finance network, security & cloud key trends

Cloud	Network	Security
<b>33%</b> of finance prefers cloud partners that can supply <b>solutions breadth</b> <b>Avg 23%</b>	<b>69%</b> of finance has adopted each of <b>SD-WAN</b> and <b>hybrid networks</b> <b>Avg 60%</b>	<b>40%</b> of smaller finance struggles with the shortage of <b>cloud security expertise</b> <b>Avg 27%</b>
<b>Network services expertise</b> carries extra weight for <b>54%</b> of finance <b>Avg 41%</b>	<b>64%</b> of finance has adopted <b>virtual network functions</b> <b>Avg 43%</b>	<b>Regulatory compliance</b> is a major challenge for <b>43%</b> of large retail finance <b>Avg 24%</b>
<b>Security breaches</b> are especially concerning to <b>51%</b> of finance <b>Avg 47%</b>	<b>53%</b> of finance prefers upgrading its existing <b>firewall platforms</b> to SD-WAN <b>Avg 43%</b>	The sector is leads <b>cloud access security broker (CASB)</b> , with <b>47%</b> adoption <b>Avg 29%</b>
<b>52%</b> of large finance worries about lock-in to a <b>static cloud strategy</b> <b>Avg 35%</b>	<b>68%</b> of finance brings in service partners to <b>manage SD-WAN security</b> <b>Avg 60%</b>	The sector is also an earlier adopter of <b>SASE</b> , with <b>39%</b> adoption <b>Avg 33%</b>

n=41, 50, 41 (20/21)  
Source: Omdia



# Healthcare

Case study

# Healthcare transformation in network, security & cloud

Phases			
<b>Identify goals and hurdles</b>	<b>Execute on plans</b>	<b>Attend to fundamentals</b>	<b>Regular re-evaluation</b>
<b>Actions and outcomes</b>			
<p>An aging, disjointed IT environment caused applications issues.</p> <p>The IT estate needed updating, down to power and connections.</p>	<p>The business undertook an across-the-board digital transformation.</p> <p>The upgrade crosses network, cloud, and security in a coordinated effort.</p>	<p>New technology and management brought uptime to over 99.9%.</p> <p>Success is based on new infrastructure and new IT culture.</p>	<p>IT now evaluates new technology for its benefit to the business.</p> <p>Technologies currently under review include SD-WAN and 5G services.</p>
<b>Comments</b>			
<p><i>"We are transforming our IT culture to be a leader in digital transformation. We want to use technology to improve hospital productivity."</i></p>	<p><i>"We moved workloads to the cloud and deployed a new network. We have new firewalls and WLAN access points, and new cyber security initiatives."</i></p>	<p><i>"The network backbone is the spine of the organization. Standardization for your processes has to be built into your network."</i></p>	<p><i>"Are our switches re-routing failures? Does our SAN improve access to medical records? Is there enough bandwidth for cloud initiatives?"</i></p>

## Healthcare network, security & cloud key trends

Cloud	Network	Security
Healthcare is strongly tied <b>data centres &amp; colocation</b> , which <b>67%</b> still self-manage <div style="float: right;">             Avg 33%           </div>	<b>69%</b> of healthcare has adopted <b>SD-WAN</b> <div style="float: right;">             Avg 61%           </div>	Healthcare uses partners, but <b>43%</b> prefer planning <b>cloud security in-house</b> <div style="float: right;">             Avg 34%           </div>
When cloud is an option, <b>57%</b> of healthcare prioritizes <b>applications flexibility</b> <div style="float: right;">             Avg 40%           </div>	<b>56%</b> of healthcare prefers service <b>provider partners' in-house SD-WAN</b> options <div style="float: right;">             Avg 47%           </div>	As part of cloud connect, <b>47%</b> of healthcare hosts <b>firewalls in their cloud</b> <div style="float: right;">             Avg 36%           </div>
<b>Zero breaches and compliance</b> are top cloud criteria for <b>47%</b> of healthcare <div style="float: right;">             Avg 39%           </div>	<b>64%</b> of healthcare prefers <b>design, assessment, and installation</b> by services partners <div style="float: right;">             Avg 51%           </div>	<b>39%</b> healthcare faces each of <b>skills shortages and budget constraints</b> <div style="float: right;">             Avg 34%           </div>
<b>40%</b> of healthcare prioritizes cloud partners with <b>network services expertise</b> <div style="float: right;">             Avg 19%           </div>	<b>46%</b> of healthcare uses <b>flexible bandwidth</b> plans for cloud connect <div style="float: right;">             Avg 33%           </div>	<b>43%</b> of healthcare prioritizes security partners with <b>deep industry expertise</b> <div style="float: right;">             Avg 31%           </div>

n=30, 36, 30  
Source: Omdia



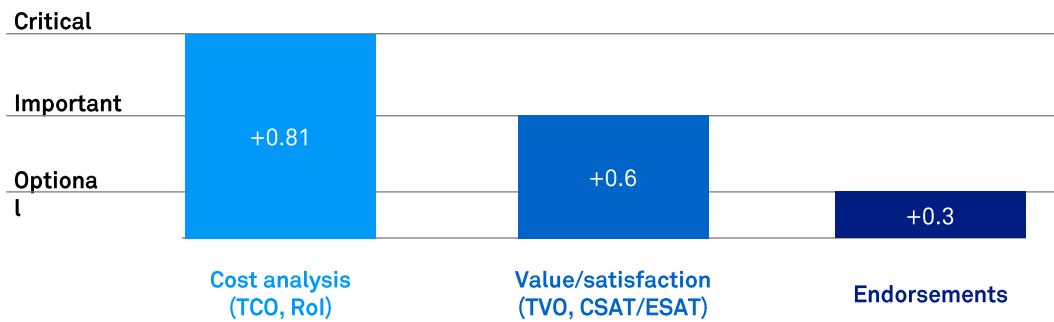
## Conclusion: Partners to help build your solutions platform

Enterprises need success evidence before they can commit to large-scale projects. Total cost, returns, value and satisfaction metrics are vital.

Flexible service partners can help build and manage your service platform, contributing network, cloud, and security expertise.

The right partner can fill a wide range of roles, augmenting your in-house expertise in a long-term partnership.

### Criteria for enterprises to justify a major project



n=303  
Source: Omdia

## The Final Word

**“Our compute and network teams work closely together. We need network engineers for our cloud networks. It is incredibly important to get the network right.”**

**– Manufacturing IT executive**

