

# 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 \$1.34B already in 2019<sup>1</sup> and strong growth predictions of more than 30% CAGR for both managed SD-WAN and SASE, it becomes obvious that companies are investing into these services. According to a survey by *Futurion*<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 April 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



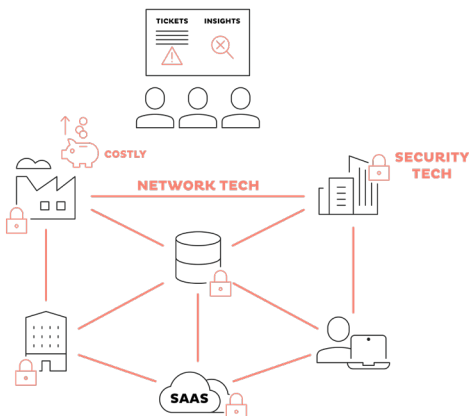
Most MSPs can't provide guarantees for network stability, app performance and security since they don't design and operate many of the parts of their comprehensive service offering themselves.

### MISSING ARCHITECTURE AND TECH OWNERSHIP

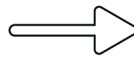


MSPs usually lack the know-how or tools to harmonize network and security architectures which leads to friction in operations. In addition, they don't own the tech stack and have very limited influence on the roadmap.

## OPERATIONS CENTER

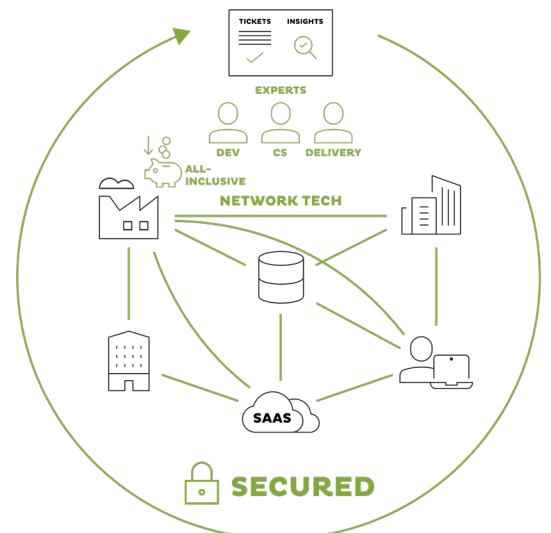


OPEN SYSTEMS



NETWORK TRANSFORMATION

## 24x7 OPERATIONS



# Open Systems as your SASE Transformation Partner

Open Systems has been supporting companies for more than 20 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.

## The Open Systems SASE Experience Benefits

### Unparalleled Managed Service

Benefit from Open Systems' experience and expertise in network transformation providing a 24x7 Operations Centre 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

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#### WORLDCLASS 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.

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#### 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.

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#### 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

“With Open Systems, there is a level-3 engineer taking the call who can immediately solve the problem. This is a real differentiator for Open Systems.”

**Jürg Siegenthaler,**  
Team Head Network and Server



“The Technical Account Management team is easy to get in touch with and unhindered by bureaucracy. Together with them, GEA can jump through hoops to accomplish things quickly.”

**Paul Rigano,**  
Director Network Services



“They’re monitoring our environment proactively. So, a lot of times they will tell us, ‘Hey, we fixed this’ – and we didn’t even know there was a problem.”

**Chris Hall,**  
VP of Global Information Technology (2017 – 2022)



“We simply found a partner in Open Systems that understands what to do and is highly professional... We work together as equals to develop the best solution together.”

**Bethina Fehlisch,**  
Head of IT Shared Services (2018 – 2020)



“ 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

“ Having Open Systems as a knowledgeable, reliable and innovative partner is what we value most in our relationship. ”

**Christian Schneider,** Global Head of IT, Vitra

<sup>1</sup> Verified Market Research, [Global Managed SD-WAN Market Size By Deployment Type, By Organization Size, By Vertical, By Geographic Scope And Forecast](#), February 2024

<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 simply connects and secures hybrid environments so companies can focus on meeting their business goals. The Open Systems SASE Experience helps reduce risk, improve efficiency, and accelerate innovation with a comprehensive, easy-to-implement and use combination of SD-WAN and Security Service Edge delivered as a Service with a superior user experience. That's our Service Experience Promise.

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