

Approaches to Network Monitoring and Management



Summary Results | November 2019

Survey Summary

- ▶ **Between September and November 2019, Gatepoint Research invited selected IT executives to participate in a survey themed *Approaches to Network Monitoring and Management*.**
- ▶ **Candidates were invited via a combination of email and direct mail and 300 executives have participated to date.**
- ▶ **Management levels represented are predominantly senior decision makers: 36% hold the title CxO, VP, or Director, and 64% are Managers.**
- ▶ **Survey participants represent firms from a wide variety of industries including business services, construction, 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:**
 - **58% work in Fortune 1000 companies with revenues over \$1.5 billion;**
 - **12% work in Large firms whose revenues are between \$500 million and \$1.5 billion;**
 - **8% work in Mid-Market firms with \$250 million to \$500 million in revenues;**
 - **22% work in Small companies with less than \$250 million in revenues.**
- ▶ **100% of responders participated voluntarily; none were engaged using telemarketing.**

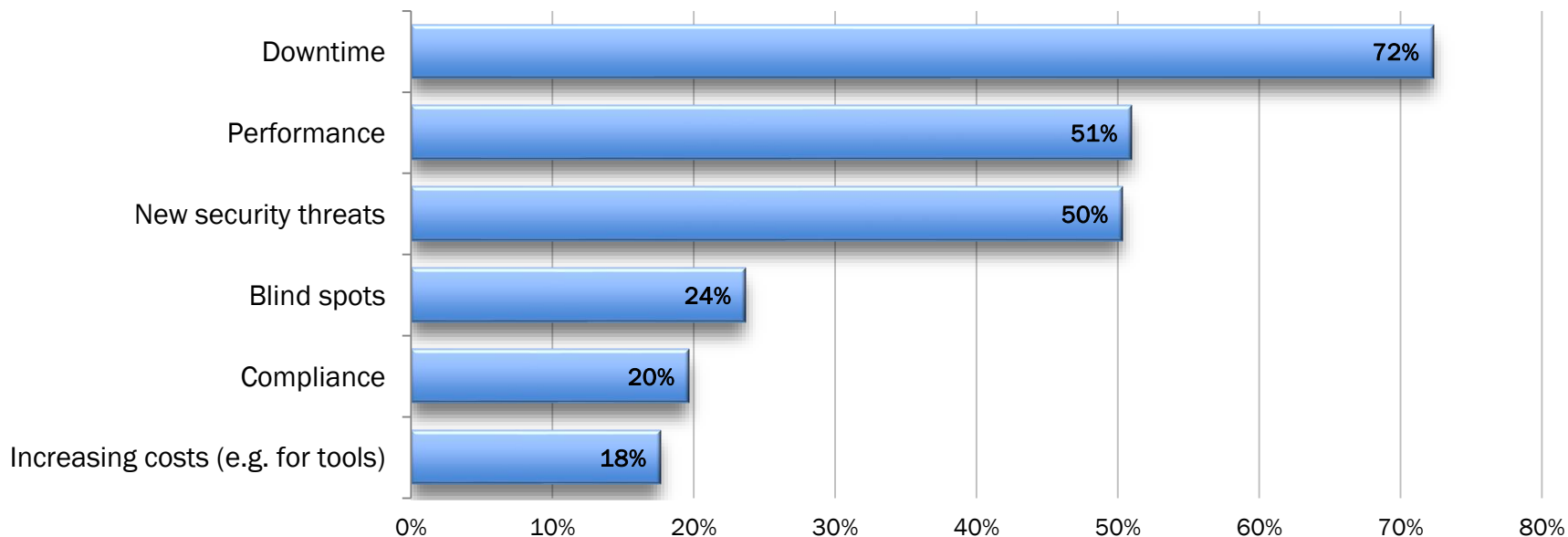
Executive Overview

Managing network traffic has its issues. Just diverting the right traffic to a security tool or team is tough: there are blind spots in the network, cloud traffic, encrypted traffic. A wide variety of tools exist, but more tools means increased costs and downtime - and complications to network visibility. How are organizations making network monitoring and management work better?

This survey asks respondents to report:

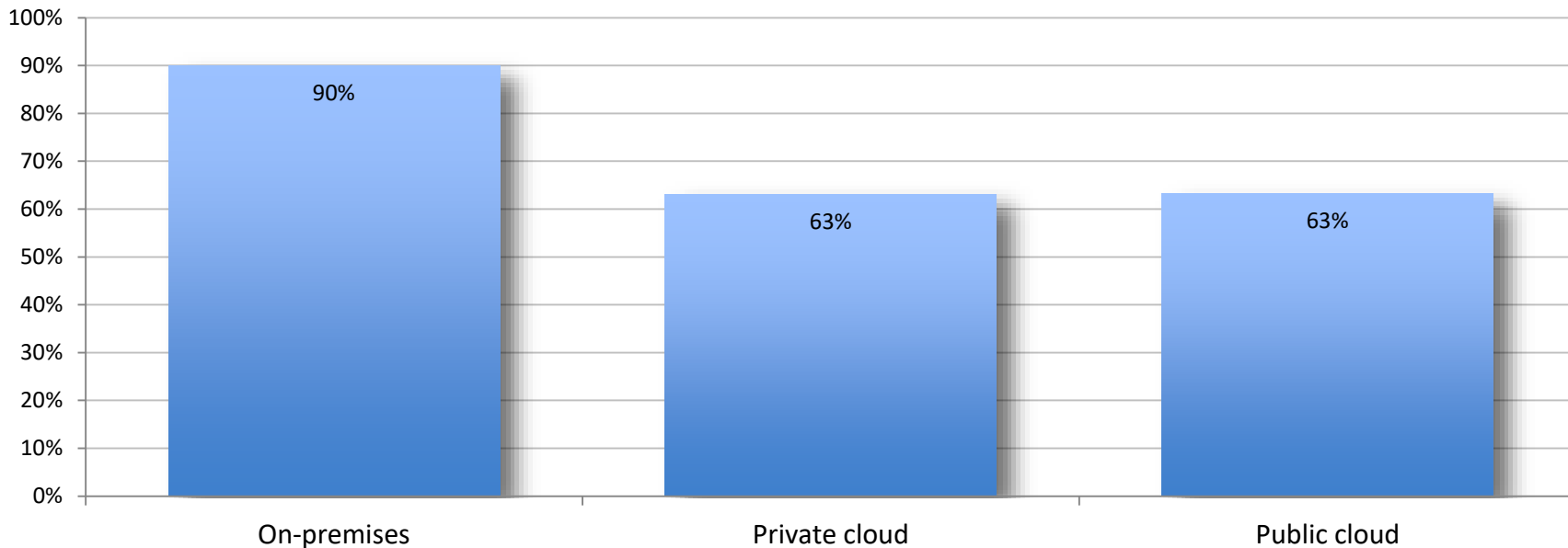
- ▶ What are their toughest network traffic issues?
- ▶ Which infrastructures do they currently use? What do they use to monitor their network traffic?
- ▶ Which types of network tools do they use? Are their tools overloaded?
- ▶ What prevents them from sending the right network traffic to their security tools/team?
- ▶ What initiatives do they plan in the coming months?

What network issues keep you up at night?



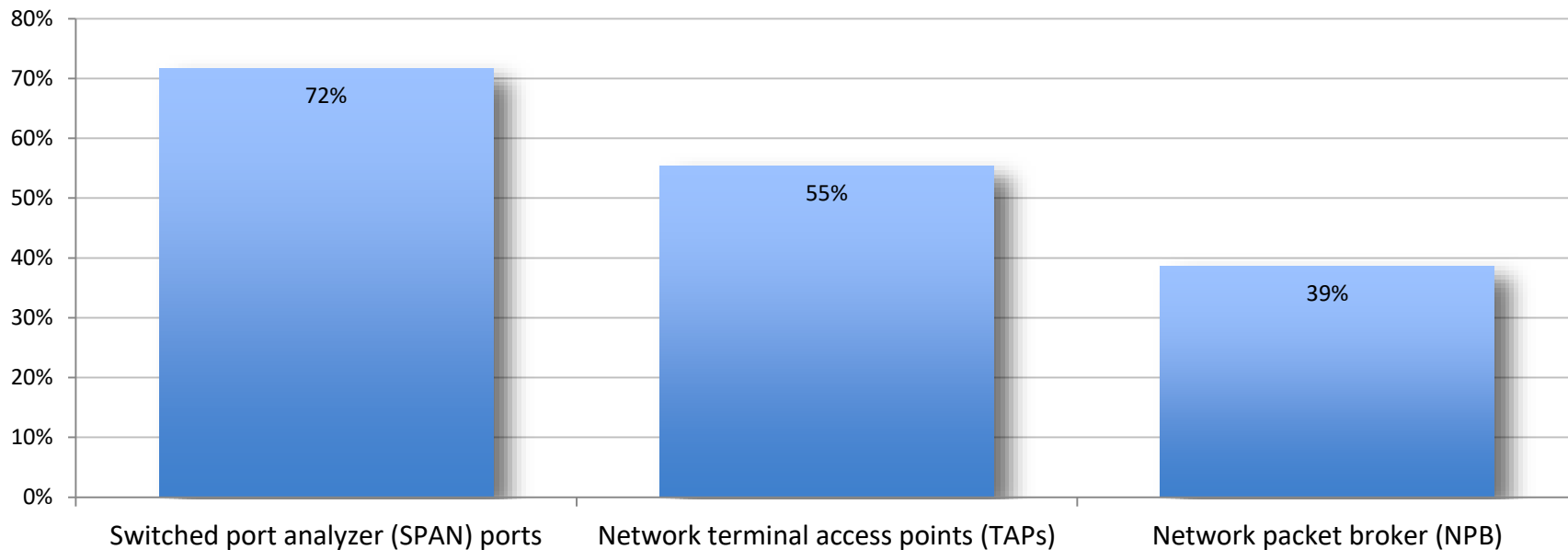
Nearly three quarters of respondents admit downtime is their worst nightmare. Other leading insomnia-inducing issues are emerging security threats (51%) and performance (50%).

Which of the following infrastructures does your organization currently use?



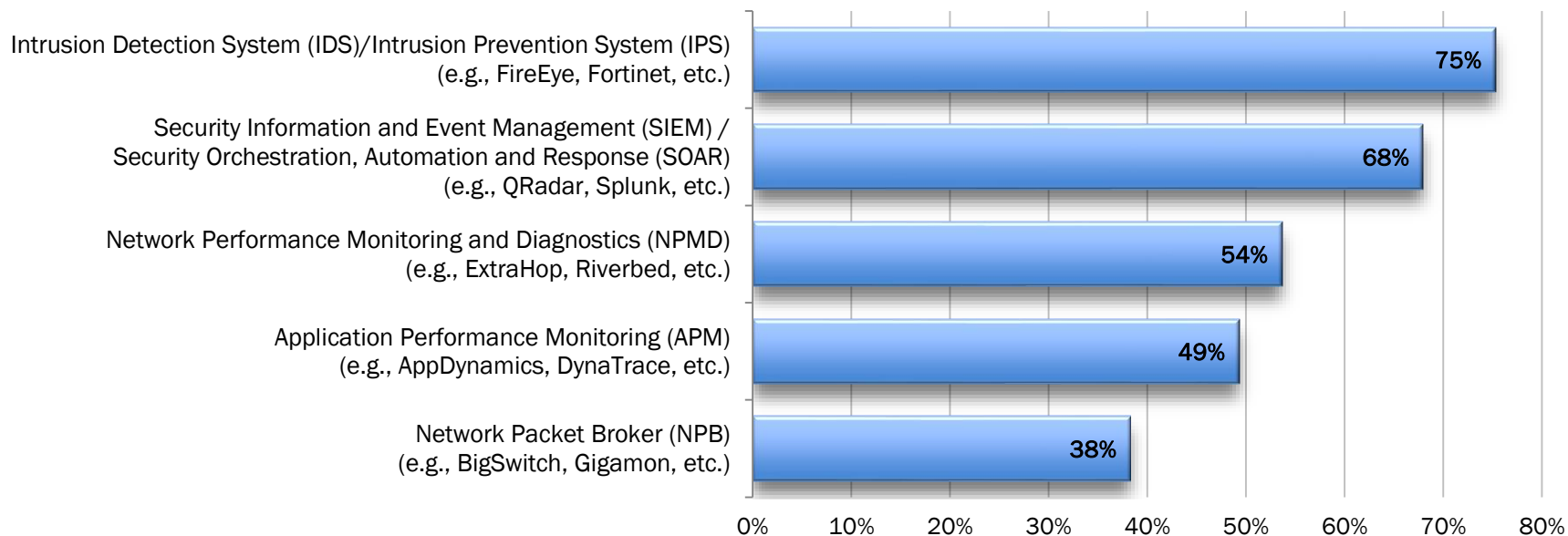
Though respondents report that on-premises infrastructure is still most commonly used (90%), private and public cloud are catching up, with over 60% using either or both.

What do you use to monitor network traffic?



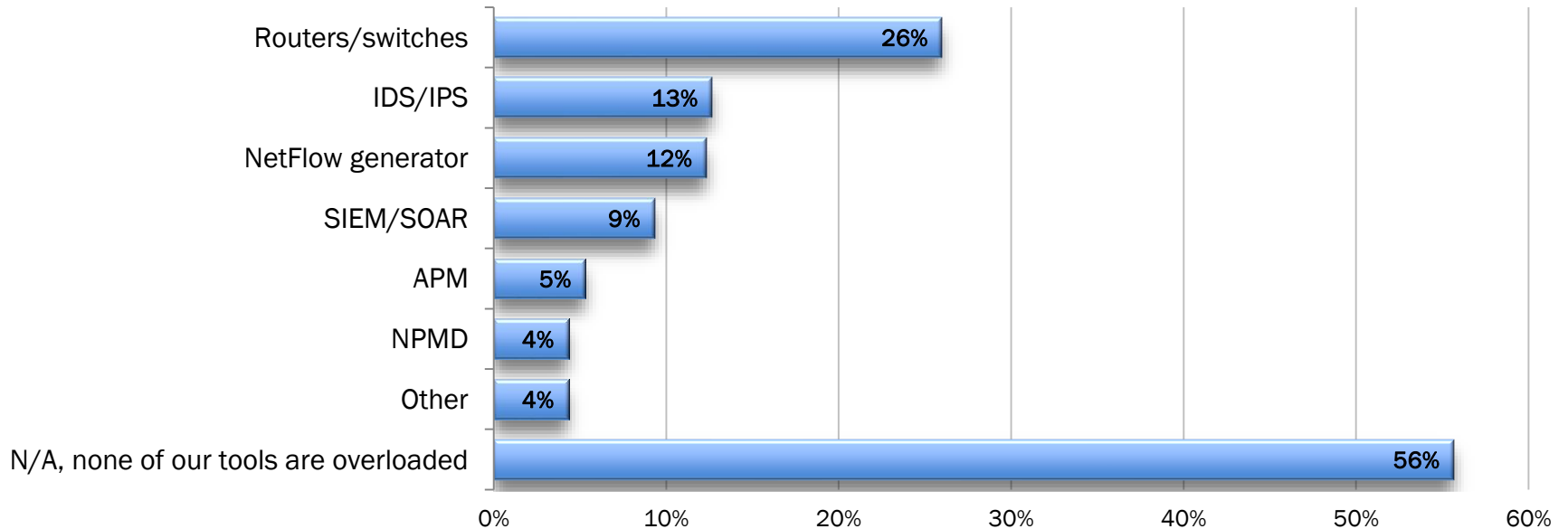
Most organizations in the survey use SPAN ports or TAPs to monitor traffic; just 39% use NPBs.

Which types of network tools do you use?



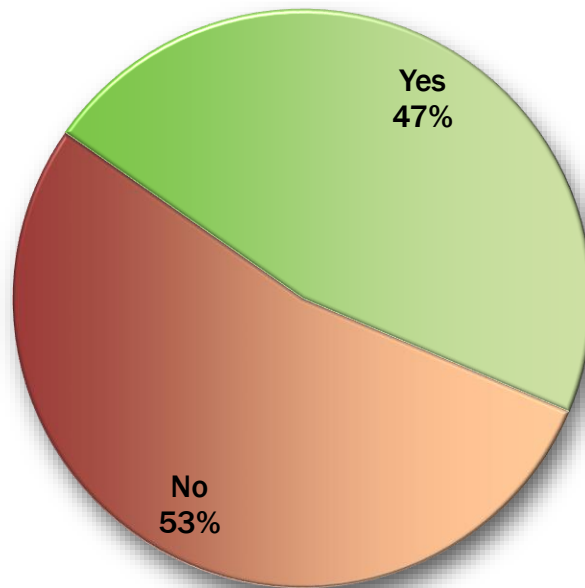
Respondents reveal relying on a broad range of network tools. Half or more of those surveyed use *all* of these tools: IDS/IPS systems, SIEM/SOAR, and NPMD. 49% use APM.

Are any of your network tools overloaded?



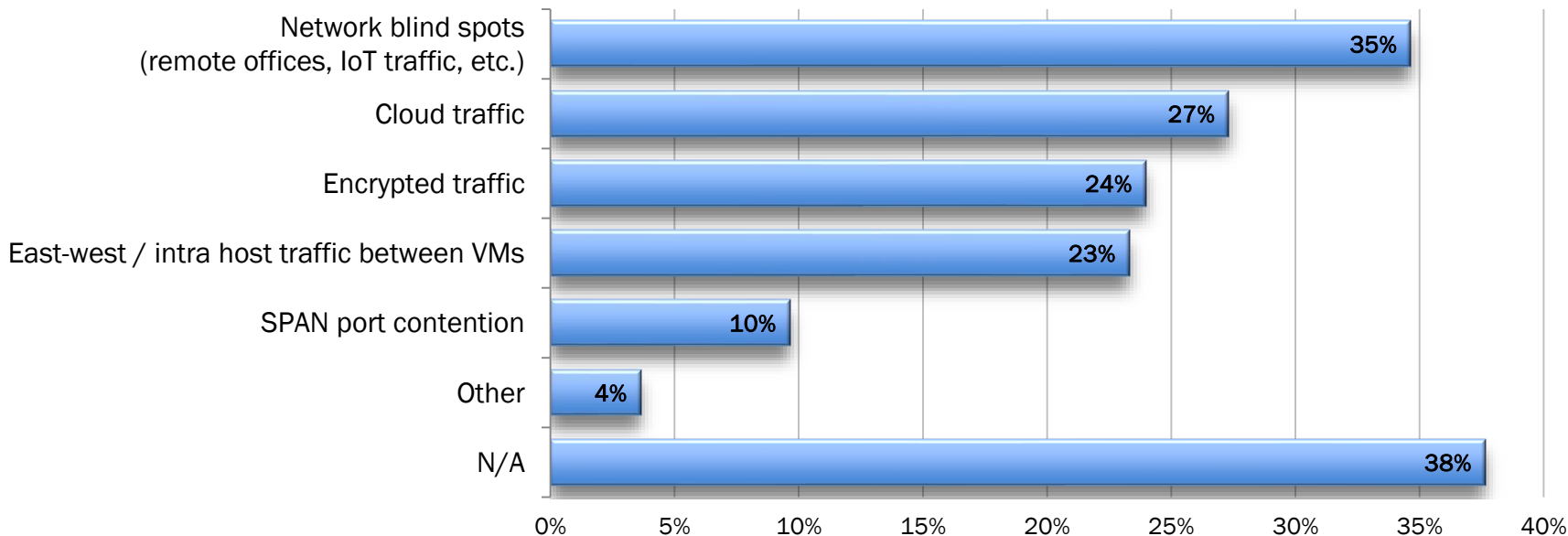
A relatively small percentage of respondents admit to their network tools being overloaded; most commonly cited are routers and switches (26%).

Is downtime (planned or unplanned) related to tool and network upgrades a problem for you?



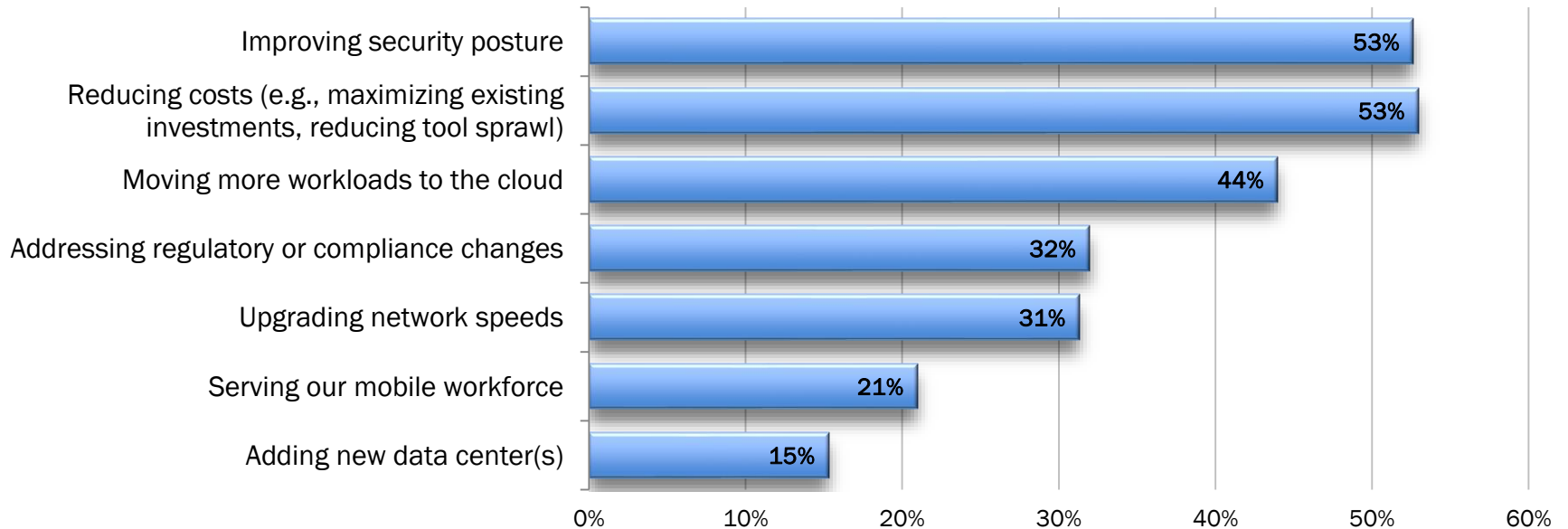
Nearly half of those surveyed admit being plagued by downtime related to upgrades.

What, if anything, is preventing you from sending the right network traffic to your security tools/team?



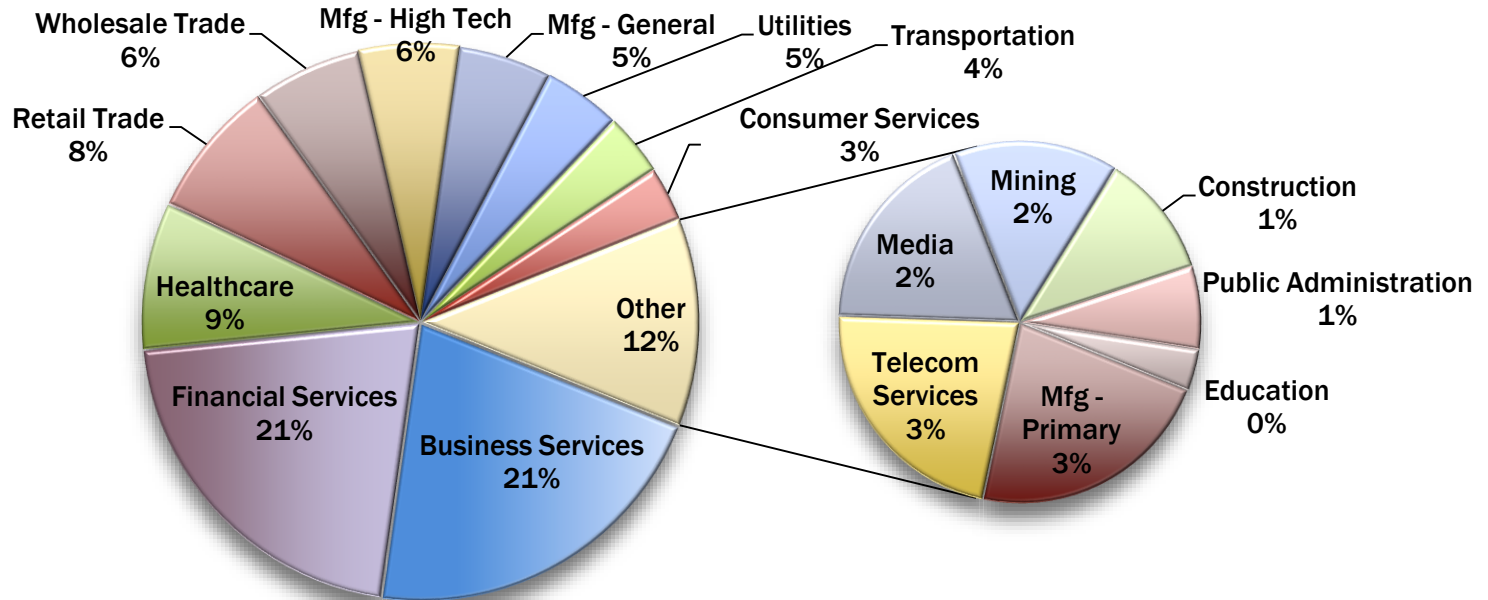
Respondents' leading cause of delay in routing traffic quickly and accurately to security tools or teams: network blind spots (35%), more often cited than traffic snags such as cloud traffic (27%), encrypted traffic (24%) and intra host traffic (23%).

What are your organization's priority initiatives in the next 12 to 18 months?



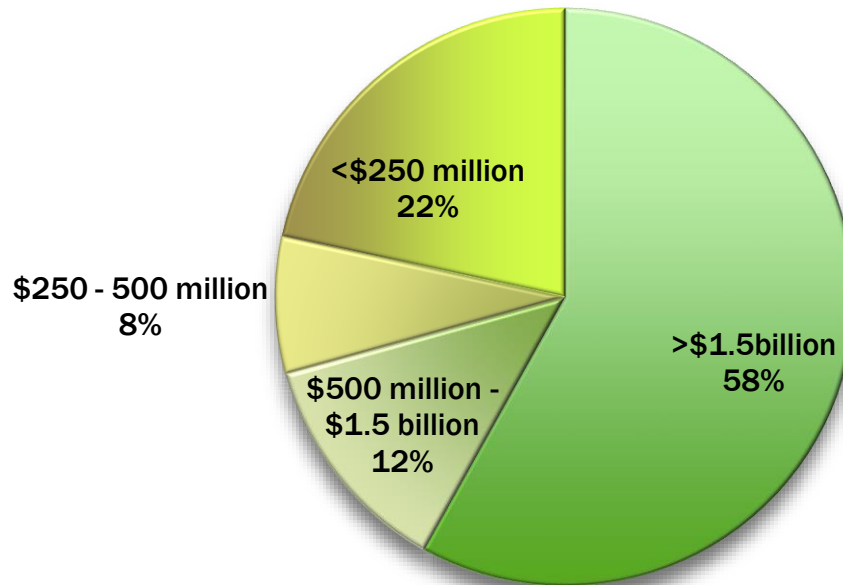
More than half of respondents say their top priority in the coming months will be to improve security and/or reduce costs (53% each).

Profile of Responders: Industry Sectors



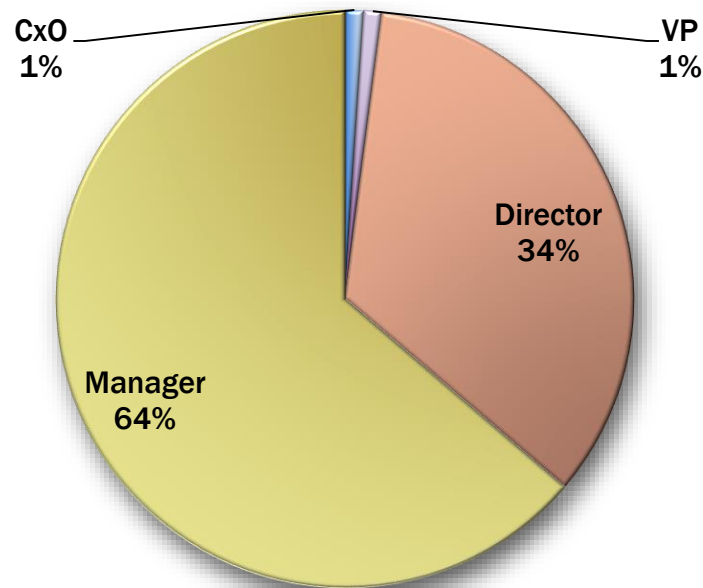
Responders represent a wide variety of industries.

Profile of Responders: Revenue



58% of those surveyed work in Fortune 1000 companies with revenues over \$1.5 billion.

Profile of Responders: Job Level



36% of those surveyed hold Director or executive level positions in their organizations.



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