

Industry Survey Findings:

2019 Top Network Performance Challenges



Network Challenges Faced
by Enterprise-Level Organizations
in Complex, Hybrid Network
Environments

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Research Background

In December of 2018, Sirkin Research was commissioned by LiveAction to identify the top network performance challenges faced by enterprise-level organizations in complex, hybrid network environments. The survey was sent to network and IT professionals predominantly in large mid-market and enterprise companies with at least 1000 employees. The results are based on perspectives from 204 survey respondents, and provide rich insights into the network performance challenges large organizations encounter daily.



About Sirkin Research

Sirkin Research is focused on conducting primary research and delivering rich data insights to guide better decision-making for businesses. Located in Philadelphia, PA, USA, Sirkin research has over 15 years of experience working for some of the largest global technology and financial brands in the world, including Vesta, Trustpilot, and BMC Software. The firm's work spans the globe, from Paris to London to New York and San Francisco.



About LiveAction

LiveAction is #1 in network performance visualization and analytics, providing network professionals the situational insights needed to easily manage and control end-to-end performance of multi-fabric, multi-vendor, and multi-cloud environments. LiveAction empowers network professionals to proactively identify, troubleshoot and resolve issues across vast hybrid environments, and to become more efficient by simplifying the management of cumbersome workflows. To learn more and see why LiveAction delivers the best network performance management and diagnostic (NPMD) solution for your organization, visit www.liveaction.com.

Survey Insights Summary

From the survey results, it is clear that network professionals are challenged to find time to work on strategic business initiatives because they are mired in the time-consuming task of troubleshooting issues across the entire network. This problem appears to be caused in large part by the massive complexities found in today's multi-fabric, multi-vendor and multi-cloud network environments, as well as a generally inadequate level of network visibility, management and control provided by most network performance management and diagnostics (NPMD) solutions on the market.

Survey Details

The top issues faced by network professionals is simply not having the time to work on strategic business initiatives. Nearly 43% indicated this is a challenge or major challenge.

The data shows that the top issue faced by network professionals going into 2019 is they are challenged to find time to work on strategic business initiatives. In fact, 42.7% indicated that this was a challenge or major challenge with, nearly 20% stating this as a major challenge.

Many network professionals are mired in time-consuming network troubleshooting tasks – 42% report this as a challenge or major challenge.

The top cause for not being able to work on strategic business initiatives appears to be that network professionals' time is being spent on the time-consuming task of troubleshooting issues across the entire network. According to the survey results, an astonishing 41.8% indicated this was a challenge or major challenge. This is not surprising as secondary research supports the notion that most network performance management and diagnostics (NPMD) tools simply are not designed to support today's complex, heterogeneous network environments.

A large portion of network pros are unable to proactively identify performance issues – 38% find this to be a challenge or major challenge.

Another significant challenge for network professionals is the inability to proactively identify network performance issues before they happen. According to the survey results, nearly 38% of network professionals indicated this was a challenge or a major challenge.

Poor visibility and monitoring performance across all network fabrics – 35% report this as a challenge or major challenge.

Poor visibility and monitoring performance across all fabrics of the network were also cited as top challenges. 35% of survey respondents indicated poor visibility into performance across all fabrics of the network and equally, another 35%, noted poor end-to-end performance monitoring across network devices was a challenge or major challenge.

An inability to analyze historical data for root cause analysis – 34% identify this as a challenge or major challenge.

Spending too much time managing cumbersome workflows between critical systems – 31% find this to be a challenge or major challenge.

43%
of

Network professionals are challenged to find the time to work on strategic business initiatives

Root Cause

42%
of

Network professionals spend too much time troubleshooting across the entire network

38%
of

Network professionals cannot proactively identify network performance issues

35%
of

Network professionals have poor visibility into performance across all fabrics of the network

35%
of

Network professionals have poor end-to-end performance monitoring across network devices

Table 1: Top Challenges Faced by Network Professionals

Top Challenges Faced by Network Professionals	Is Not a Challenge	Is a Slight Challenge	Is Somewhat of a Challenge	Is a Challenge	Is a Major Challenge	Is a Challenge or Major Challenge
Challenged to find time to work on strategic business initiatives	8.00%	16.00%	33.30%	24.40%	18.30%	42.70%
Troubleshooting issues across the entire network time-consuming	6.10%	14.60%	37.60%	29.10%	12.70%	41.80%
Inability to proactively identify network performance issues	6.60%	16.00%	39.90%	28.60%	8.90%	37.50%
Poor visibility into performance across all fabrics of the network	9.90%	14.10%	40.80%	23.90%	11.30%	35.20%
Poor end-to-end performance monitoring across network devices	10.80%	23.50%	31.00%	26.30%	8.50%	34.80%
Inability to analyze historical captured data for root cause analysis	8.90%	21.10%	36.20%	26.80%	7.00%	33.80%
Spending too much time managing cumbersome workflows between critical systems	10.30%	20.70%	38.50%	22.50%	8.00%	30.50%
Difficulty quickly moving from problem notification (flow) to problem isolation (packet)	9.40%	20.20%	41.80%	23.00%	5.60%	28.60%
Inability to managed network performance issues across multiple-vendors	12.70%	21.60%	37.10%	21.60%	7.00%	28.60%
Inability to provide audit report for devices, policies and SLAs	12.70%	18.30%	40.80%	21.10%	7.00%	28.10%
Difficulty with granular network capacity planning	9.90%	23.00%	40.40%	22.10%	4.70%	26.80%
Difficulty managing QoS policies across the network	11.70%	28.60%	34.70%	19.70%	5.20%	24.90%
High telco / service provider costs	18.30%	23.90%	33.80%	16.90%	7.00%	23.90%
Inability to provide custom reports	15.50%	20.20%	40.80%	18.30%	5.20%	23.50%
Too many network performance tools making it difficult to troubleshoot issues quickly	15.00%	26.80%	36.20%	15.50%	6.60%	22.10%
Poor user experience	14.60%	30.50%	33.30%	13.60%	8.00%	21.60%
Unpredictable VoIP, UC, and video performance issues	17.80%	29.10%	31.90%	16.90%	4.20%	21.10%
Challenged with achieving Mean Time to Repair (MTTR)	12.70%	25.40%	42.30%	17.40%	2.30%	19.70%

N = 204 Network Professionals

Table 2: Rank Order of Where Network Challenges are Encountered

Please rank WHERE you encounter your top network challenges

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Wireless	1		917	203
Cloud/Multi-cloud	2		880	198
Branches/Remote Sites	3		802	196
Endpoints	4		799	201
Data center	5		784	201
WAN/SD-WAN	6		752	192
Campus/SD-Access	7		680	186

Lowest Rank Highest Rank

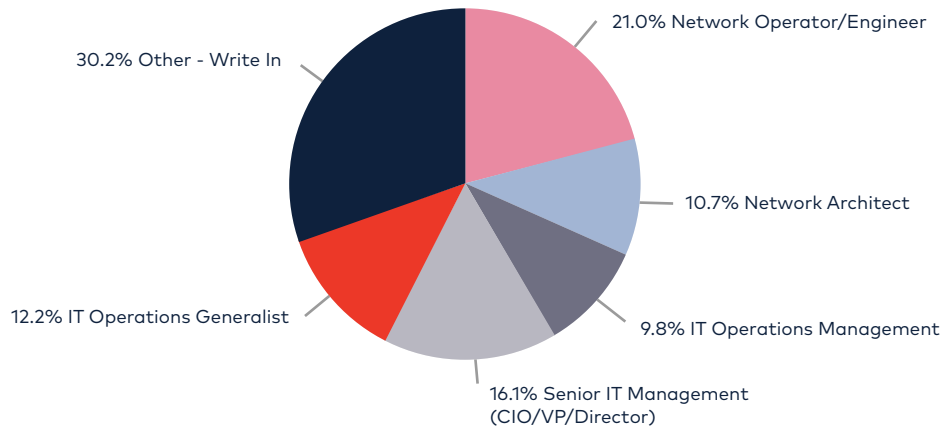
Table 3: Rank Order of Top Cloud Challenges

Please rank your top cloud performance challenges (1 being the toughest Challenge)

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
IaaS	1		451	212
SaaS	2		427	212
PaaS	3		394	212

Lowest Rank Highest Rank

Chart 1: Job Role



Value	Percent	Responses
Network Operator/Engineer	21.0%	43
Network Architect	10.7%	22
IT Operations Manager	9.8%	20
Senior IT Management (CIO/VP/Director)	16.1%	33
IT Operations Generalist	12.2%	25
Other	30.2%	62

Total 205