

Approaches to Network Monitoring and Management

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Summary Results | May 2020

SURVEY SUMMARY

Between February and April 2020, Gatepoint Research invited IT and networking executives to participate in a survey themed *Approaches to Network Monitoring and Management*

- ▶ Candidates were invited via email and 100 executives have participated to date.
- ▶ Management levels represented are Directors (12%) or Managers (88%).
- ▶ Survey participants represent firms from a wide variety of industries including business services, construction, consumer services, financial services, healthcare, media, manufacturing (general, primary and high tech), mining, retail trade, telecom services, transportation, utilities, and wholesale trade.
- ▶ Responders work for firms with a wide range of revenue levels:
 - 60% work in Fortune 1000 companies with revenues over \$1.5 billion;
 - 18% work in mid-market or large firms whose revenues are between \$250 million and \$1.5 billion;
 - 18% work in small companies with less than \$250 million in revenues.
- ▶ 100% of responders participated voluntarily; none were engaged using telemarketing.



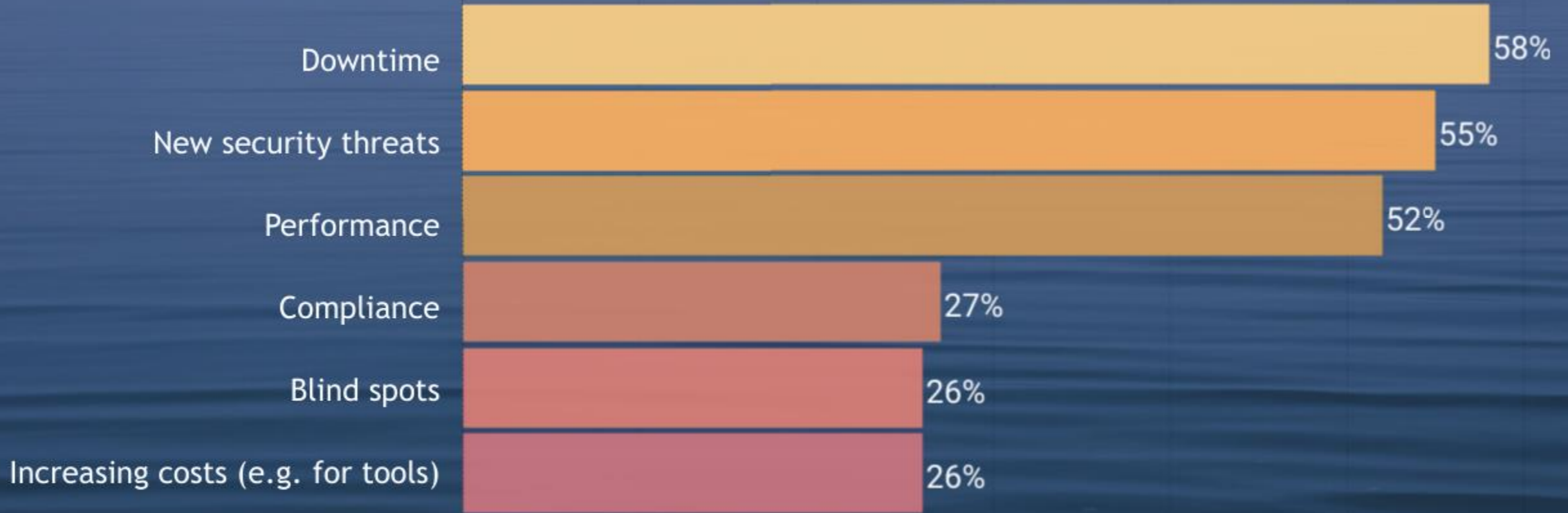
EXECUTIVE OVERVIEW

Managing network traffic can have 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 complicates network visibility. How are organizations making network monitoring and management work better?

This survey asks respondents to report:

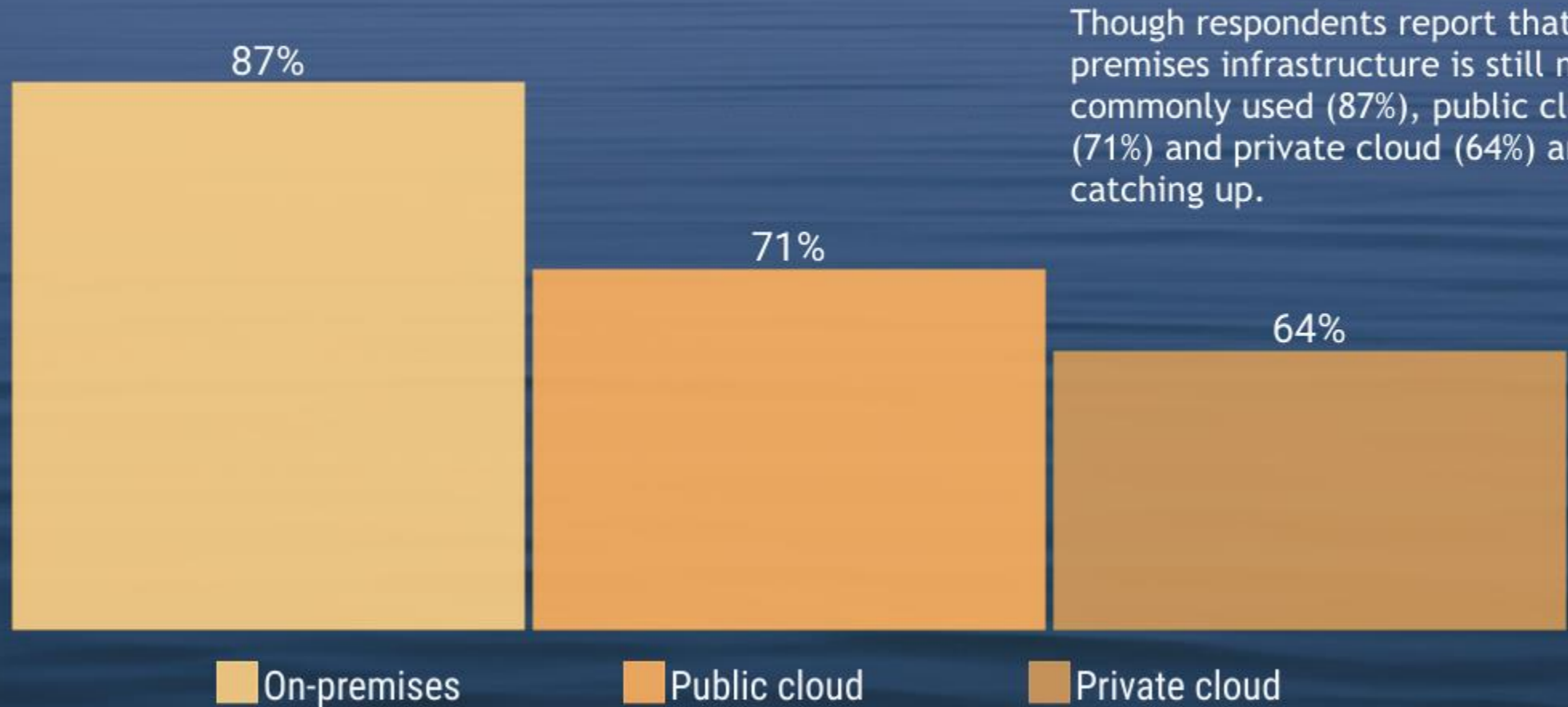
- What are their toughest network traffic issues?
- Which infrastructures do they currently use?
- What do they use to monitor their network traffic?
- Which types of network tools do they use? Are they overloaded?
- What prevents them from sending the right network traffic to their security tools/team?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

What network issues keep you up at night?



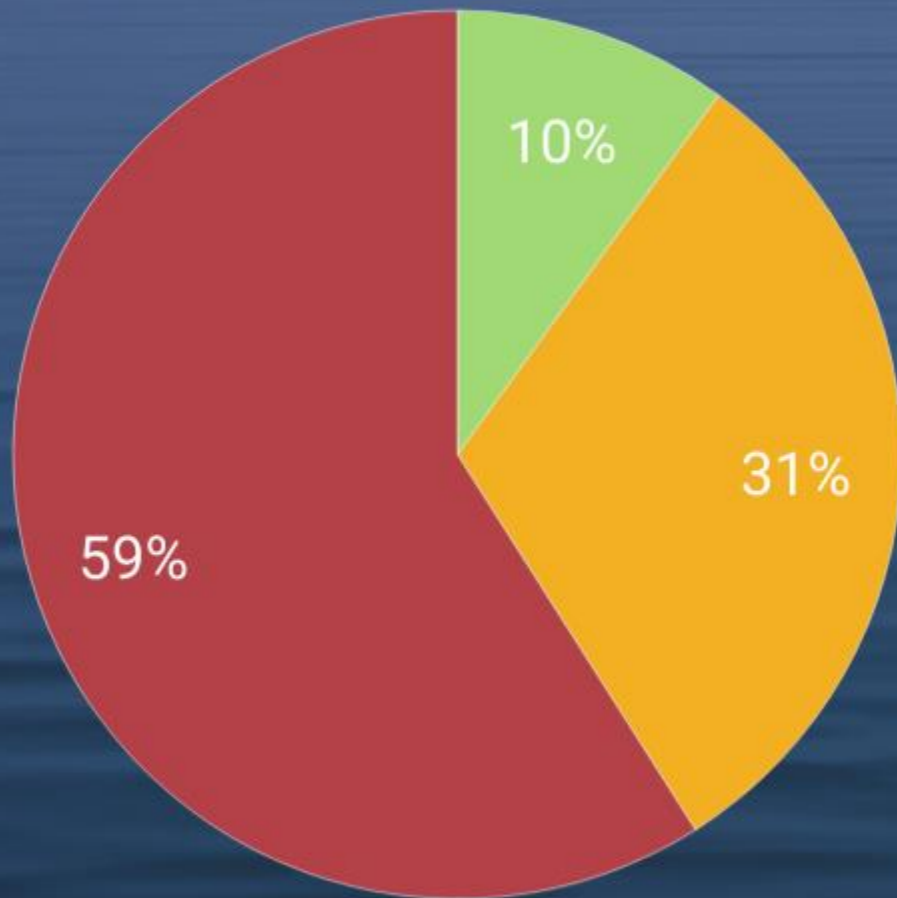
58% of respondents admit downtime is their worst nightmare. Two other top insomnia-inducing issues are new security threats (55%) and performance issues (52%).

Which of the following infrastructures does your organization currently use?



Though respondents report that on-premises infrastructure is still most commonly used (87%), public cloud (71%) and private cloud (64%) are catching up.

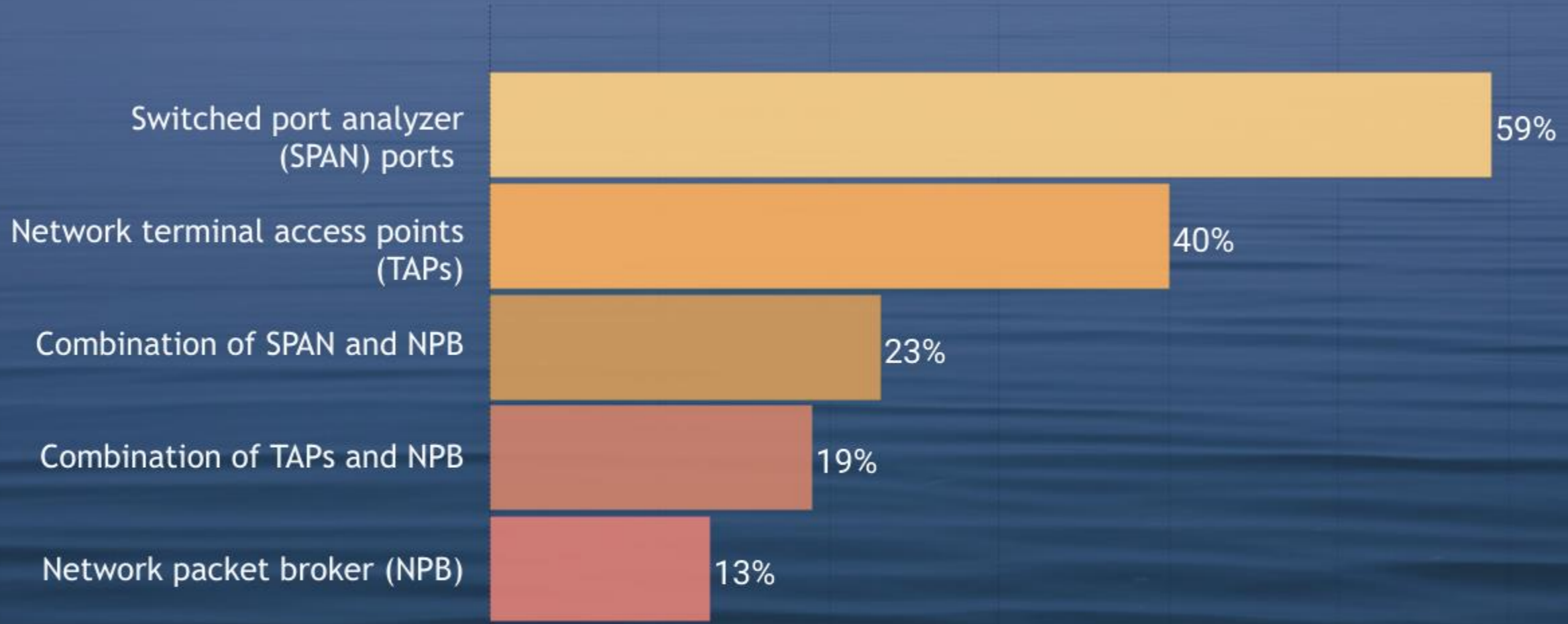
Have you heard of Network Packet Brokers (NPB)?



- Yes, heard of them and understand their benefits 10%
- Yes, heard of them, but don't have a deep understanding 31%
- No, never heard of them 59%

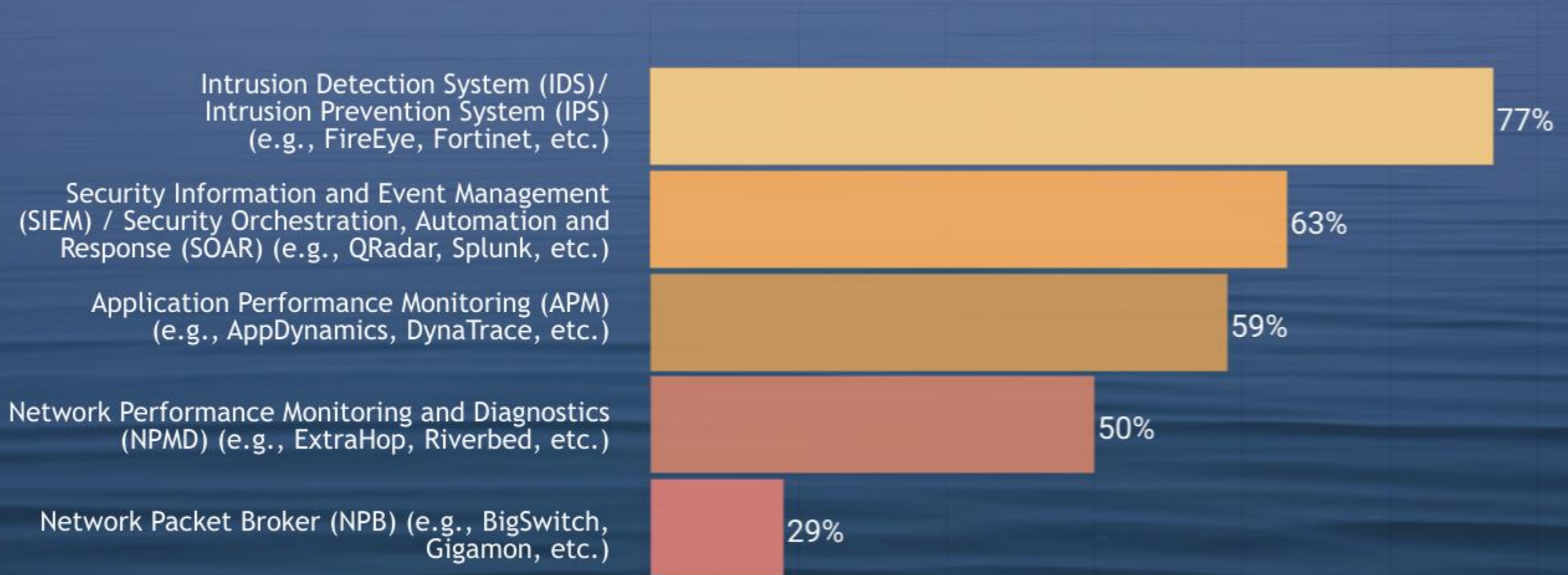
Most of those responding to the survey (59%) have not heard of NPB - and of those who have, 31% don't really understand them.

What do you use to monitor network traffic?



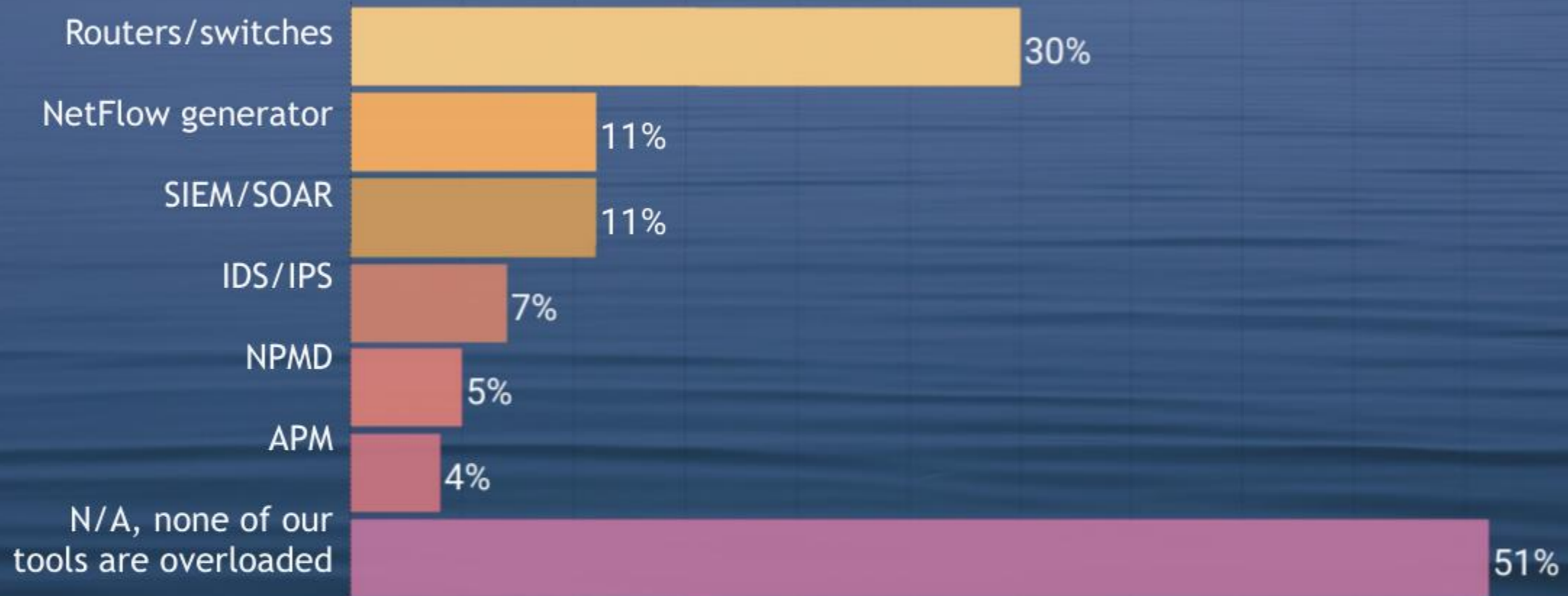
59% of those surveyed use SPAN ports to monitor traffic. 13% use just NPBs, but most organizations use some combination of SPAN ports, TAPs and NPB.

Which types of network tools do you use?



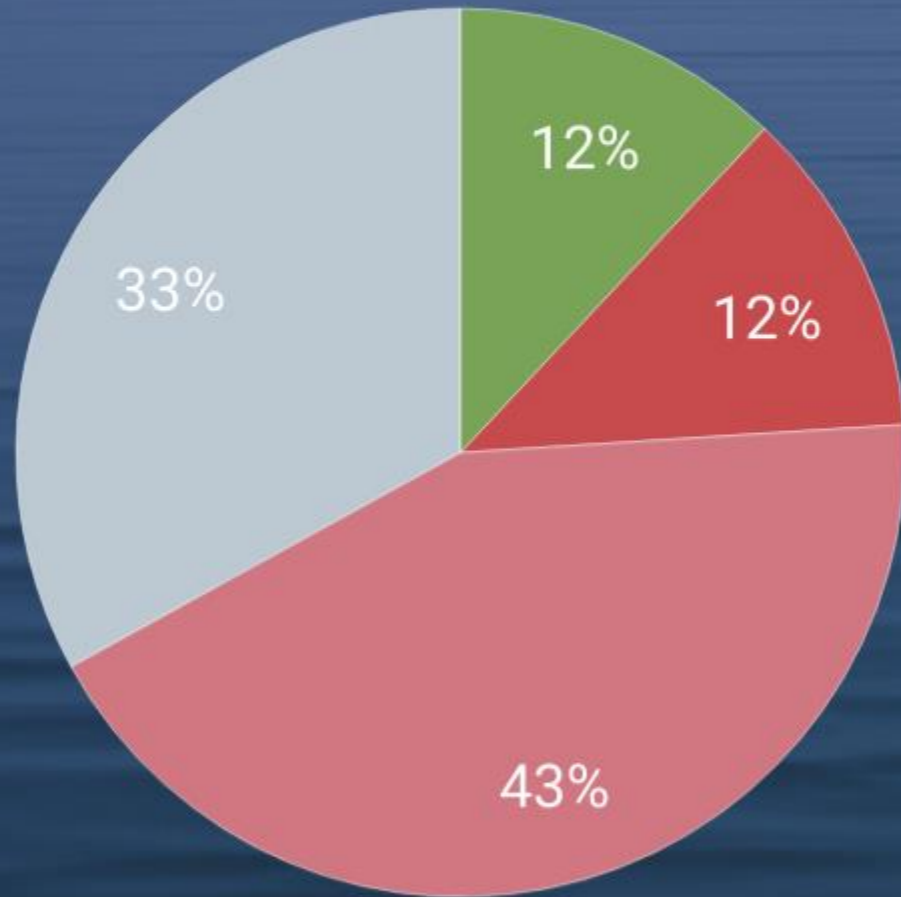
Respondents report relying on a broad range of network tools, with most using a combination of the following: IDS/IPS systems, SIEM/SOAR, APM, NPMD, and NPB.

Are any of your network tools overloaded?



Just under half of respondents admit to their network tools being overloaded; among them, most commonly cited are routers and switches (30%).

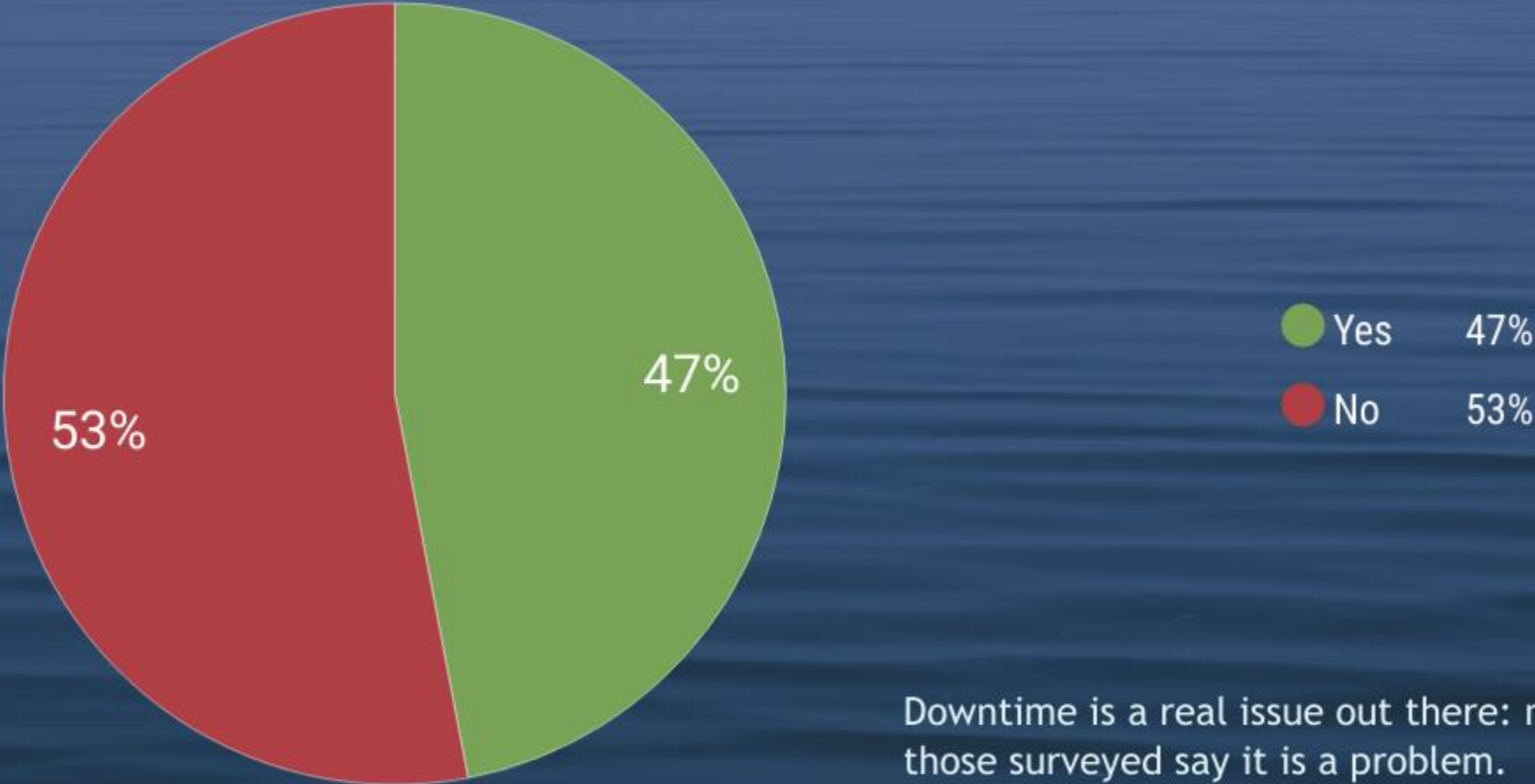
Is the rise in SSL traffic causing your tools to be overloaded?



Yes	12%
No, it's something else	12%
Not sure	43%
N/A, none of our tools are overloaded	33%

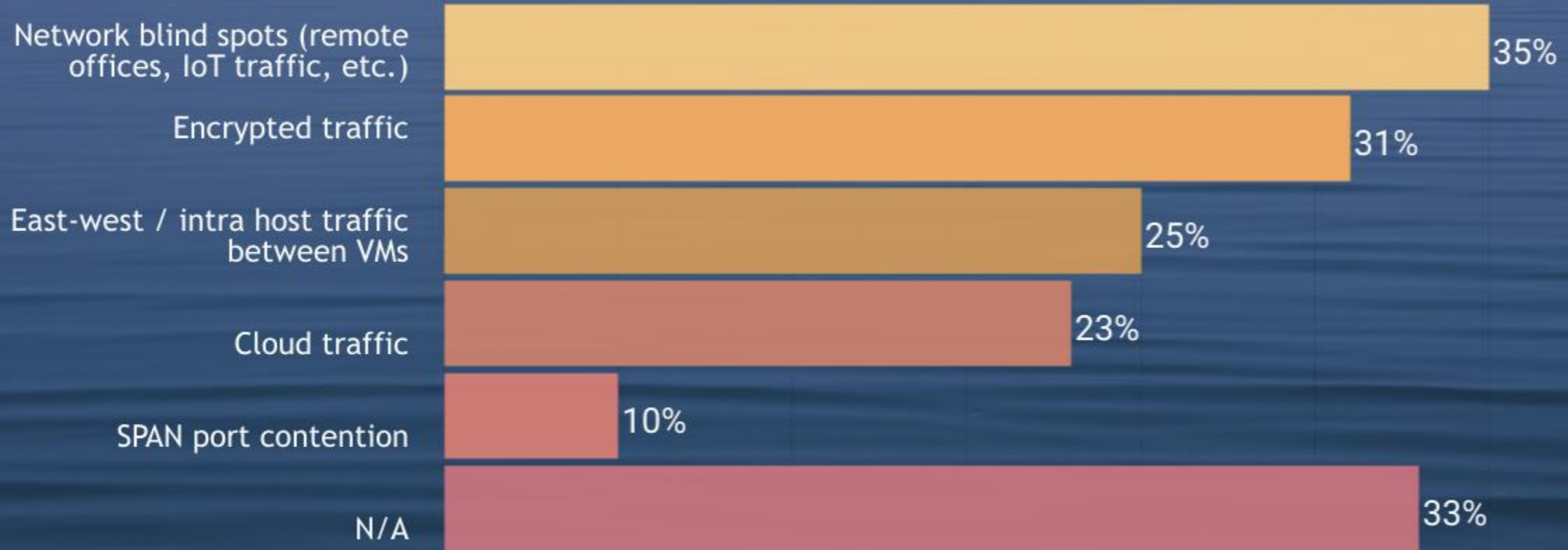
12% attribute tool overloading to greater volume of SSL traffic...but another 43% are not sure whether SSL traffic is the culprit.

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



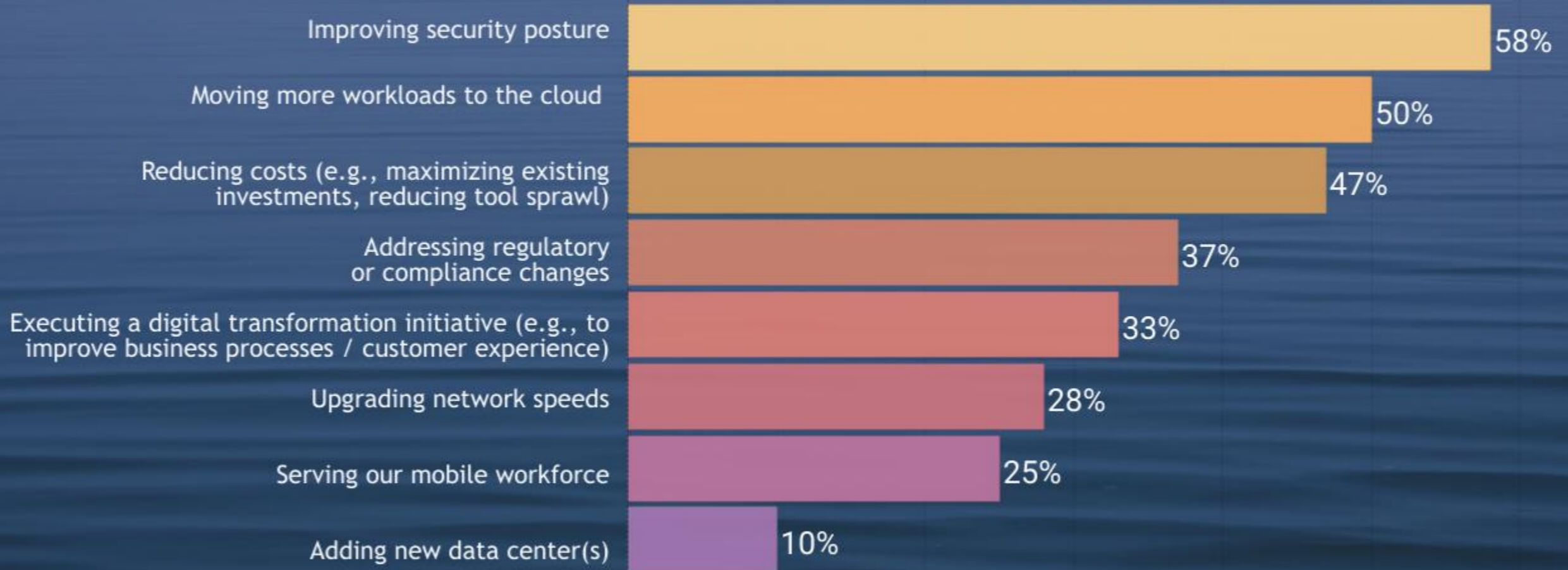
Downtime is a real issue out there: nearly half of those surveyed say it is a problem.

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



The leading cause of delay in routing traffic quickly and accurately to security tools or teams: network blind spots (35%), more commonly cited than various traffic snags - encrypted traffic (31%), intra host traffic (25%), and cloud traffic (23%).

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

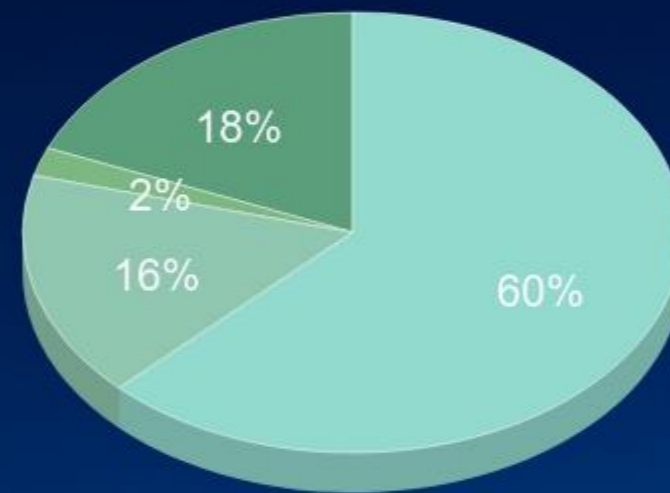


More than half of respondents say their top priorities in the coming months will be improving security (58%) and moving more workloads to the cloud (50%). Nearly as many are prioritizing reducing costs.

REVENUE

60% of those surveyed work in Fortune 1000 companies with revenues over \$1.5 billion.

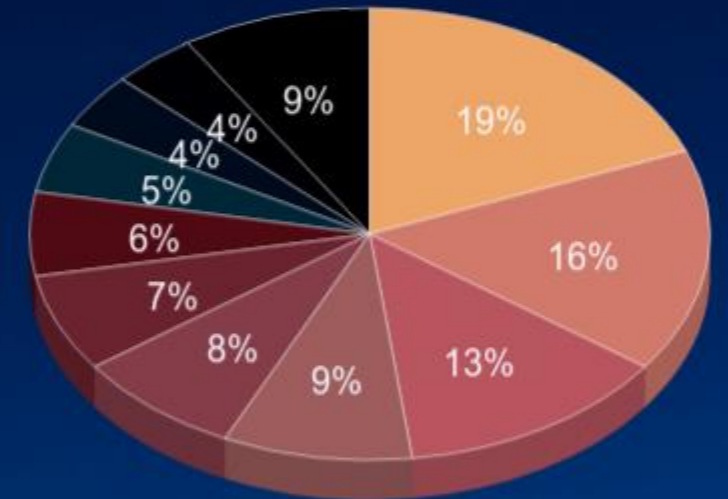
● >\$1.5billion	60%
● \$500 million - \$1.5 billion	16%
● \$250 - 500 million	2%
● <\$250 million	18%



INDUSTRY SECTORS

Responders represent a wide variety of industries.

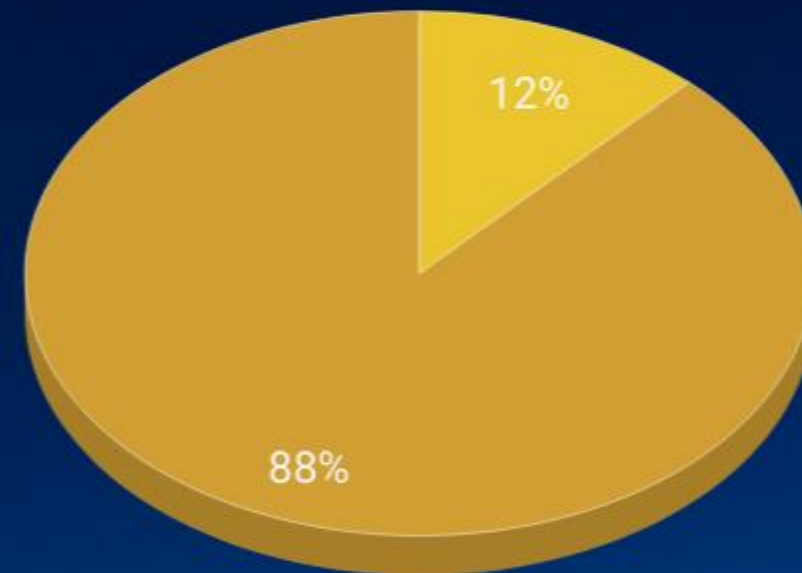
● Business Services	19%
● Financial Services	16%
● Mfg - High Tech	13%
● Healthcare	9%
● Transportation	8%
● Mfg - General	7%
● Consumer Services	6%
● Media	5%
● Retail Trade	4%
● Telecom Services	4%
● Other: Wholesale Trade, Construction, Utilities, Primary Manufacturing	9%



JOB LEVEL

12% of survey respondents hold director level positions in their organization; 88% are managers.

- Director 12%
- Manager 88%



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