

# SWITCH FROM MANAGED SD-WAN TO OPEN SYSTEMS SASE EXPERIENCE

Only 38% of enterprises believe they've been successful with SD-WAN.<sup>3</sup>

## The Current State of Managed SD-WAN Service Providers

With the Managed SD-WAN market being valued \$3.09 B already in 2024<sup>1</sup> and strong growth predictions of more than 33% CAGR for both managed SD-WAN and SASE, it becomes obvious that companies are investing in these services.

According to a survey by *Futurium*<sup>2</sup>, the main reasons for this trend are network and security challenges, including the growing complexity created by distributed applications, cloud connectivity, and sprawling security risks. *EMA's research report*<sup>3</sup> from 2023 shows that 66% of enterprises surveyed prefer SD-WAN solutions as a managed service. However, the research also found that only 38% of enterprises believe they've been successful with SD-WAN.

This indicates that not all managed services deliver expected results. Particularly when transitioning to SASE, companies should look for managed service providers that can deliver a comprehensive yet well-integrated tech stack which their experienced experts master to configure to individual needs and operate reliably and collaboratively.

## Ordinary Managed Service Challenges

### RIGID, SLOW AND COSTLY OPERATIONS



MSPs usually have to manage different vendors and solutions without full expertise and ownership of tech, which leads to long lead times in operations, limited technical consulting and hidden costs.

### LACK OF END-TO-END QUALITY ASSURANCE



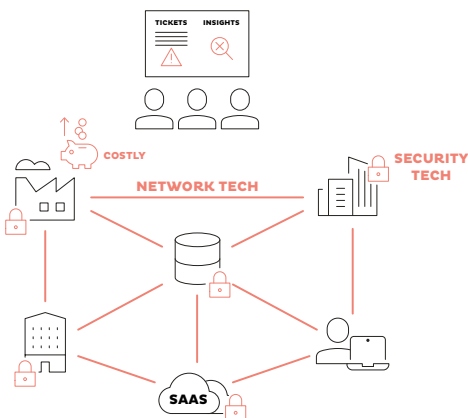
Most MSPs can't provide guarantees for network stability, app performance and security since they don't design and operate many of the parts of their comprehensive service offering themselves.

### MISSING ARCHITECTURE AND TECH OWNERSHIP

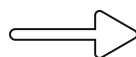


MSPs usually lack the know-how or tools to harmonize network and security architectures which leads to friction in operations. In addition, they don't own the tech stack and have very limited influence on the roadmap.

## OPERATIONS CENTER

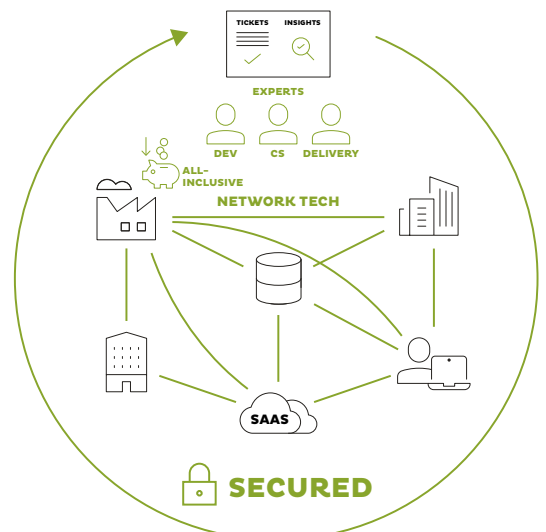


OPEN SYSTEMS



NETWORK TRANSFORMATION

## 24x7 OPERATIONS



## Open Systems as your SASE Transformation Partner

Open Systems has been supporting companies for more than 25 years as a true SASE transformation partner. Not only with a comprehensive breadth of supported transformations – ranging from network to security – but also with a unique depth to their provision. We leverage our own infrastructure and SASE technology to craft our end-to-end managed services for an outstanding customer experience – the Open Systems SASE Experience.

### SASE Experience Benefits

#### Unparalleled Managed Service

Benefit from Open Systems' experience and expertise in network transformation providing a 24x7 Operations Center with direct access to level-3 engineers, continuous technical consulting through a designated team and project-based support and service delivery to get transformation traction quickly.

- Improves change time and quality
- Reduces time to market with new business IT projects

#### Guaranteed Service Performance

End-to-end SLA for site-to-site availability – including difficult locations like China – or within the Open Systems WAN backbone as well as effective 24x7 support for fast incident identification and remediation to guarantee optimal service performance and user experience – everywhere.

- Improves WAN availability
- Improves application performance
- Reduces time to remediate incidents

#### Harmonized Network & Security Architecture

Design of a tailored and harmonized network and security architecture which is delivered including the whole service lifecycle from assessment to operations.

- Decreases security patch time
- Improves IT governance

#### WORLD-CLASS OPERATIONS MODEL



24x7 Operations Center staffed with our own level-3 engineers, project-based support and service delivery as well as continuous technical consulting through a designated team of experienced professionals.

#### END-TO-END SERVICE OWNERSHIP & QUALITY



End-to-end service quality guaranteed by having Open Systems manage the underlay – quality and availability of connectivity – as well as the overlay – network and security tech stack including service visibility and control.

#### AN ALL-IN-ONE MANAGED SERVICE



Unified managed service in its full breadth – with comprehensive network and security functionality – and depth – assessment, consulting, migration, operations and optimization by our experts – all included in a predictable flat fee.

# How Customers Experience the Open Systems Partnership

“Now, with Open Systems, we have one company to deal with, and there’s a personal relationship. And having Open Systems SD-WAN connectivity has streamlined the support process.”

**Paul Rigano**  
Director Network Services



“The support isn’t just technically strong – it’s also reliable and committed, which truly makes a difference for us.”

**Ronny Hammel**  
Team Leader of Global Network Services



“When I think of Open Systems, the first thing that comes to mind is the people we work with. A great example is our dedicated Technical Account Manager, who has been our key contact for years. From day one, I could rely on him.”

**Thomas Muth**, Vice President Group IT, Kelvion

“It was great to see how our thoughts developed within the Open Systems environment with the zoning project we're scoping. As strategic partners, we make each other better.”

**Gert-Jan Terpstra**, Director Service Owner IT Network Services, GEA

“What stands out most is the 24×7 managed service, which provides a reliable point of contact at all times. Even on weekends, tickets are handled promptly if an issue arises.”

**Chief Operating Officer**, Financial Services Company

<sup>1</sup> Verified Market Research, **Global Managed SD-WAN Market Size By Deployment Size, By Organization Size, By Vertical, and Region**, May 2025 for 2026 – 2032

<sup>2</sup> Futurium, **2023 SD-WAN/SASE MANAGED SERVICES SURVEY REPORT**, Scott Raynovich, June 2023

<sup>3</sup> EMA Research Report Summary, **WAN Transformation with SD-WAN: Establishing a Mature Foundation for SASE Success**, Shamus McGillicuddy, April 2024



Open Systems delivers co-managed SASE operating models that combine secure connectivity, Zero Trust access and transparent 24×7 operations for complex hybrid and multi-cloud enterprise environments across operations in more than 180 countries.