

Choosing an SD-WAN service

Check out Forrester's list of 7 critical questions to ask any SD-WAN provider (from IT leaders who have made the switch).

More than four out of five companies considering SD-WAN are turning to a third-party service provider for help.¹

The reasons are clear: while SD-WAN can transform your network, improving performance, reliability and ROI, making that transformation can be daunting. Companies need to consider a series of factors, including implementation, ongoing optimization and management. All of these can be taxing on internal resources, as many IT departments lack the necessary skillsets to design, deploy and manage SD-WAN, particularly for remote office locations.

Third-party service providers have extensive experience connecting customers and systems. The right partnership can ensure a streamlined implementation and allow you to shift your IT resources from managing an unfamiliar SD-WAN platform to rolling out digital services on a network platform designed, managed and tuned to your specific ecosystem.

Selecting the right third-party service provider to implement SD-WAN is a critical choice for your organization. To make the right decision, you need to understand whether they're equipped to help you navigate the unique challenges you'll face in your own implementation. As part of a thought leadership paper commissioned by Windstream Enterprise, Forrester Consulting has created a list of seven questions you should ask any provider before you sign on the dotted line.

1. ACCESS DIVERSITY

What types of access diversity do you have? Can they be set up in active-active mode?

2. RELIABILITY

What level of reliability can you offer?

3. SERVICE MANAGEMENT OPTIONS

What are the varying degrees of hybrid WAN and SD-WAN management in place? If I don't want a fully managed service, what are some of the other management options?

4. NETWORK MANAGEMENT TOOLS

What types of tools do you provide to measure and manage your services? What kind of visibility and control do these tools offer? What kinds of reports can you generate?

5. SECURITY

Can you provide security at each level? What are your methods for securing the data and location?

6. SERVICE-LEVEL AGREEMENTS

What service-level agreements do you offer?

7. SUPPORT FRAMEWORK

What kind of support do you offer? Is there a person or team available to help assess needs, plan, set business policies, implement and optimize performance?

Visit the **Fuel for thought** hub to download the full Forrester Consulting thought leadership paper, commissioned by Windstream Enterprise—***SD-WAN Networks Enable Modern Digital Business Ecosystems***—and find out why companies just like yours are turning to third-party SD-WAN providers to help enable their digital transformation.

¹ *SD-WAN Networks Enable Modern Digital Business Ecosystems*, an August 2017 commissioned study conducted by Forrester Consulting on behalf of Windstream Enterprise.

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about SD-WAN,
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