

# Succeeding in the New Tomorrow: Network Resiliency Strategies

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Summary Results | October 2020

# SURVEY SUMMARY

Between June and October 2020, Gatepoint Research invited selected IT executives to participate in a survey themed *Succeeding in the New Tomorrow: Network Resiliency Strategies*.

- ▶ Candidates were invited via email and 146 executives have participated to date.
- ▶ Management levels represented are all executive level decision makers: 20% hold the title CxO, 27% are VPs, and 53% are Directors.
- ▶ Survey participants represent firms from a wide variety of industries including business services, consumer services, education, financial services, healthcare, media, manufacturing (general, primary and high tech), mining, public administration, retail trade, telecom services, transportation, utilities, and wholesale trade.
- ▶ Responders work for firms with a wide range of revenue levels:
  - 46% work in Fortune 1000 companies with revenues over \$1.5 billion;
  - 18% work in large firms whose revenues are between \$500 million and \$1.5 billion;
  - 11% work in mid-market firms with \$250 million to \$500 million in revenues;
  - 25% work in small companies with less than \$250 million in revenues.
- ▶ 100% of responders participated voluntarily; none were engaged using telemarketing.

# EXECUTIVE OVERVIEW

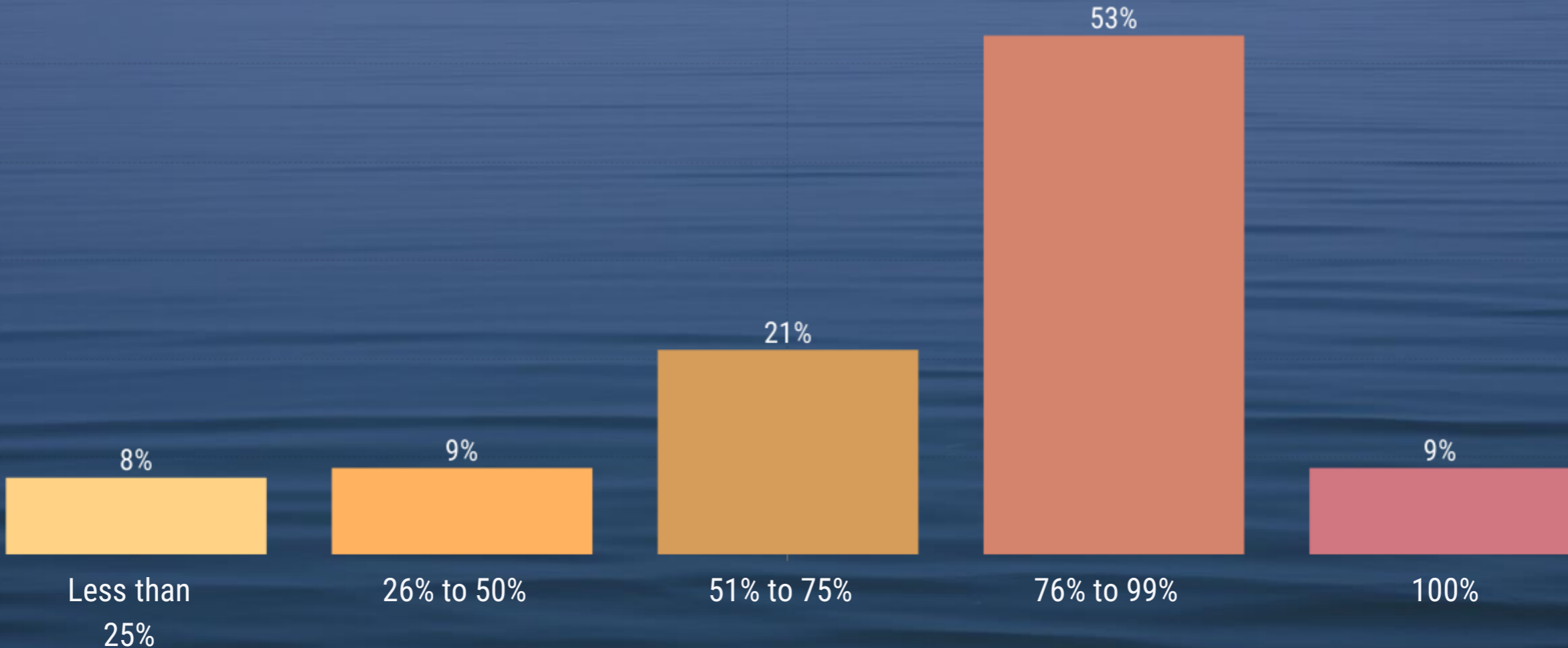
No one saw it coming: a sudden, mass exodus by workers from the office to home. In IT terms, employees went from mostly LAN workers to overwhelmingly WAN workers, nearly overnight.

What pressures has this shift put on organizational IT, and how are companies accommodating the evolving IT workplace landscape?

This survey asks respondents to report:

- What percentage of your employees now work from home? How prepared was your organization for this shift?
- What challenges in network management, data visibility and security are your IT teams facing in this new work landscape?
- Which types of network tools are you using? Are they overloaded?
- In light of today's business climate, what are your organization's priority initiatives in the next 12 to 18 months?

# What percentage of your employees are working from home currently?

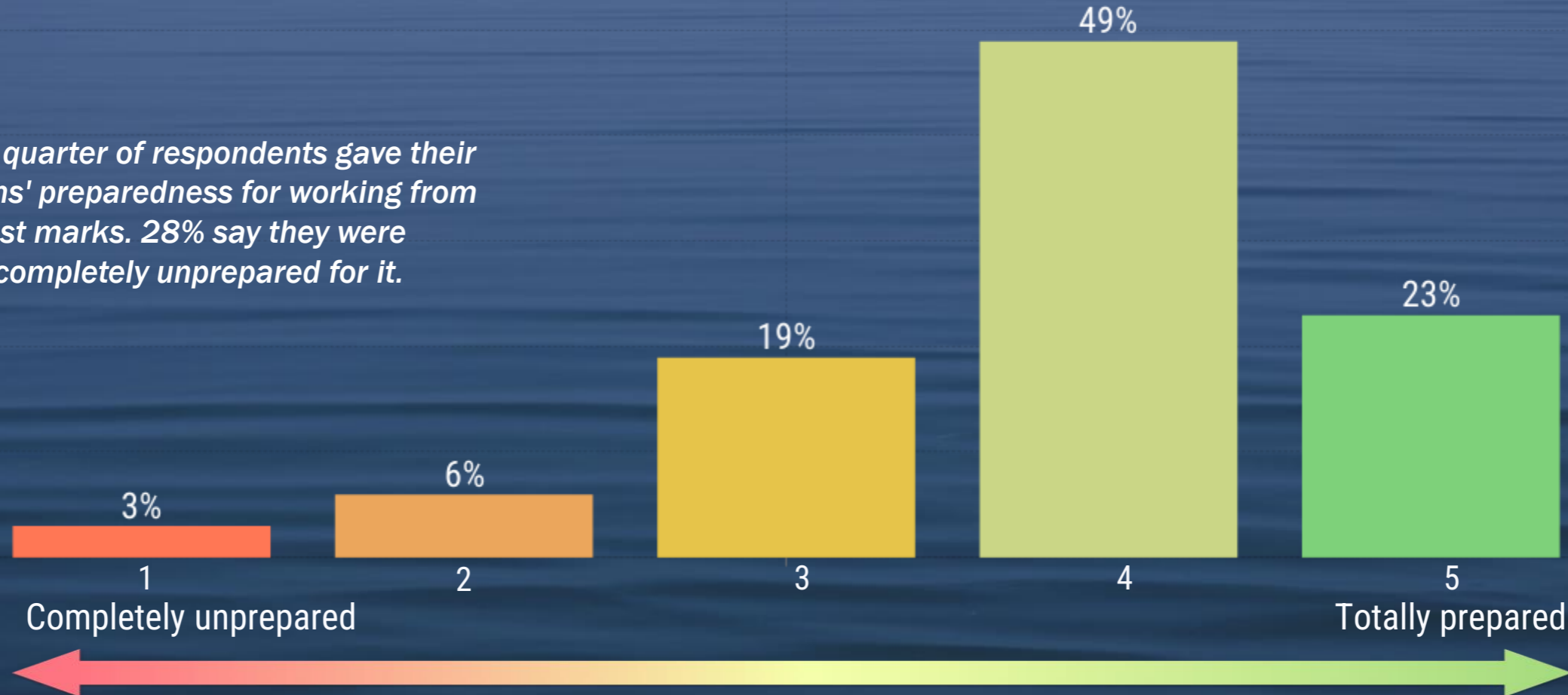


*The dramatic rise in the WFH population is apparent: 62% of respondents say more than three quarters of their employees work from home.*

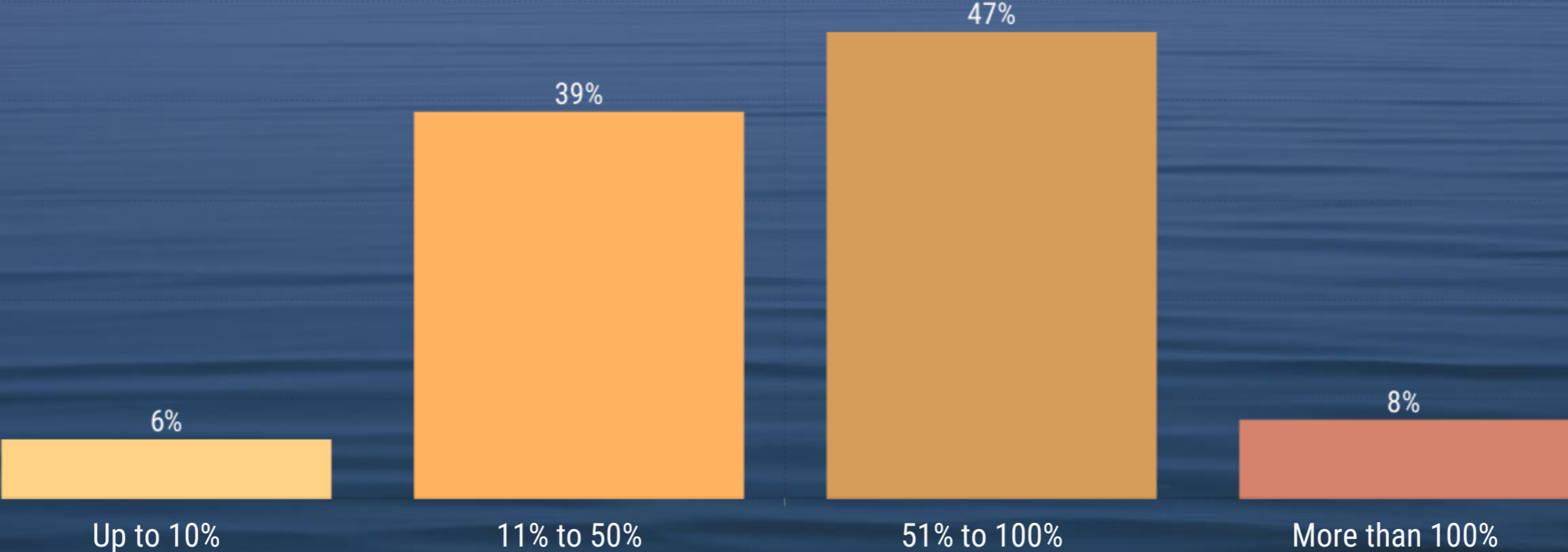
# How prepared was your organization to handle the increased number of employees working from home?

(Rate 1 to 5: 1 = completely unprepared, 5 = totally prepared)

*Less than a quarter of respondents gave their organizations' preparedness for working from home highest marks. 28% say they were partially-to-completely unprepared for it.*

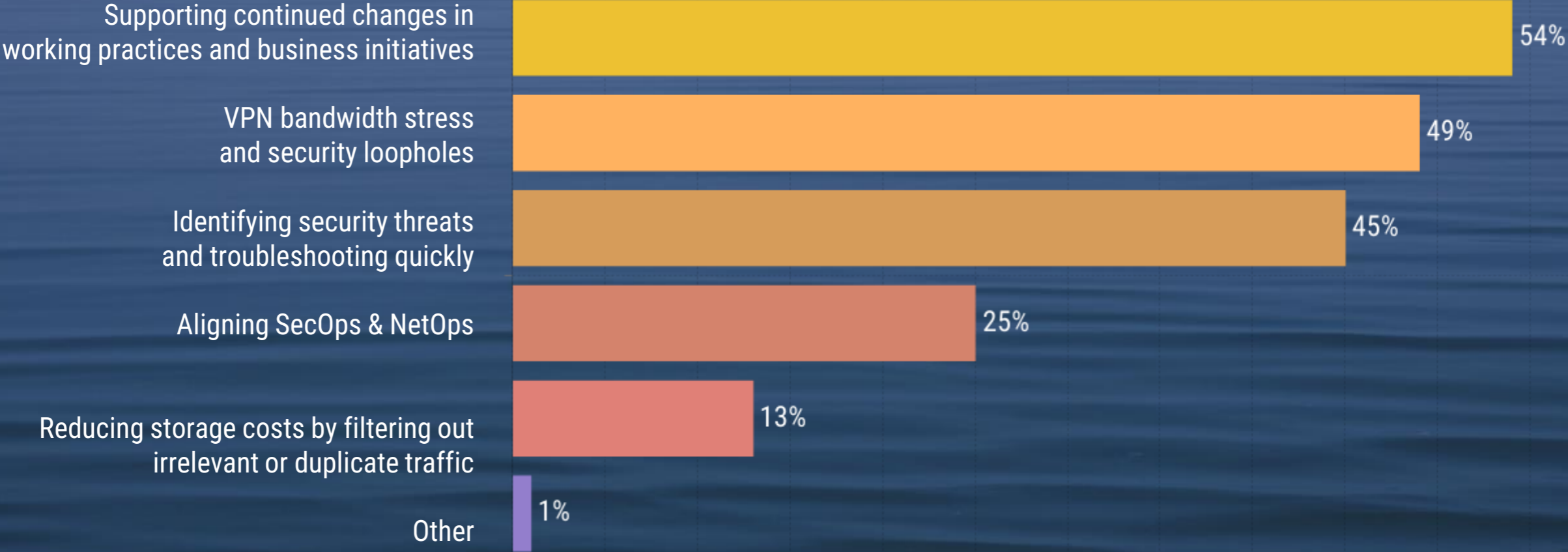


# As you suddenly shift from LAN to WAN, what kind of traffic increase are you experiencing or do you expect on your WAN and VPN?



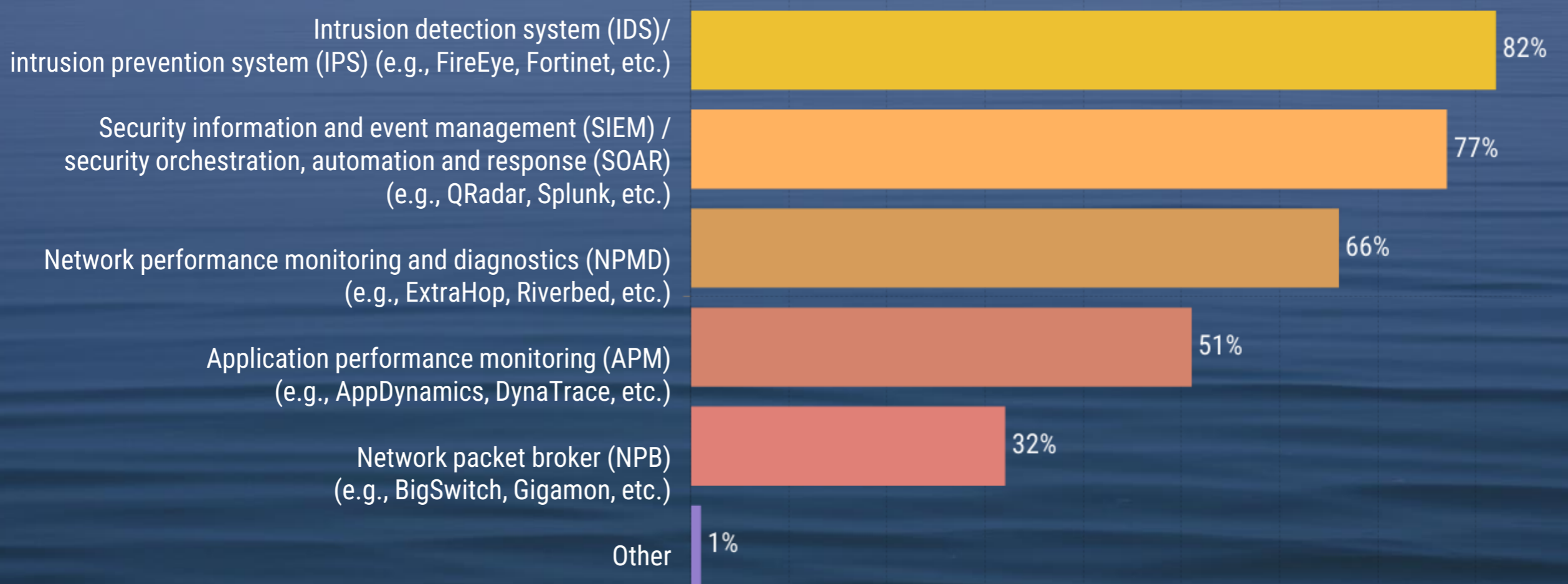
*Most respondents report seeing significant traffic increases on their WAN and VPN with more than half reporting increases of over 50% in traffic.*

# Given the recently changed work landscape, what challenges in network management, data visibility and security are your IT teams facing?



*Most often cited areas of concern in a changing work environment: continuing to provide support as work practices and business initiatives evolve (54%), covering bandwidth and security stresses (49%), and identifying/troubleshooting security threats (45%).*

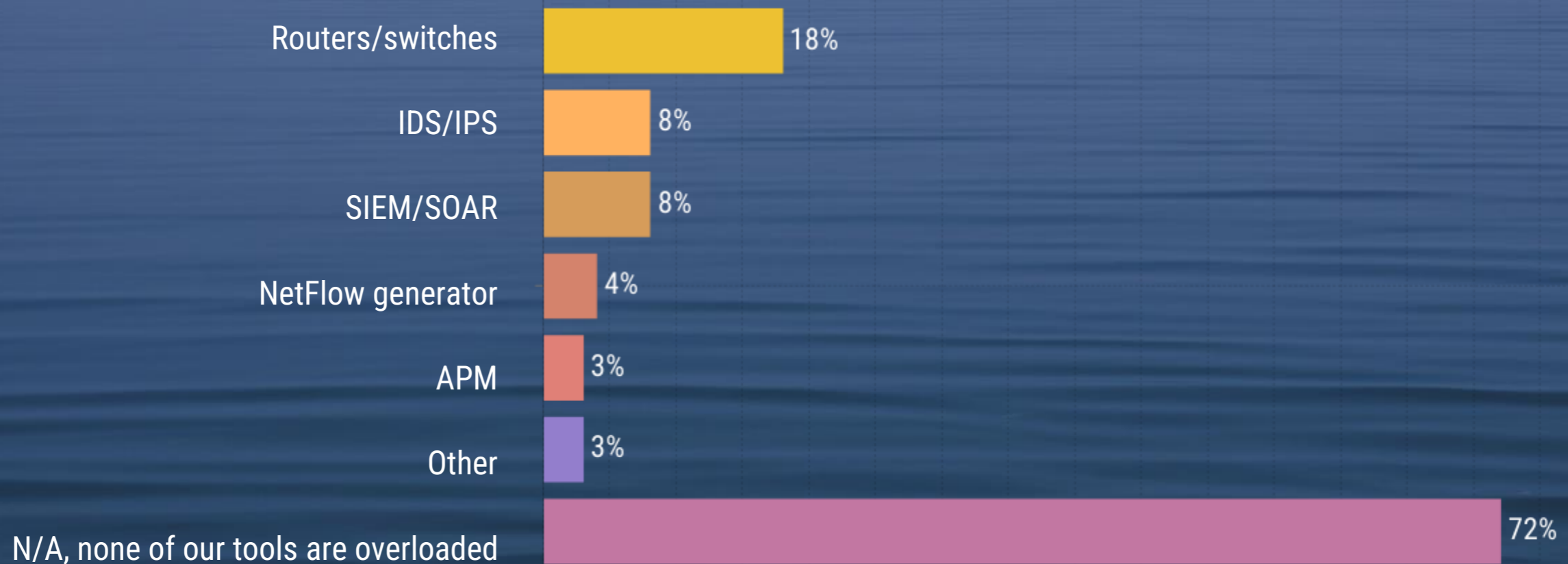
# Which types of network tools do you use?



*A majority of respondents report using all these tools: IDS/IPS solutions (82%), SIEM/SOAR (77%), NPMD (66%), APM (51%).*

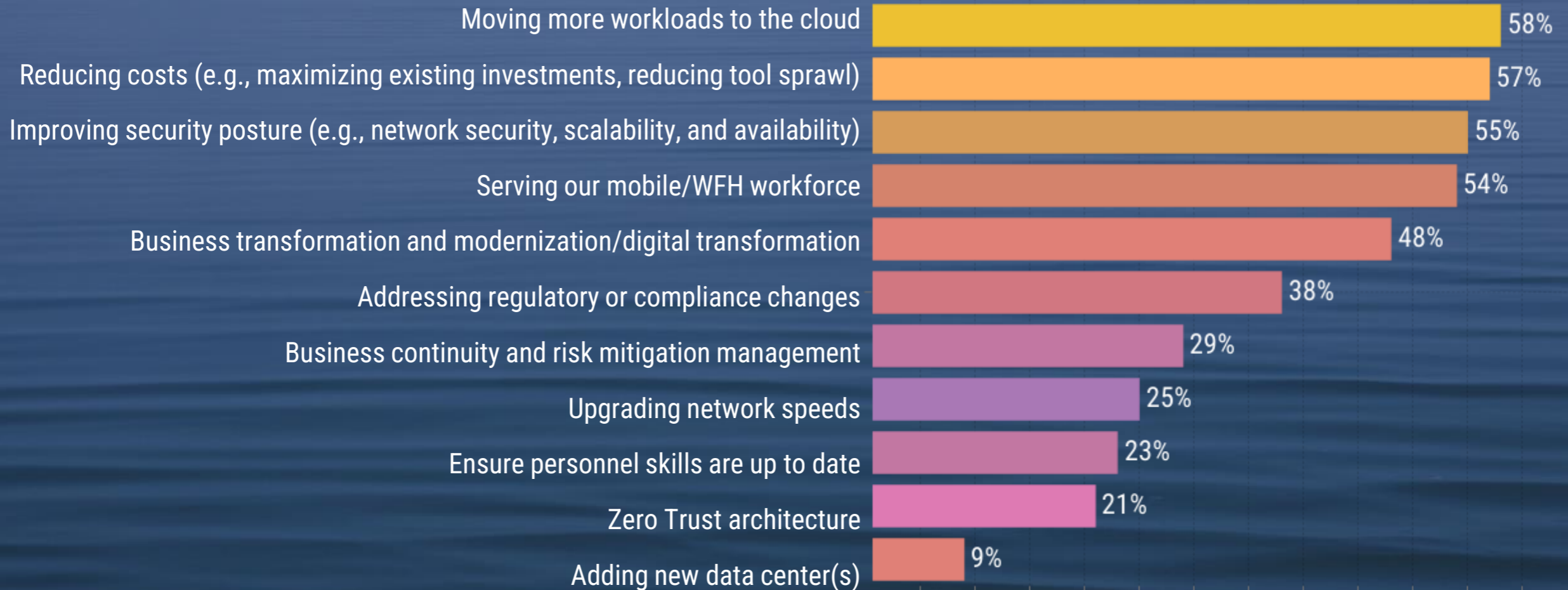


# Are any of your network tools overloaded?



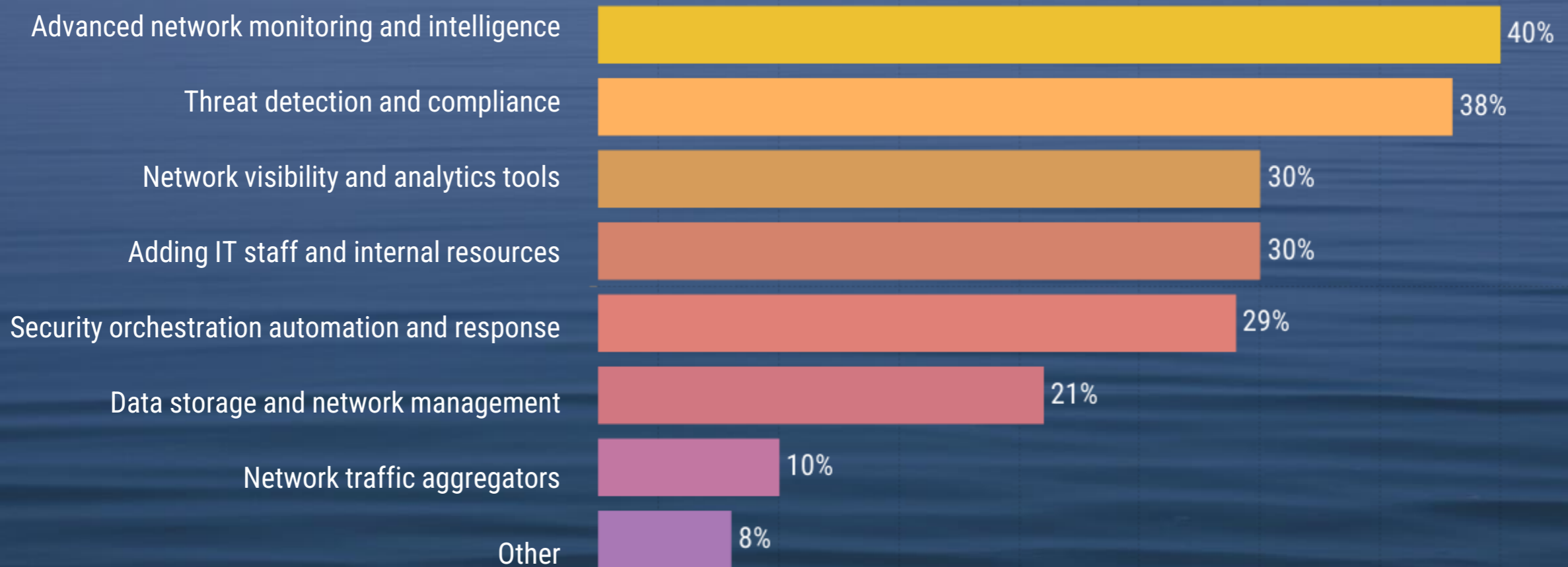
*72% of respondents see no overloaded elements of their network tools; of those that do the most common is routers/switchers (18%).*

# In light of today's business climate, what are your organization's priority initiatives in the next 12 to 18 months?



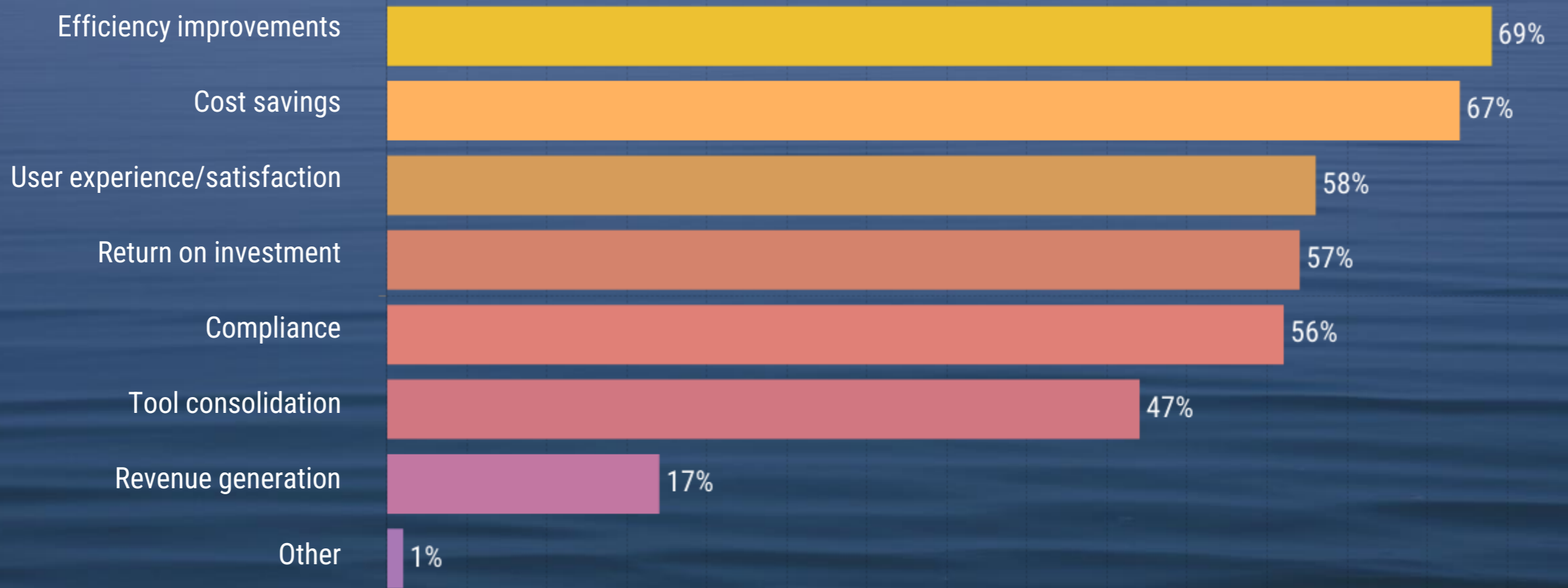
*Respondents claim an ambitious agenda of initiatives in the coming months, most notably moving more to the cloud, reducing costs, improving security, and serving the mobile workforce.*

# Which of the following solutions are you currently evaluating or planning to evaluate?



*Respondents are most eager to examine solutions for advanced networking monitoring and intelligence (40%) and threat detection/compliance (38%).*

# What do you consider important when funding new technology?

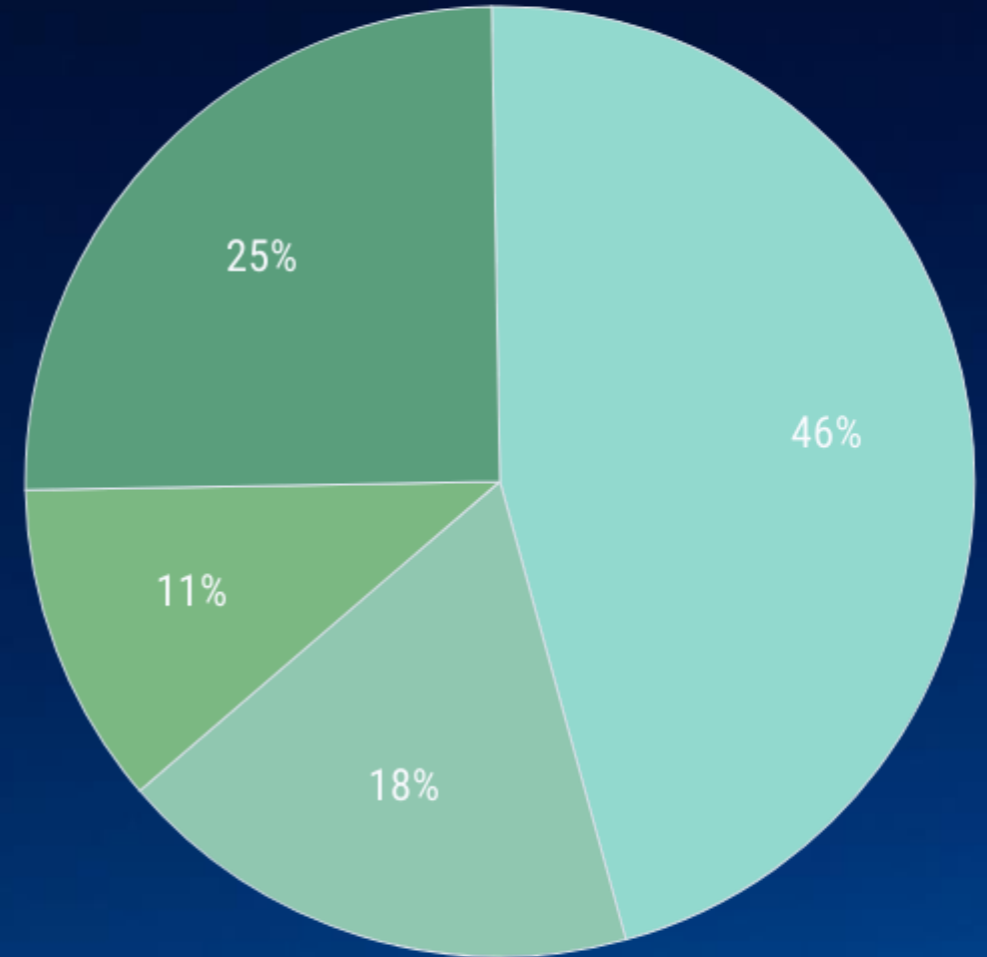


*Though respondents' criteria for funding new technology reflects an understandably high interest in improving efficiency and curtailing costs, there is also demand by most to improve user experience and satisfaction (58%).*

# REVENUE

46% of those surveyed work in Fortune 1000 companies with revenues over \$1.5 billion.

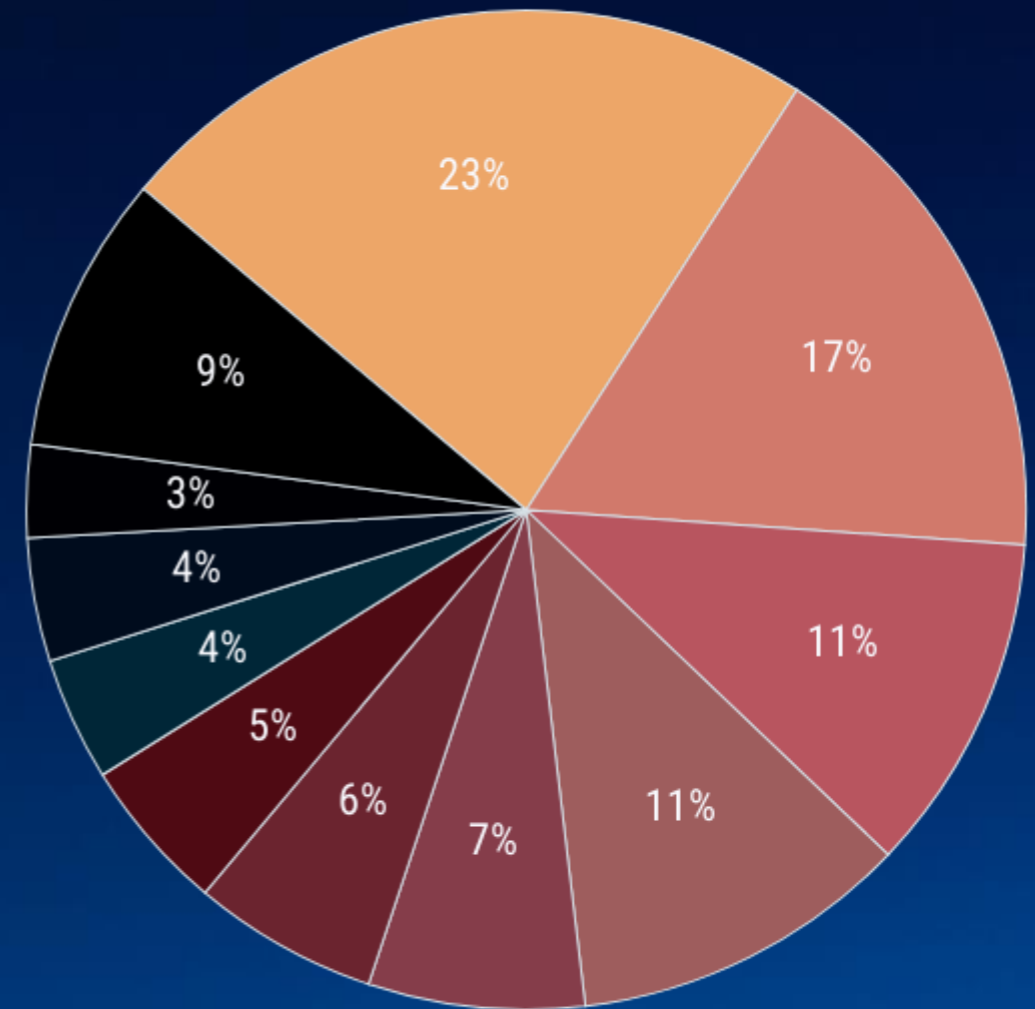
>\$1.5billion	46%
\$500 million - \$1.5 billion	18%
\$250 - 500 million	11%
<\$250 million	25%



# INDUSTRY SECTORS

Responders represent a wide variety of industries.

Financial Services	23%
Business Services	17%
Healthcare	11%
Mfg - High Tech	11%
Mfg - General	7%
Retail Trade	6%
Wholesale Trade	5%
Media	4%
Consumer Services	4%
Transportation	3%
OTHER: Education, Primary Mfg, Public Administration, Telecom Services, Utilities, Mining	9%

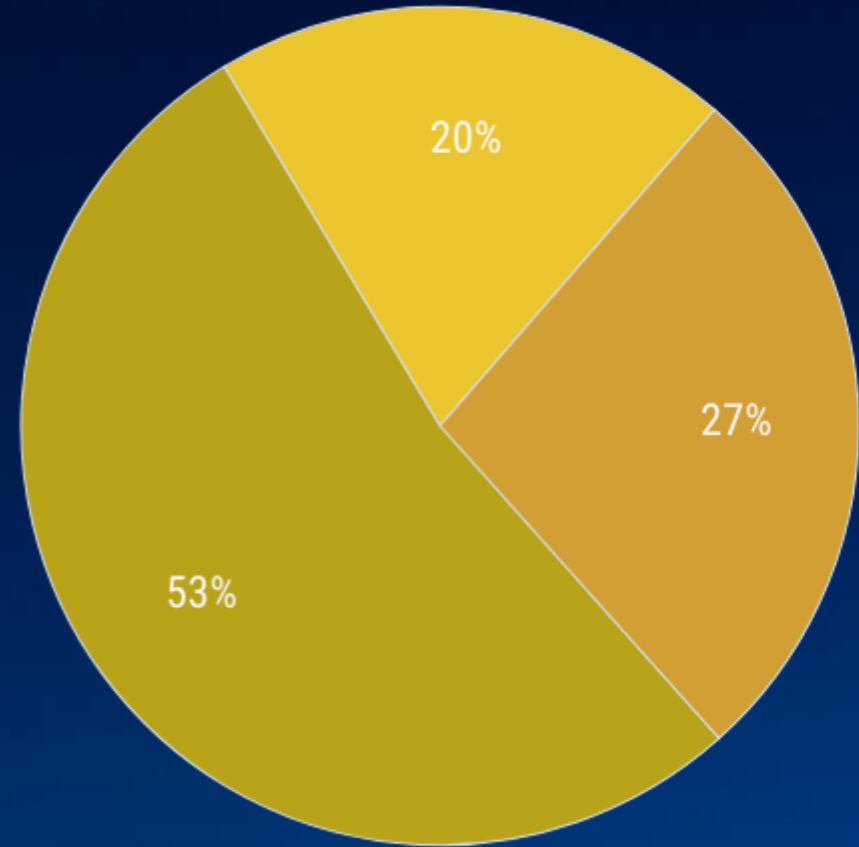


# JOB LEVEL



All survey respondents hold director or executive level positions in their organization.

- CxO 20%
- VP 27%
- Director 53%



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