

Application Delivery Trends



Summary Results | June 2017

Survey Summary

- ▶ **Between April and May 2017, Gatepoint Research invited selected IT executives to participate in a survey themed Application Delivery Trends.**
- ▶ **Candidates were invited via email and 100 executives have participated to date.**
- ▶ **Management levels represented are predominantly senior decision makers: 8% hold the title CxO, 4% are VPs, 72% are Directors, and 16% are Managers.**
- ▶ **Survey participants represent firms from a wide variety of industries including business services, education, financial services, general and high tech manufacturing, healthcare, media, wholesale trade, and consumer services.**
- ▶ **Responders work for firms with a wide range of revenue levels:**
 - **42% work in Fortune 1000 companies with revenues over \$1.5 billion;**
 - **17% work in Mid-Market or Large firms whose revenues are between \$250 million and \$1.5 billion;**
 - **41% work in Small companies with less than \$250 million in revenues.**
- ▶ **100% of responders participated voluntarily; none were engaged using telemarketing.**

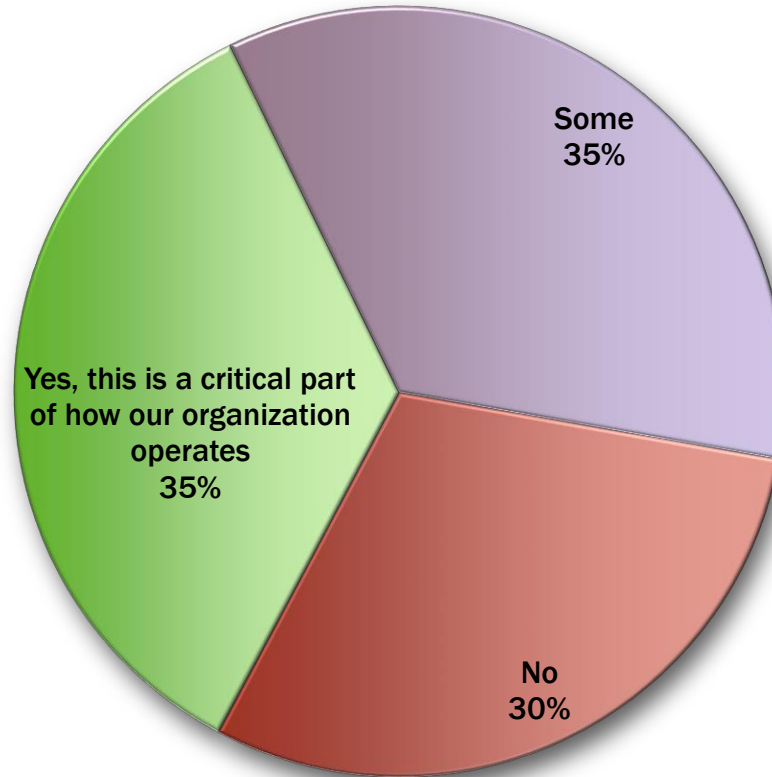
Executive Overview

The role of IT in the enterprise is shifting. What was a department that built applications and infrastructure internally is now delivering and customizing external applications and using cloud-based networking services. Balancing security, mobility, functionality, and network management is the new mandate for IT. How are enterprises adapting to this new reality?

This survey asks respondents to report:

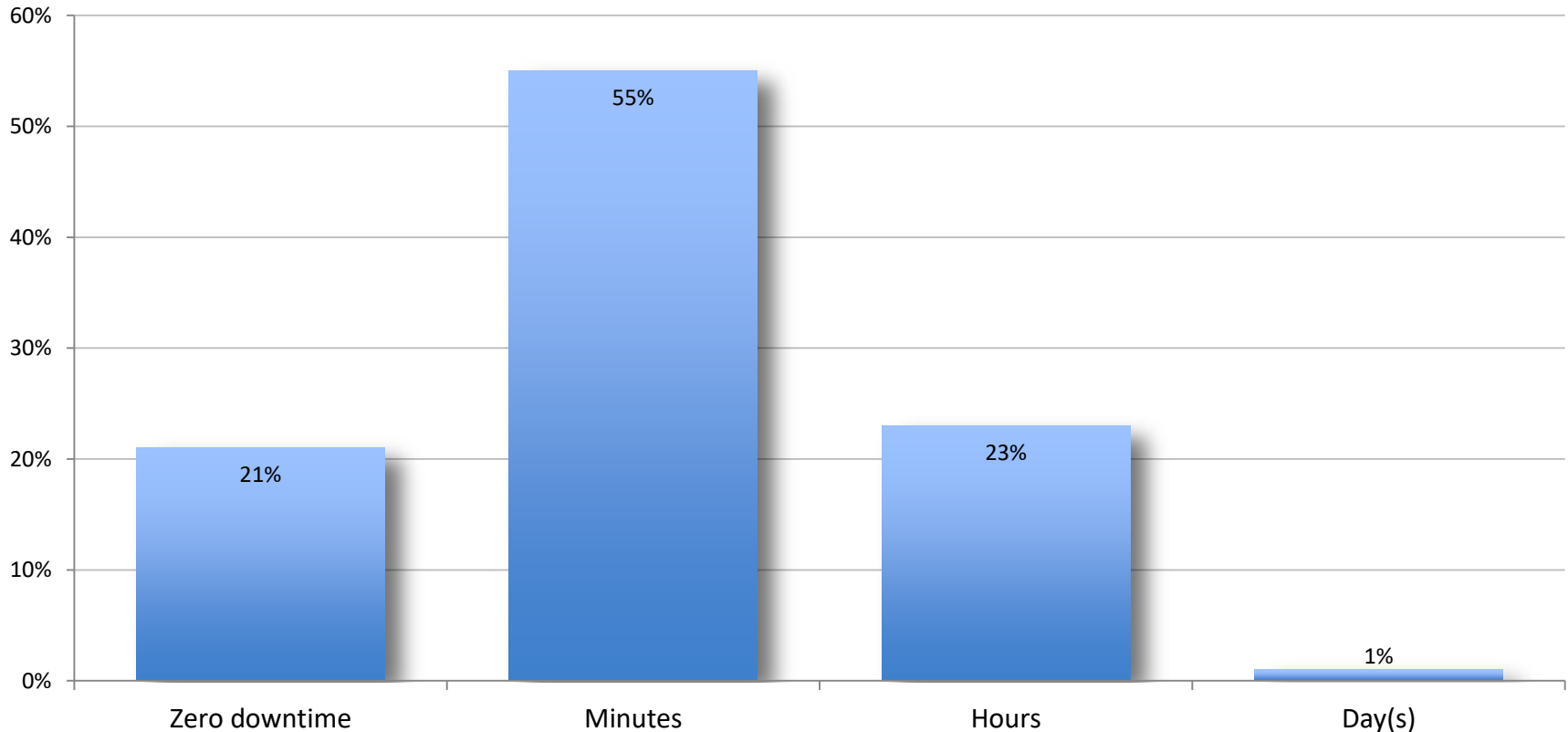
- ▶ What percentage of their applications will be cloud-, SaaS-, or web-based within the next five years? What are some of your network-related strategic initiatives in the next 12 months?
- ▶ What network solutions do you use? Which application delivery controller/ADC vendor(s) do you work with?
- ▶ What are some of your biggest network management challenges? How much WAN downtime can you tolerate?
- ▶ What aspects of poor website performance are most troublesome?
- ▶ What functionality is most important to you in supporting your current network-related strategic initiatives?

Do you deliver interactive or real-time applications, e.g., voice, video, or VDI to your remote users?



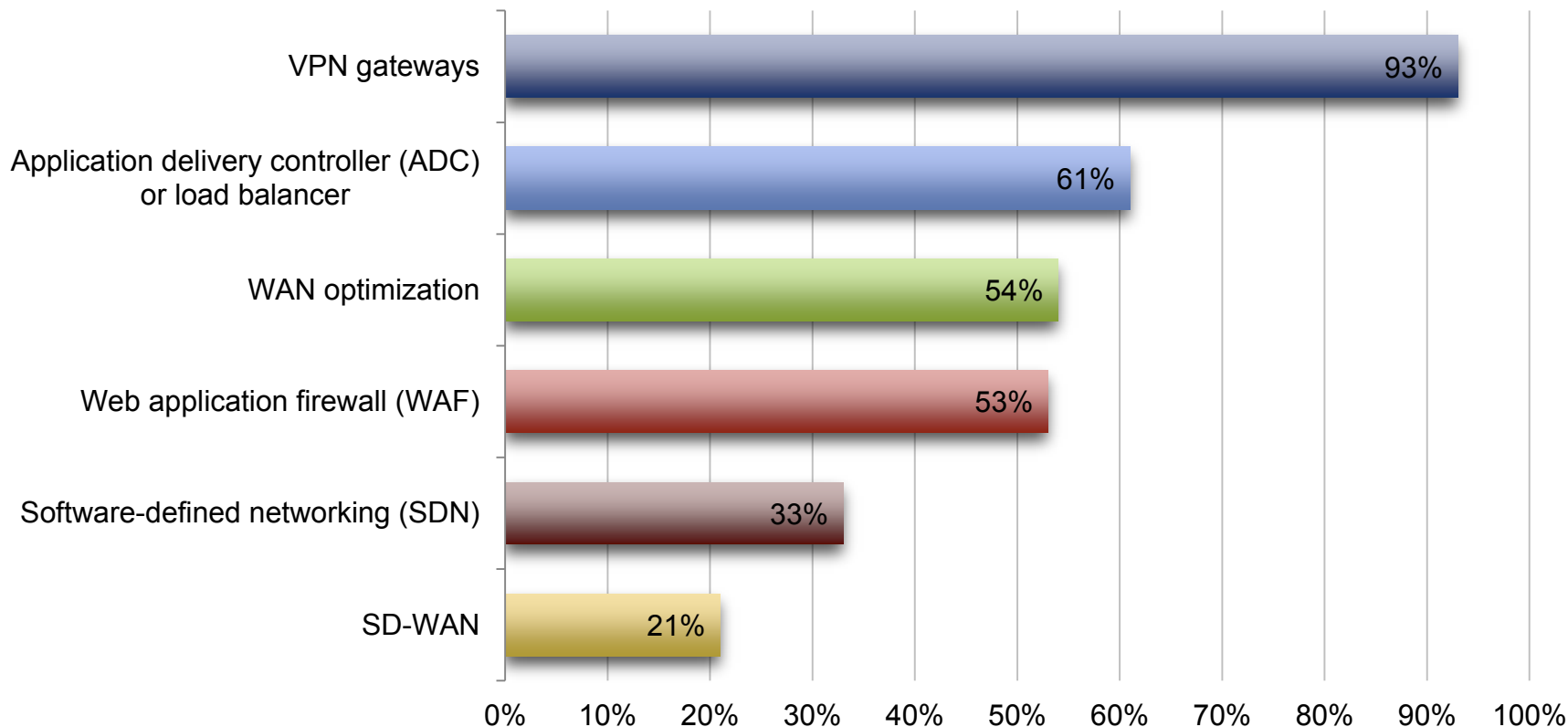
Of those surveyed, 35% report that interactive or real-time applications are a critical component of their business. Another 35% utilize some real time applications.

As it relates to WAN outages or gray outs, how much downtime can your business tolerate?



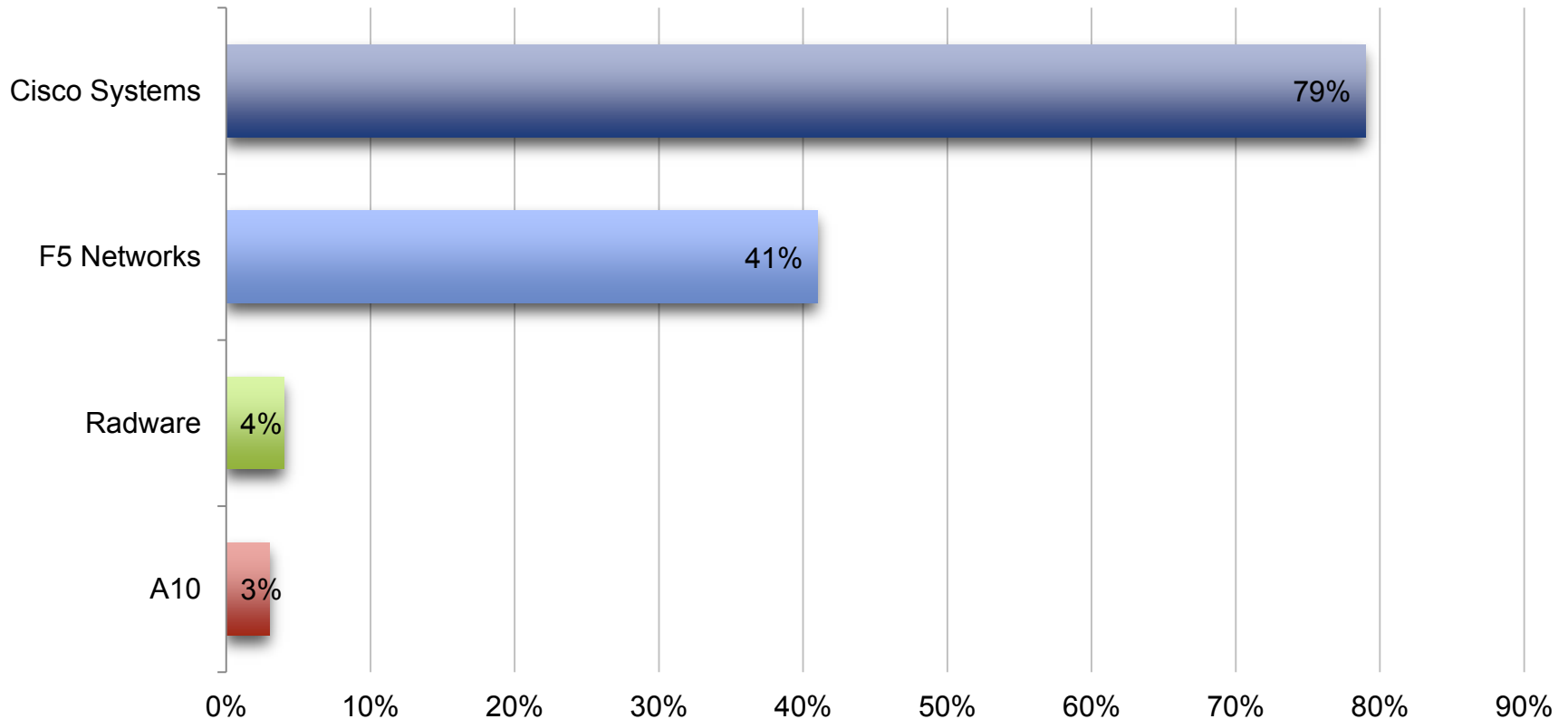
Respondents are not tolerant of WAN downtime: more than three quarters (76%) say outages or gray outs need to be resolved in minutes – and preferably, there should be no downtime at all.

Which networking solution(s) does your organization use?



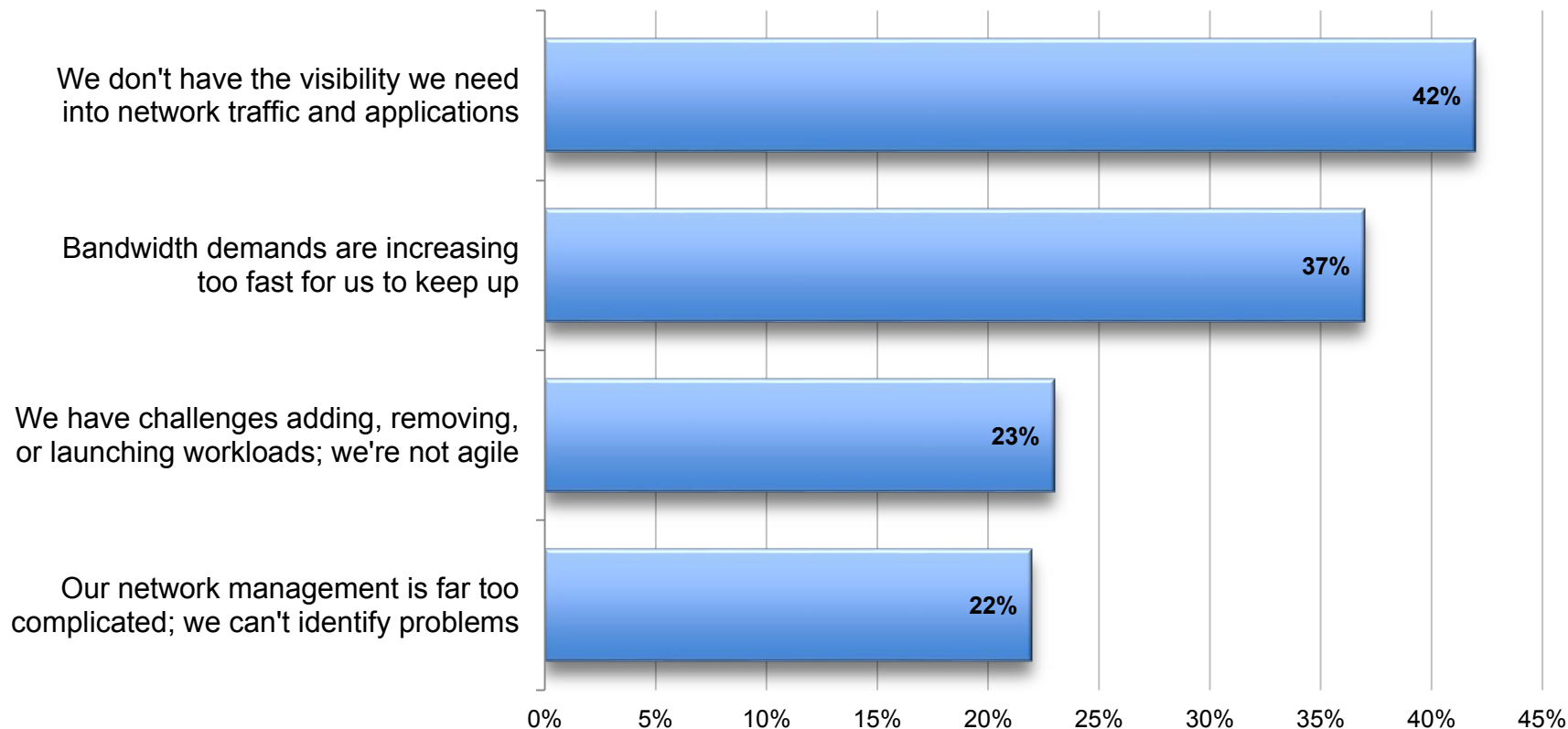
Among respondents' organizations' networking solutions, VPN gateways are nearly ubiquitous (93%). More than half of respondents also report using ADC or load balancers, WAN optimization, and web application firewalls (WAF).

Which application delivery controller/ADC vendor(s) do you work with?



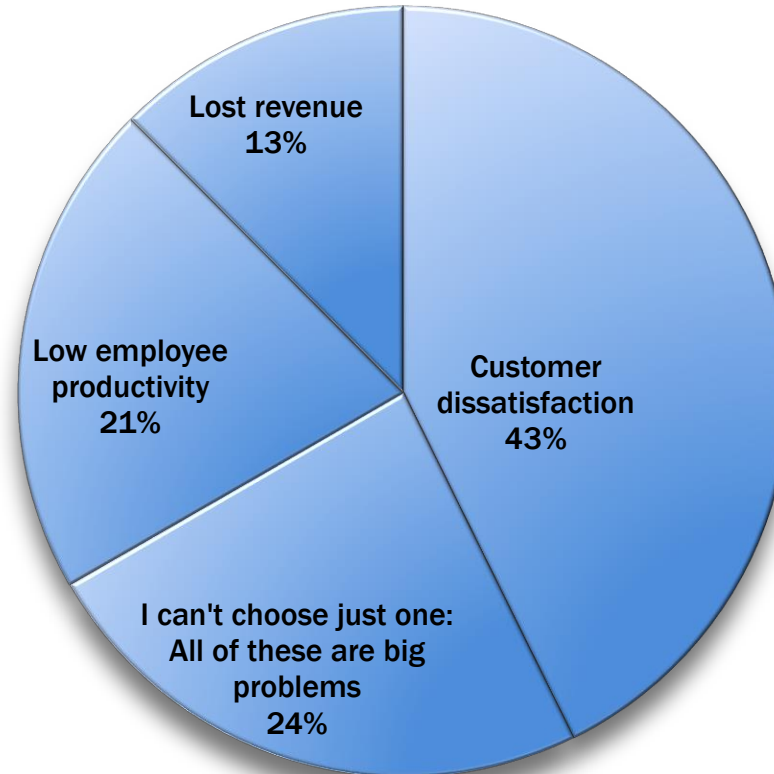
The ADC space is dominated by one vendor: Cisco systems (79%). FS Networks is used by 41% of respondents, putting it in second place.

What are some of your network management challenges?



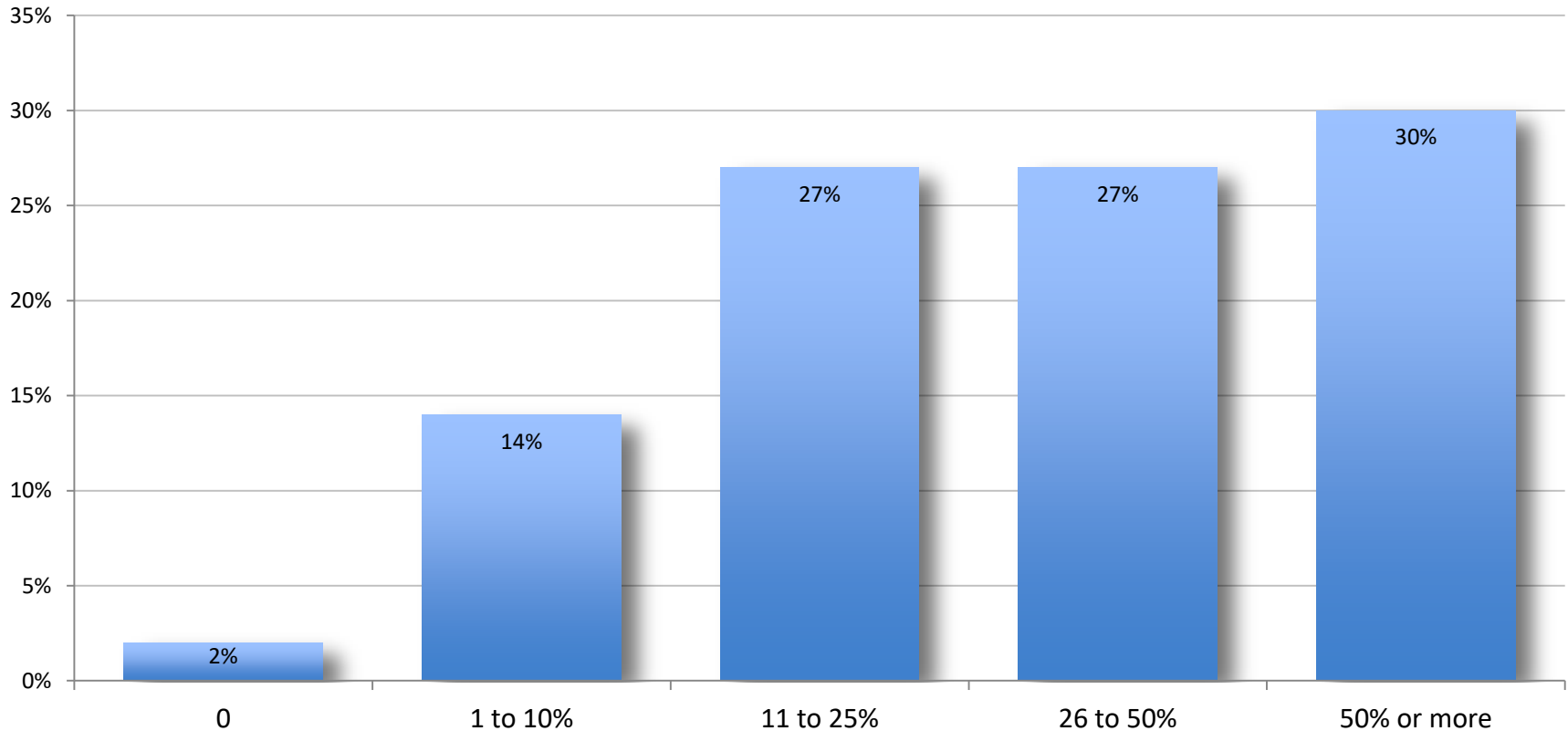
Respondents complain of two leading network management problems: lack of visibility into network traffic and operations (42%) and running out of bandwidth as demand increases (37%).

What is the most problematic aspect of poor website / application performance for your organization?



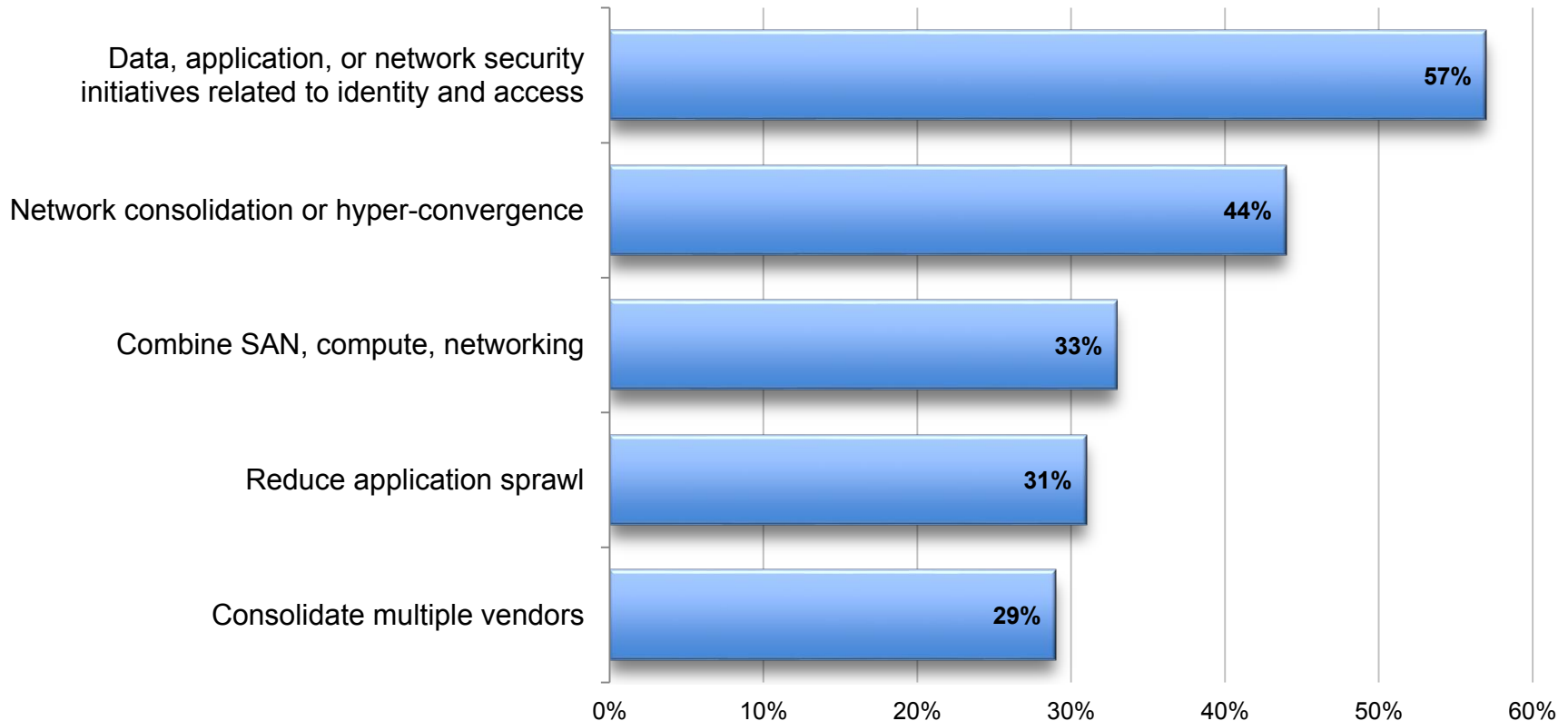
The problem that most commonly plagues respondents as a result of poor website/application performance is customer dissatisfaction – at 43% it is cited more than twice as often as the next specific contender, low employee productivity (21%).

Estimate the percentage of applications in your organization that will be cloud- /SaaS- / web-based within the next five years.



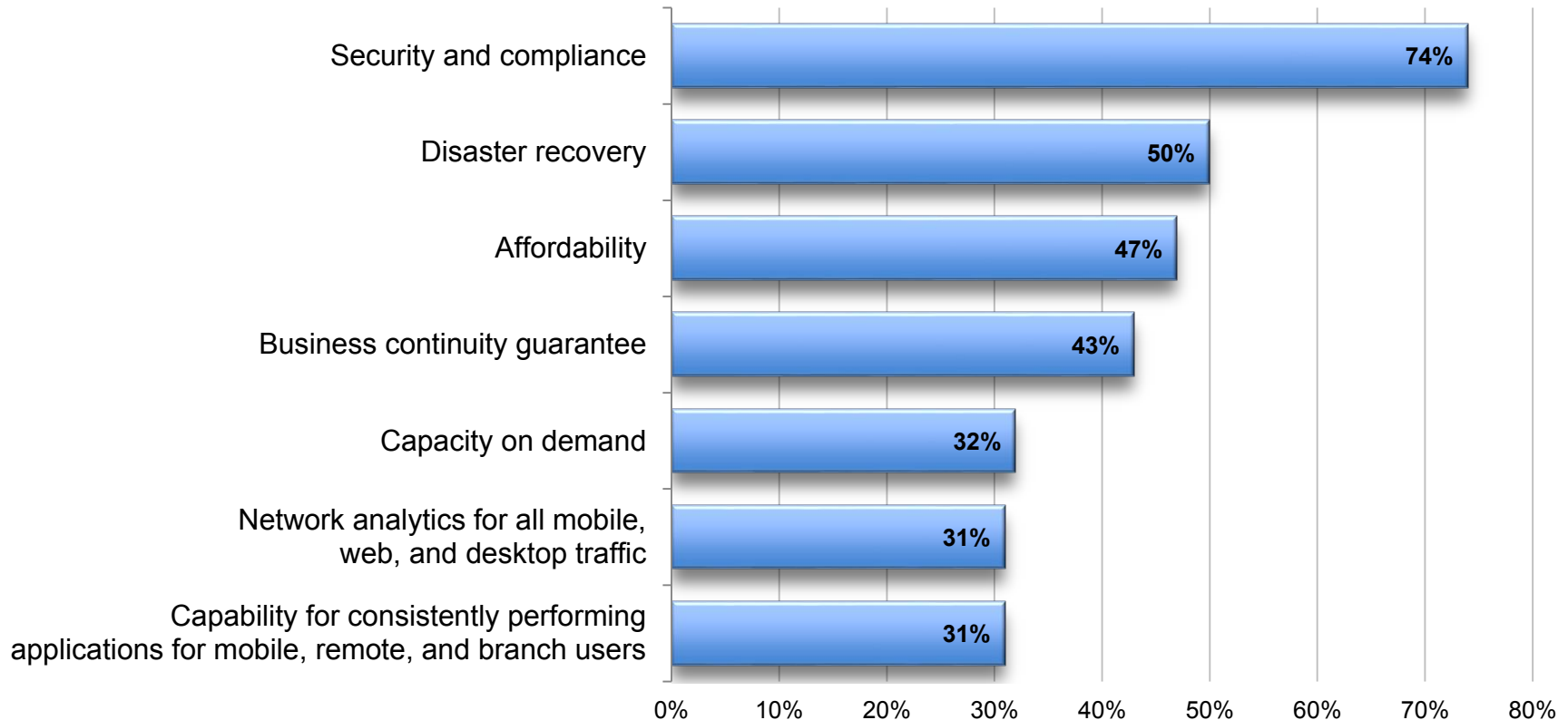
30% of those responding say they expect more than half of their applications to be running on the cloud, SaaS- or web-based within 5 years.

What are some of your network-related strategic initiatives in the next 12 months?



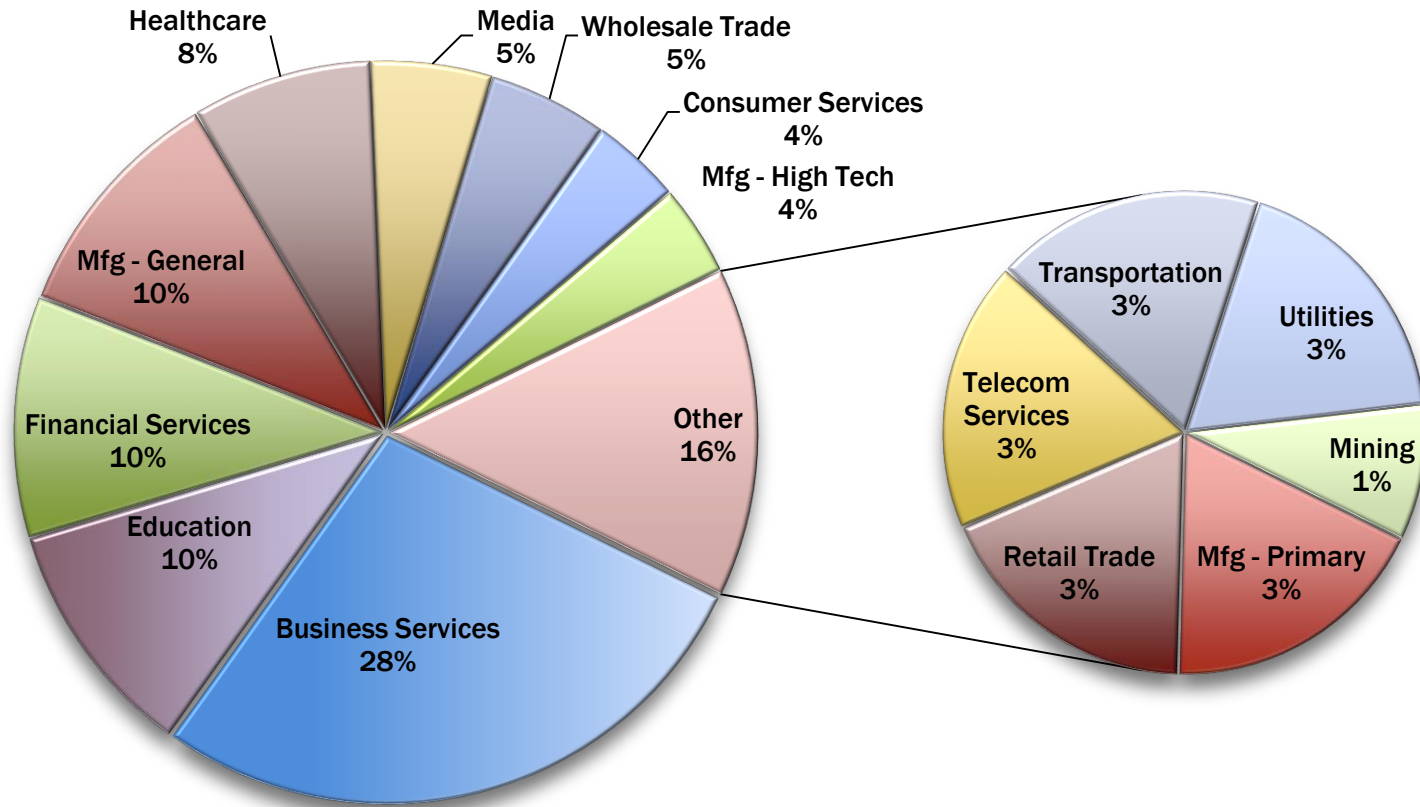
Reflecting the urgency of the issue, more than half of survey respondents (57%) report that within the year they will be initiating strategies related to identity and access issues. Far fewer are focused on less pressing issues such as reducing the number of applications used (31%) or consolidating vendors (29%)

What functionality is most important to you in supporting your current network-related strategic initiatives?



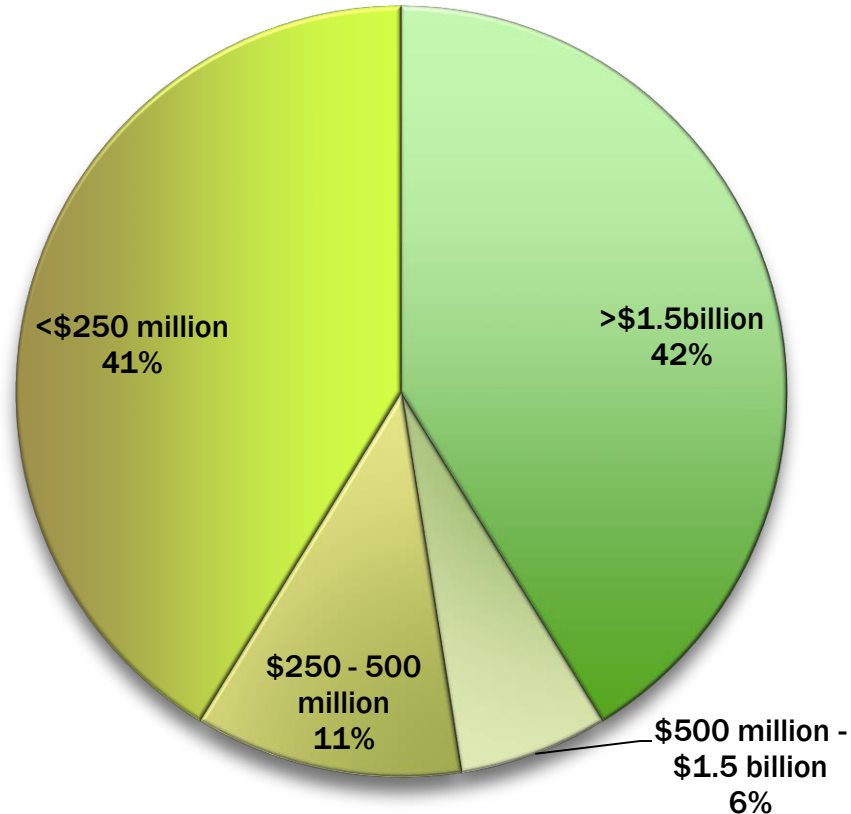
Asked to cite the functionality most critical to their current strategic initiatives, security and compliance was named by nearly three quarters (74%) of survey respondents – far more important than disaster recovery (50%) or affordability (47%).

Profile of Responders: Industry Sectors



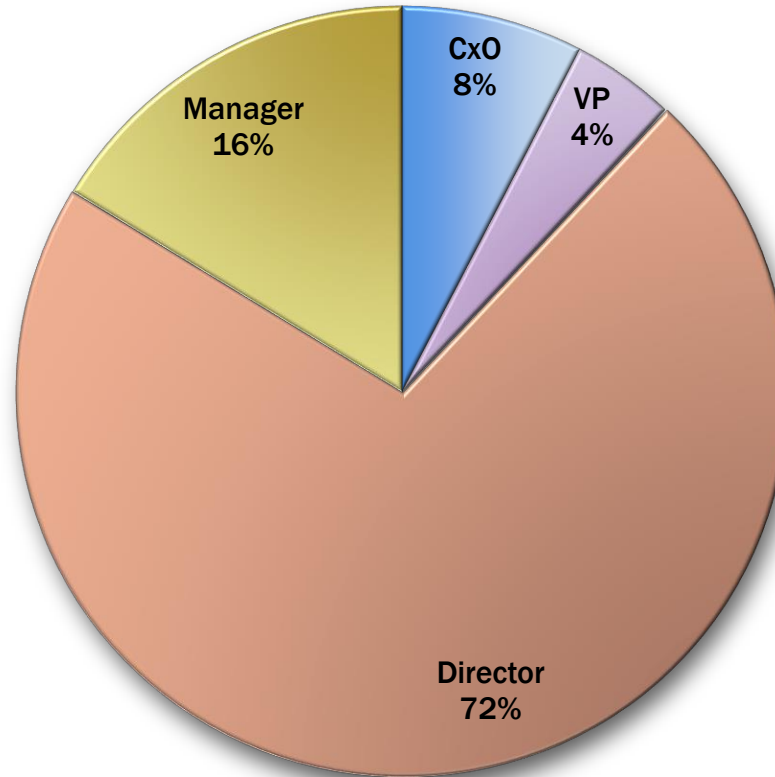
Responders represent a wide variety of industries.

Profile of Responders: Revenue



42% of those surveyed work in Fortune 1000 companies with revenues over \$1.5 billion.

Profile of Responders: Job Level



84% of those surveyed hold executive level positions in their organizations.



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