



The Future of Enterprise Work

In today's era of remote working, the most successful enterprises are the ones that have already started investing in modern IT infrastructure and applications. Enterprises that have adopted SaaS and cloud-based services are able to provide employees with access to the data and services they need—no matter what network they are on.

If recent events have shown us one thing, it is that enterprise adoption of technologies that enable remote workers such as SaaS, SD-WAN, and VPNs are here to stay. This infographic highlights the key trends and forecasts behind this digital renaissance.



The Remote Workforce Is Here To Stay

The massive shift to remote working is quickly becoming a long-term stance for many enterprises—a new reality that IT teams are reckoning with. Enterprises are relying on external resources provided by ISPs, CDNs, DNS, and DDoS mitigation providers that continue to scale networks and infrastructure to accommodate a dramatic shift in traffic patterns.

What percent of your office employees do you anticipate will work remotely at least one day a week?



Source: PwC US Remote Work Survey, June 25, 2020. Base: 120 US executives. <https://www.pwc.com/us/en/library/covid-19/us-remote-work-survey.html>

WHAT IT MEANS

Faster deployment of employee digital experience monitoring solutions is key to making successful business outcomes a reality. This includes ensuring business and employee productivity remains high and having the right kind of visibility into all aspects of the employee experience.



SaaS Applications Are The New App Stack

While SaaS solutions deliver the flexibility and agility the modern enterprise requires, the resulting ecosystem of external dependencies and third-party services creates significant operational blind spots. As workers continue to work from home, reliance on SaaS apps will increase.

MARKET GROWTH



Software as a Service (SaaS) remains the largest cloud services market segment and is forecast to grow to \$140 billion in 2022.

COST SCALE AND DEFERRED SPENDING



CIOs can invest significantly less cash upfront by utilizing cloud technology rather than scaling up on-premises data center capacity or acquiring traditional licensed software.

Source: Gartner Press Release, "Gartner Forecasts Worldwide Public Cloud Revenue to Grow 6.3% in 2020," 23 July 2020. <https://www.gartner.com/en/newsroom/press-release/2020-07-23-gartner-forecasts-worldwide-public-cloud-revenue-to-grow-6point3-percent-in-2020>.

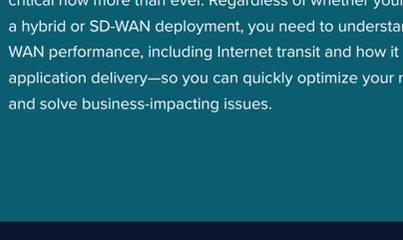
WHAT IT MEANS

In order to ensure SaaS platforms continue to perform as expected, IT teams will need solutions that provide visibility into and metrics around the performance of their critical SaaS applications, as well as the ecosystem of dependencies that those services introduce. And CIOs will demand that their IT teams save costs with this approach versus the legacy deployment of enterprise-specific hardware and software investments.



The New Enterprise WAN Is Software-Defined

Traditional enterprise WANs that rely on MPLS circuits between branch offices and data centers are being replaced with new SD-WAN technology. Modern SD-WANs enable enterprises to allocate resources more efficiently and deliver access to the enterprise network more uniformly across geographically distributed sites while maintaining critical SLA requirements.



60% of enterprises will have implemented SD-WAN by 2023, up from less than 20% in 2019.

30% of enterprise locations will use internet-only WAN connectivity by 2023, up from less than 10% in 2019.

50% of large organizations will connect to cloud providers using direct cloud connectivity from their WANs by 2023, up from 10% in 2019.

75% of enterprises adopting a cloud-first strategy will continue to host business-critical applications in traditional data center environments through 2022.

Source: Gartner Press Release, "Forecast Analysis: Enterprise Networking Connectivity Growth Trends, Worldwide," 20 September 2019. <https://www.gartner.com/en/documents/3969496>.

WHAT IT MEANS

Enterprise connectivity in the modern WAN is expansive and critical now more than ever. Regardless of whether your WAN is a hybrid or SD-WAN deployment, you need to understand WAN performance, including Internet transit and how it affects application delivery—so you can quickly optimize your network and solve business-impacting issues.



Internet Health Is More Critical Than Ever

For employees working from home, their situation is highly dependent on the Internet, including connectivity to their last-mile ISP, SaaS providers' networks, and a number of other factors related to Internet routing and security. An outage or performance degradation at any one of these points can negatively impact end user experience.

Cloud provider networks are more stable than ISP networks; however, when outages do occur in their networks, they are more likely to impact users.



Despite an unusual rise in the percentage of outages, the overall number of outages continues to be relatively low both pre and post pandemic.

Outages between January and July (excluding China).

A large portion of outages, particularly in North America, occurs during peak business hours, potentially increasing their impact on users.

WHAT IT MEANS

The Internet is a "best-effort" network and can have significant, yet unforeseen, consequences for businesses. IT and digital operations teams need real-time visibility into this ecosystem to make informed decisions that can positively impact their employees no matter where they are.

If you're scaling your remote workforce by adopting public cloud and SaaS solutions, you need visibility into your entire digital experience ecosystem, from end to end, in order to work with your providers to optimize this digital supply chain.

Read our latest eBook, "Transforming the Digital Supply Chain," to learn how to evaluate providers to architect an optimal digital supply chain for your Internet-dependent enterprise.

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Transforming the Digital Supply Chain: Internet Performance Meets Business Outcomes