INFO~TECH
RESEARCH GROUP

PRODUCT SCORECARD

# Adaptiv SD-WAN

SD-WAN

**Improving and Accelerating Enterprise
Software Evaluation and Selection**

https://www.adaptiv-networks.com/

https://www.linkedin.com/company/adaptiv-networks/

## 25

**References**

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RESEARCH GROUP

## Adaptiv SD-WAN
# Product Scorecard Contents

## How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

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**NUMBER OF REFERENCES**
# 25

adaptiv networks

# Adaptiv SD-WAN

## SD-WAN

We're an innovative software technology vendor with a market-leading SD-WAN patent portfolio and we operate our own network of cloud-managed SD-WAN gateways. We combine all the components of a cloud-managed SD-WAN solution into simple Network-as-a-Service licenses that are powered by our cloud network and supported by our experienced network operations team.

**https://www.adaptiv-networks.com/**

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Software Reviews
**GOLD MEDAL**
2021

## 8.8/10 COMPOSITE SCORE

### Likeliness to Recommend

| | | | |
|---|---|---|---|
| Promoters | | 72% | |
| Passives | | 24% | |
| Detractors | | 4% | |

**RANK OUT OF 14**
# 6th

**LIKELINESS TO RECOMMEND**
# 88%

SD-WAN CATEGORY

### Plan to Renew

| | | |
|---|---|---|
| Definitely | | 86% |
| Probably | | 14% |
| Probably Not | | 0% |
| Definitely Not | | 0% |

**RANK OUT OF 14**
# 1st

**PLAN TO RENEW**
# 100%

SD-WAN CATEGORY

### Satisfaction that Cost is Fair Relative to Value

| | | |
|---|---|---|
| Delighted | | 32% |
| Highly Satisfied | | 60% |
| Almost Satisfied | | 8% |
| Disappointed | | 0% |

**RANK OUT OF 14**
# 4th

**SATISFACTION**
# 81%

SD-WAN CATEGORY

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# Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher Adaptiv SD-WAN's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

*How satisfied are you with the following Adaptiv SD-WAN capabilities?*

## Product Strategy and Rate of Improvement
**Ranked 3rd** of 14 in SD-WAN

**44%** OF CLIENTS ARE DELIGHTED

**The ability to adapt to market change.**
Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**83%** SATISFACTION
**78%** CATEGORY AVERAGE

## Ease of Data Integration
**Ranked 7th** of 14 in SD-WAN

**26%** OF CLIENTS ARE DELIGHTED

**The ability to seamlessly integrate data.**
Use this data to determine whether the product will cause headaches or make data integration easy.

DEGREE OF SATISFACTION
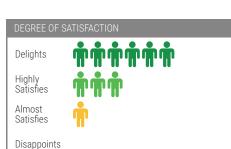- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**79%** SATISFACTION
**78%** CATEGORY AVERAGE

## Availability and Quality of Training
**Ranked 3rd** of 14 in SD-WAN

**56%** OF CLIENTS ARE DELIGHTED

**Quality training allows employees to take full advantage of the software.**
Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**87%** SATISFACTION
**79%** CATEGORY AVERAGE

## Ease of IT Administration
**Ranked 5th** of 14 in SD-WAN

**48%** OF CLIENTS ARE DELIGHTED

**Ease of use of the backend user interface.**
This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**85%** SATISFACTION
**81%** CATEGORY AVERAGE

## Vendor Support
**Ranked 8th** of 14 in SD-WAN

**44%** OF CLIENTS ARE DELIGHTED

**The ability to receive timely and sufficient support.**
The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**84%** SATISFACTION
**83%** CATEGORY AVERAGE

## Business Value Created
**Ranked 3rd** of 14 in SD-WAN

**48%** OF CLIENTS ARE DELIGHTED

**The ability to bring value to the organization.**
Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**84%** SATISFACTION
**80%** CATEGORY AVERAGE

## Ease of Implementation
**Ranked 5th** of 14 in SD-WAN

**52%** OF CLIENTS ARE DELIGHTED

**The ability to implement the solution without unnecessary disruption.**
Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**84%** SATISFACTION
**83%** CATEGORY AVERAGE

## Quality of Features
**Ranked 8th** of 14 in SD-WAN

**36%** OF CLIENTS ARE DELIGHTED

**The ability to perform at or above industry standards.**
Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**81%** SATISFACTION
**81%** CATEGORY AVERAGE

## Breadth of Features
**Ranked 3rd** of 14 in SD-WAN

**44%** OF CLIENTS ARE DELIGHTED

**The ability to perform a wide variety of tasks.**
Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**84%** SATISFACTION
**81%** CATEGORY AVERAGE

## Usability and Intuitiveness
**Ranked 6th** of 14 in SD-WAN

**40%** OF CLIENTS ARE DELIGHTED

**The ability to reduce training due to intuitive design.**
End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.
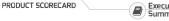
DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**82%** SATISFACTION
**81%** CATEGORY AVERAGE

## Ease of Customization
**Ranked 9th** of 14 in SD-WAN

**38%** OF CLIENTS ARE DELIGHTED

**The ability to scale the solution to a business' unique needs.**
Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**77%** SATISFACTION
**79%** CATEGORY AVERAGE

# Product
# Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the SD-WAN market.

*How satisfied are you with the following Adaptiv SD-WAN features and functionalities?*

**SD-WAN**

**MANDATORY FEATURES**

## Adaptive Traffic

**Ranked 4th** of 14 in SD-WAN

**48%** OF CLIENTS ARE DELIGHTED

Data traffic across the SD-WAN being adaptive to conditions across the Internet.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**85%** SATISFACTION
**82%** CATEGORY AVERAGE

## Multiple Connection Type Support

**Ranked 8th** of 14 in SD-WAN

**40%** OF CLIENTS ARE DELIGHTED

Support of various broadband connection types, including TCP/IP, MPLS, frame relay, and LTE wireless.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**82%** SATISFACTION
**82%** CATEGORY AVERAGE

## Resilience

**Ranked 2nd** of 14 in SD-WAN

**56%** OF CLIENTS ARE DELIGHTED

Connectivity resiliency due to the ability to leverage multiple connections .

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**88%** SATISFACTION
**81%** CATEGORY AVERAGE

## Quality of Service

**Ranked 6th** of 14 in SD-WAN

**48%** OF CLIENTS ARE DELIGHTED

Traffic prioritization and optimization for specific network services.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**85%** SATISFACTION
**82%** CATEGORY AVERAGE

## Flexible Deployment

**Ranked 9th** of 14 in SD-WAN

**36%** OF CLIENTS ARE DELIGHTED

Ability to deploy wherever broadband connectivity exists.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**81%** SATISFACTION
**82%** CATEGORY AVERAGE

## Ease of Troubleshooting

**Ranked 3rd** of 14 in SD-WAN

**48%** OF CLIENTS ARE DELIGHTED

The simplicity of administration and of troubleshooting issues across the SD-WAN.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**87%** SATISFACTION
**82%** CATEGORY AVERAGE

## Dynamic Routing

**Ranked 7th** of 14 in SD-WAN

**36%** OF CLIENTS ARE DELIGHTED

Dynamic path selection across the broadband networks across the Internet.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**83%** SATISFACTION
**82%** CATEGORY AVERAGE

## SD-WAN Security

**Ranked 11th** of 14 in SD-WAN

**36%** OF CLIENTS ARE DELIGHTED

Security of the SD-WAN by support of VPN and network security protocols.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**78%** SATISFACTION
**82%** CATEGORY AVERAGE

## Load Sharing

**Ranked 4th** of 14 in SD-WAN

**48%** OF CLIENTS ARE DELIGHTED

Ability to load-share WAN traffic across multiple connections.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**86%** SATISFACTION
**82%** CATEGORY AVERAGE

## Simple Administration

**Ranked 7th** of 14 in SD-WAN

**36%** OF CLIENTS ARE DELIGHTED

Ease of network administration across the Wide Area Network.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**83%** SATISFACTION
**84%** CATEGORY AVERAGE

**SECONDARY FEATURES**

## Application Optimization

**Ranked 9th** of 14 in SD-WAN

**29%** OF CLIENTS ARE DELIGHTED

Optimization of the performance of applications and services across the Wide Area Network.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
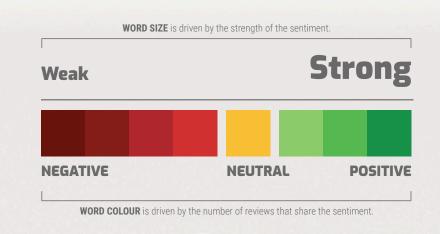- Disappoints

**77%** SATISFACTION
**78%** CATEGORY AVERAGE

ADAPTIV SD-WAN
# Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

**WORD SIZE** is driven by the strength of the sentiment.

Weak                    **Strong**

NEGATIVE          NEUTRAL          POSITIVE

**WORD COLOUR** is driven by the number of reviews that share the sentiment.

TRANSPARENT   TRUSTWORTHY   SAVES TIME
CLIENT FRIENDLY POLICIES
FRIENDLY NEGOTIATION
CRITICAL  CARING
LOVE                    FAIR  INSPIRING
EFFECTIVE
PERFORMANCE ENHANCING        INTEGRITY
RESPECTFUL  EFFICIENT  RELIABLE  ALTRUISTIC
GENEROSITY  CONTINUALLY IMPROVING
ENABLES PRODUCTIVITY

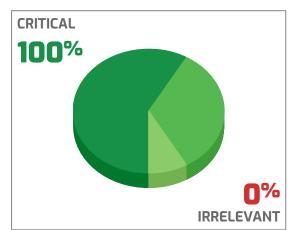# ADAPTIV SD-WAN
# Emotional Footprint

## Importance to Professional Success

How important is Adaptiv SD-WAN to your current professional success?
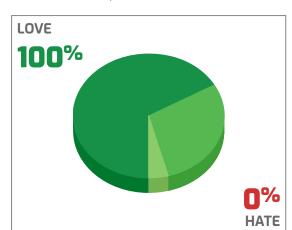
**CRITICAL**
**100%**

**0%**
**IRRELEVANT**

B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

## EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|----|----|----|----|----|----|----|----|

NEGATIVE          NEUTRAL          POSITIVE

## Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Adaptiv SD-WAN

**LOVE**
**100%**

**0%**
**HATE**

$$\% - \% = \text{NET EMOTIONAL FOOTPRINT}$$
POSITIVE   NEGATIVE

**NET EMOTIONAL FOOTPRINT**     **+98**
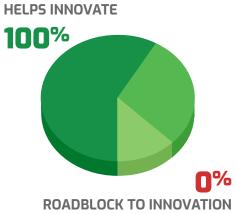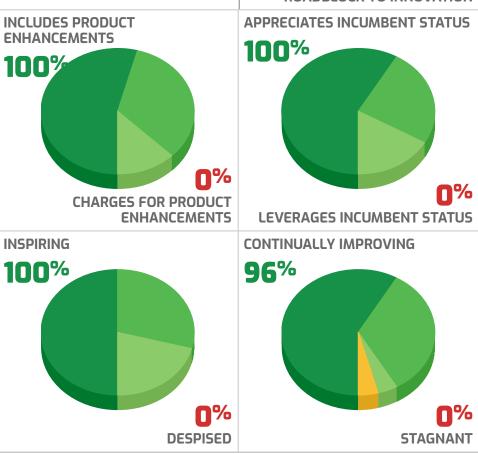
# Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

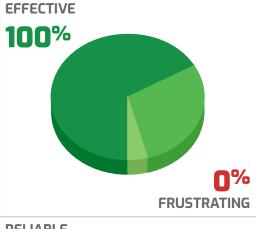*As a customer, please share your feelings across Adaptiv SD-WAN's Strategy and Innovation*

**HELPS INNOVATE**
**100%**

**0%**
**ROADBLOCK TO INNOVATION**

**INCLUDES PRODUCT ENHANCEMENTS**
**100%**

**0%**
**CHARGES FOR PRODUCT ENHANCEMENTS**

**APPRECIATES INCUMBENT STATUS**
**100%**

**0%**
**LEVERAGES INCUMBENT STATUS**

**INSPIRING**
**100%**

**0%**
**DESPISED**
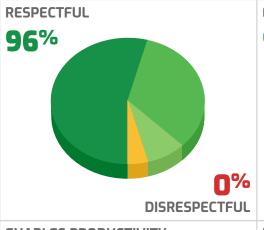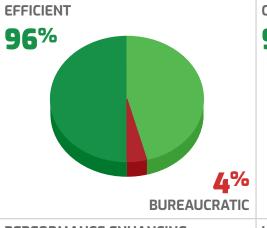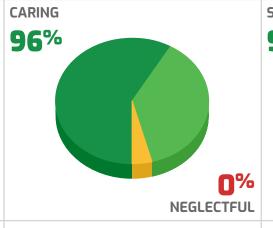
**CONTINUALLY IMPROVING**
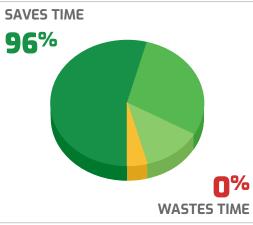**96%**

**0%**
**STAGNANT**

## Service Experience

As a customer, please share your feelings across Adaptiv SD-WAN Service Experience

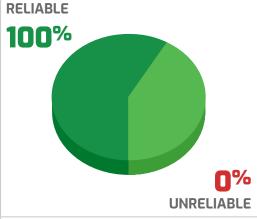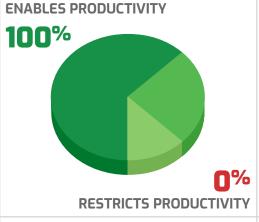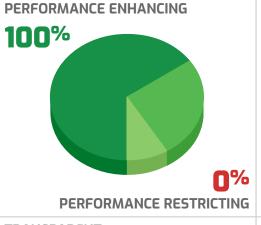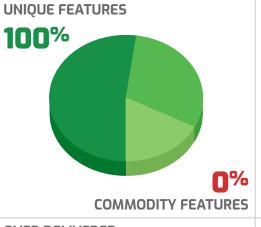| EFFECTIVE | RESPECTFUL | EFFICIENT | CARING | SAVES TIME |
|---|---|---|---|---|
| **100%** | **96%** | **96%** | **96%** | **96%** |
| **0%** FRUSTRATING | **0%** DISRESPECTFUL | **4%** BUREAUCRATIC | **0%** NEGLECTFUL | **0%** WASTES TIME |

## Product Experience

As a customer, please share your feelings across Adaptiv SD-WAN's Product Experience

| RELIABLE | ENABLES PRODUCTIVITY | PERFORMANCE ENHANCING | UNIQUE FEATURES | SECURITY PROTECTS |
|---|---|---|---|---|
| **100%** | **100%** | **100%** | **100%** | **91%** |
| **0%** UNRELIABLE | **0%** RESTRICTS PRODUCTIVITY | **0%** PERFORMANCE RESTRICTING | **0%** COMMODITY FEATURES | **0%** SECURITY FRUSTRATES |

## Negotiation and Contract Experience

As a customer, please share your feelings across Adaptiv SD-WAN's Negotiation and Contract

| FRIENDLY NEGOTIATION | GENEROSITY | TRANSPARENT | OVER DELIVERED | CLIENT'S INTEREST FIRST |
|---|---|---|---|---|
| **100%** | **96%** | **96%** | **96%** | **96%** |
| **0%** HARDBALL TACTICS | **0%** GREED | **4%** DECEPTIVE | **0%** OVER PROMISED | **0%** VENDOR'S INTEREST FIRST |

## Problem Resolution Experience

As a customer, please share your feelings across Adaptiv SD-WAN's Product Impact

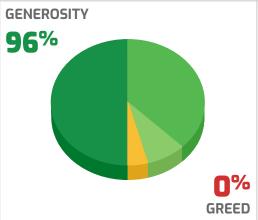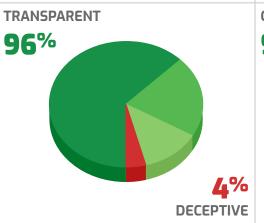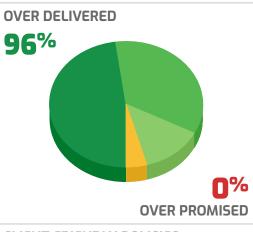| ALTRUISTIC | FAIR | INTEGRITY | CLIENT FRIENDLY POLICIES | TRUSTWORTHY |
|---|---|---|---|---|
| **100%** | **100%** | **96%** | **96%** | **96%** |
| **0%** SELFISH | **0%** UNFAIR | **0%** LACK OF INTEGRITY | **0%** VENDOR FRIENDLY POLICIES | **0%** LACK OF TRANSPARENCY |

# Relationships and
# Interaction

When interacting with Adaptiv SD-WAN your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

*Based on your interactions and relationships with Adaptiv SD-WAN, please summarize what you experienced*

**100%** **POSITIVE SENTIMENTS**

**0%** **NEGATIVE SENTIMENTS**

**NET RELATIONSHIP FOOTPRINT**
**+100**

## Sales Team

| EFFECTIVE / KNOWLEDGEABLE | FRIENDLY / CARING |
|---|---|
| **100%** | **100%** |
| **0%** INEFFECTIVE / UNHELPFUL | **0%** INDIFFERENT / UNPLEASANT |

## Technical and Product Specialists

| EFFECTIVE / KNOWLEDGEABLE | FRIENDLY / CARING |
|---|---|
| **100%** | **100%** |
| **0%** INEFFECTIVE / UNHELPFUL | **0%** INDIFFERENT / UNPLEASANT |

## Leadership Team

| EFFECTIVE / KNOWLEDGEABLE | FRIENDLY / CARING |
|---|---|
| **100%** | **100%** |
| **0%** INEFFECTIVE / UNHELPFUL | **0%** INDIFFERENT / UNPLEASANT |

## Ioan P.

Role: Information Technology
Industry: Other
Involvement: IT Leader or Manager

### Recommends 10/10

### Set it and forget it!

**What differentiates Adaptiv SD-WAN from other similar products?**

Customer care and technical support.

**What is your favorite aspect of this product?**

Low maintenance

**What do you dislike most about this product?**

Nothing comes to mind right now

**What recommendations would you give to someone considering this product?**

If you need a solution that just works go ahead and buy it!

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | - |
| 3 | Breadth of Features | - |
| 3 | Business Value Created | - |
| - | Ease of Customization | - |
| - | Ease of Data Integration | - |
| 3 | Ease of Implementation | - |
| 3 | Ease of IT Administration | - |
| 3 | Product Strategy and Rate of Improvement | - |
| 2 | Quality of Features | - |
| 3 | Usability and Intuitiveness | - |
| 3 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Adaptive Traffic | - |
| 3 | Dynamic Routing | - |
| 3 | Ease of Troubleshooting | - |
| 3 | Flexible Deployment | - |
| 3 | Load Sharing | - |
| 3 | Multiple Connection Type Support | - |
| 3 | Quality of Service | - |
| 3 | Resilience | - |
| 2 | SD-WAN Security | - |
| 3 | Simple Administration | - |
| - | Application Optimization | - |

## Kevin F.

Role: C-Level
Industry: Other
Involvement: Vendor Selection and Purchasing

### Recommends 10/10

### No snake oil here, 100% uptime is true!

**What differentiates Adaptiv SD-WAN from other similar products?**

It's the people from the top down, this organization is truly grassroots which really aligns with OUr company as well. I can speak to anyone at Adaptiv at anytime which as an MSP makes us feel great about representing this product. Now with their HomeEdition SD-WAN for WFH employees, they have many of the same benefits without any hardware to set up as it completely software-based WAN. Simple to set up and deploy, incredibly easy to maintain.

**What is your favorite aspect of this product?**

Virtually set it and forget it!

**What do you dislike most about this product?**

Nothing I can think of

**What recommendations would you give to someone considering this product?**

Talk to your MSP and learn all the different flavors and solutions within SD-WAN that Adaptiv offers.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 4 |
| 4 | Business Value Created | 2 |
| 4 | Ease of Customization | 3 |
| 4 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 4 | Product Strategy and Rate of Improvement | 3 |
| 4 | Quality of Features | 4 |
| 4 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Adaptive Traffic | 3 |
| 4 | Dynamic Routing | 3 |
| 4 | Ease of Troubleshooting | 3 |
| 4 | Flexible Deployment | 3 |
| 4 | Load Sharing | 3 |
| 4 | Multiple Connection Type Support | 3 |
| 4 | Quality of Service | 3 |
| 4 | Resilience | 3 |
| 4 | SD-WAN Security | 3 |
| 4 | Simple Administration | 3 |
| 4 | Application Optimization | 3 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 3 |
| Sales Experience | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Vendor Reputation | 3 |
| Vendor Market Share | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |

## Waqas A.

Role: Information Technology
Industry: Other
Involvement: Vendor Selection and Purchasing

### Neutral 8/10

### This is awesome product

**What differentiates Adaptiv SD-WAN from other similar products?**

This is easy to use and support is good

**What is your favorite aspect of this product?**

Ease of use

**What do you dislike most about this product?**

Nothing as such

**What recommendations would you give to someone considering this product?**

Atleast try once

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 6 |
| 3 | Breadth of Features | 4 |
| 2 | Business Value Created | 4 |
| 2 | Ease of Customization | 4 |
| 3 | Ease of Data Integration | 3 |
| 2 | Ease of Implementation | 8 |
| 3 | Ease of IT Administration | 4 |
| 2 | Product Strategy and Rate of Improvement | 5 |
| 3 | Quality of Features | 4 |
| 3 | Usability and Intuitiveness | 6 |
| 3 | Vendor Support | 5 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Adaptive Traffic | 1 |
| 3 | Dynamic Routing | 2 |
| 4 | Ease of Troubleshooting | 1 |
| 4 | Flexible Deployment | 3 |
| 3 | Load Sharing | 3 |
| 2 | Multiple Connection Type Support | 2 |
| 3 | Quality of Service | 3 |
| 4 | Resilience | 2 |
| 3 | SD-WAN Security | 2 |
| 3 | Simple Administration | 3 |
| 3 | Application Optimization | 3 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

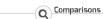| | |
|---|---|
| Architectural Fit | 2 |
| Sales Experience | 2 |
| Cost | 1 |
| Existing Relationship | 2 |
| Managing Risk | 3 |
| Political Reasons | 2 |
| Previously Installed | 2 |
| Vendor Reputation | 2 |
| Vendor Market Share | 3 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 1 |

## Richard D.

Role: C-Level
Industry: Other
Involvement: Vendor Selection and Purchasing

### Recommends 10/10

**Super product, flexible and leading edge**

**What differentiates Adaptiv SD-WAN from other similar products?**

Cloud based, easy to use, excellent interface, cost effective

**What is your favorite aspect of this product?**

It is so easy to set up and use.

**What do you dislike most about this product?**

There is nothing I dislike about it.

**What recommendations would you give to someone considering this product?**

Just use it. It is so good for your business.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 4 |
| 4 | Breadth of Features | 4 |
| 4 | Business Value Created | 4 |
| 3 | Ease of Customization | 4 |
| 3 | Ease of Data Integration | 4 |
| 4 | Ease of Implementation | 4 |
| 4 | Ease of IT Administration | 4 |
| 3 | Product Strategy and Rate of Improvement | 4 |
| 4 | Quality of Features | 4 |
| 3 | Usability and Intuitiveness | 4 |
| 4 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Adaptive Traffic | 3 |
| 4 | Dynamic Routing | 3 |
| 4 | Ease of Troubleshooting | 3 |
| 4 | Flexible Deployment | 3 |
| 4 | Load Sharing | 3 |
| 4 | Multiple Connection Type Support | 3 |
| 4 | Quality of Service | 3 |
| 4 | Resilience | 3 |
| 4 | SD-WAN Security | 3 |
| 4 | Simple Administration | 3 |
| 4 | Application Optimization | 3 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 2 |
| Sales Experience | 2 |
| Cost | 3 |
| Existing Relationship | 2 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 2 |
| Vendor Reputation | 2 |
| Vendor Market Share | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |

## David F.

Role: Consultant
Industry: Other
Involvement: Vendor Selection and Purchasing

### Recommends 9/10

**Very professional; no pressure, welcoming, honest**

**What differentiates Adaptiv SD-WAN from other similar products?**

I am still investigating and re-viewing; that being said, the dashboard and ease of deployment.

**What is your favorite aspect of this product?**

Dashboard, it is modern and full of details.

**What do you dislike most about this product?**

Have not played with it enough to make this determination.

**What recommendations would you give to someone considering this product?**

provide uptime stats from the past year.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 2 |
| 3 | Breadth of Features | 2 |
| 3 | Business Value Created | 2 |
| 3 | Ease of Customization | 2 |
| 3 | Ease of Data Integration | 2 |
| 3 | Ease of Implementation | 2 |
| 3 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 2 |
| 3 | Quality of Features | 2 |
| 3 | Usability and Intuitiveness | 2 |
| 3 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Adaptive Traffic | 5 |
| 3 | Dynamic Routing | 5 |
| 3 | Ease of Troubleshooting | 5 |
| 3 | Flexible Deployment | 5 |
| 3 | Load Sharing | 5 |
| 3 | Multiple Connection Type Support | 6 |
| 3 | Quality of Service | 5 |
| 3 | Resilience | 5 |
| 3 | SD-WAN Security | 5 |
| 3 | Simple Administration | 5 |
| 3 | Application Optimization | 5 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 2 |
| Sales Experience | 2 |
| Cost | 2 |
| Existing Relationship | 2 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 2 |
| Vendor Reputation | 2 |
| Vendor Market Share | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |

## Liz S.

Role: Sales and Marketing
Industry: Other
Involvement: Business Leader or Manager

### Neutral 8/10

**Very supportive Vendor**

**What differentiates Adaptiv SD-WAN from other similar products?**

Myconnect is very beneficial

**What is your favorite aspect of this product?**

MyConnect is usefull for VPN optimization

**What do you dislike most about this product?**

Apps are not integrated or configured out of the box

**What recommendations would you give to someone considering this product?**

Very supportive team

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 5 |
| 2 | Breadth of Features | 5 |
| 2 | Business Value Created | 5 |
| 2 | Ease of Customization | 5 |
| 2 | Ease of Data Integration | 5 |
| 2 | Ease of Implementation | 5 |
| 3 | Ease of IT Administration | 5 |
| 2 | Product Strategy and Rate of Improvement | 5 |
| 2 | Quality of Features | 5 |
| 2 | Usability and Intuitiveness | 5 |
| 4 | Vendor Support | 5 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Adaptive Traffic | 2 |
| 3 | Dynamic Routing | 2 |
| 3 | Ease of Troubleshooting | 2 |
| 2 | Flexible Deployment | 2 |
| 3 | Load Sharing | 2 |
| 3 | Multiple Connection Type Support | 2 |
| 3 | Quality of Service | 2 |
| 3 | Resilience | 2 |
| 3 | SD-WAN Security | 2 |
| 3 | Simple Administration | 2 |
| 2 | Application Optimization | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 2 |
| Sales Experience | 2 |
| Cost | 3 |
| Existing Relationship | 2 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 2 |
| Vendor Reputation | 2 |
| Vendor Market Share | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |

PRODUCT SCORECARD | Executive Summary | Vendor Capability Satisfaction | Product Feature Satisfaction | Emotional Footprint | Reasons for Leaving & Joining | Module Satisfaction | Implementation | Staffing & Ownership | Selection Decisions | Market Size Comparison | Comparisons | Versions | Comments

11

## Mark H.

Role: Sales and Marketing
Industry: Other
Involvement: Business Leader or Manager

### Recommends 10/10

### Easy to setup, and use great value, Better voice

**What differentiates Adaptiv SD-WAN from other similar products?**

Ideally suited for the SME market, ideal with UCaaS services

**What is your favorite aspect of this product?**

Does what it says at a good price

**What do you dislike most about this product?**

Nothing springs to mind

**What recommendations would you give to someone considering this product?**

If you are trying to improve your QoS and network availability especially with voice and video services this product is ideal.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 2 |
| 3 | Breadth of Features | 2 |
| 4 | Business Value Created | 13 |
| 4 | Ease of Customization | 1 |
| 3 | Ease of Data Integration | 0 |
| 4 | Ease of Implementation | 7 |
| 3 | Ease of IT Administration | 0 |
| 4 | Product Strategy and Rate of Improvement | 4 |
| 3 | Quality of Features | 1 |
| 4 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Adaptive Traffic | 1 |
| 4 | Dynamic Routing | 1 |
| 3 | Ease of Troubleshooting | 1 |
| 3 | Flexible Deployment | 1 |
| 4 | Load Sharing | 1 |
| 4 | Multiple Connection Type Support | 1 |
| 3 | Quality of Service | 4 |
| 4 | Resilience | 2 |
| 3 | SD-WAN Security | 1 |
| 4 | Simple Administration | 2 |
| 3 | Application Optimization | 1 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 4 |
| Sales Experience | 4 |
| Cost | 5 |
| Existing Relationship | 6 |
| Managing Risk | 4 |
| Political Reasons | 4 |
| Previously Installed | 4 |
| Vendor Reputation | 4 |
| Vendor Market Share | 3 |
| Skill and Staff Fit | 6 |
| Social Responsibility | 4 |

## Konstantinos C.

Role: Sales and Marketing
Industry: Other
Involvement: Business Leader or Manager

### Neutral 8/10

### Easy to use

**What differentiates Adaptiv SD-WAN from other similar products?**

Feature rich

**What is your favorite aspect of this product?**

Admin console

**What do you dislike most about this product?**

the ability to scale to larger connections

**What recommendations would you give to someone considering this product?**

yes, great for multi site environments

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 2 |
| 3 | Breadth of Features | 2 |
| 2 | Business Value Created | 2 |
| 3 | Ease of Customization | 2 |
| 3 | Ease of Data Integration | 2 |
| 3 | Ease of Implementation | 2 |
| 3 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 2 |
| 3 | Quality of Features | 2 |
| 3 | Usability and Intuitiveness | 2 |
| 2 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Adaptive Traffic | 3 |
| 3 | Dynamic Routing | 3 |
| 3 | Ease of Troubleshooting | 3 |
| 3 | Flexible Deployment | 3 |
| 3 | Load Sharing | 3 |
| 3 | Multiple Connection Type Support | 3 |
| 3 | Quality of Service | 3 |
| 3 | Resilience | 3 |
| 3 | SD-WAN Security | 3 |
| 3 | Simple Administration | 3 |
| 3 | Application Optimization | 3 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 4 |
| Sales Experience | 4 |
| Cost | 5 |
| Existing Relationship | 4 |
| Managing Risk | 4 |
| Political Reasons | 4 |
| Previously Installed | 4 |
| Vendor Reputation | 4 |
| Vendor Market Share | 4 |
| Skill and Staff Fit | 4 |
| Social Responsibility | 4 |

## Dave B.

Role: C-Level
Industry: Other
Involvement: IT Leader or Manager

### Recommends 10/10

### fair price, great quality

**What differentiates Adaptiv SD-WAN from other similar products?**

cost for the value is great

**What is your favorite aspect of this product?**

web portal is quite easy to use

**What do you dislike most about this product?**

sometimes support is a bit hard to understand

**What recommendations would you give to someone considering this product?**

give it a try

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 3 |
| 4 | Business Value Created | 3 |
| 4 | Ease of Customization | 3 |
| 4 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 4 | Product Strategy and Rate of Improvement | 3 |
| 4 | Quality of Features | 3 |
| 4 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Adaptive Traffic | 2 |
| 4 | Dynamic Routing | 2 |
| 4 | Ease of Troubleshooting | 2 |
| 4 | Flexible Deployment | 2 |
| 4 | Load Sharing | 2 |
| 4 | Multiple Connection Type Support | 3 |
| 4 | Quality of Service | 2 |
| 4 | Resilience | 2 |
| 4 | SD-WAN Security | 2 |
| 4 | Simple Administration | 2 |
| 4 | Application Optimization | 2 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 4 |
| Sales Experience | 4 |
| Cost | 4 |
| Existing Relationship | 4 |
| Managing Risk | 4 |
| Political Reasons | 4 |
| Previously Installed | 4 |
| Vendor Reputation | 4 |
| Vendor Market Share | 4 |
| Skill and Staff Fit | 4 |
| Social Responsibility | 4 |

**INFO~TECH**
RESEARCH GROUP

## Murtaza H.

Role: Sales and Marketing
Industry: Other
Involvement: Vendor Management and Renewal

### Recommends 10/10

### Great product and value for money

**What differentiates Adaptiv SD-WAN from other similar products?**

Ease of use

**What is your favorite aspect of this product?**

User friendly dashboard and great support

**What do you dislike most about this product?**

Nothing as such

**What recommendations would you give to someone considering this product?**

Not much to add

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | - |
| 4 | Breadth of Features | - |
| 4 | Business Value Created | - |
| 4 | Ease of Customization | - |
| - | Ease of Data Integration | - |
| 4 | Ease of Implementation | - |
| 4 | Ease of IT Administration | - |
| 4 | Product Strategy and Rate of Improvement | - |
| 4 | Quality of Features | - |
| 4 | Usability and Intuitiveness | - |
| 3 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Adaptive Traffic | - |
| 4 | Dynamic Routing | - |
| 4 | Ease of Troubleshooting | - |
| 3 | Flexible Deployment | - |
| 4 | Load Sharing | - |
| 4 | Multiple Connection Type Support | - |
| 4 | Quality of Service | - |
| 4 | Resilience | - |
| 4 | SD-WAN Security | - |
| 3 | Simple Administration | - |
| 4 | Application Optimization | - |

## Syed N.

Role: Sales and Marketing
Industry: Other
Involvement: Initial Implementation

### Neutral 8/10

### Informative survey

**What differentiates Adaptiv SD-WAN from other similar products?**

More productive

**What is your favorite aspect of this product?**

Prices level

**What do you dislike most about this product?**

Warranty system

**What recommendations would you give to someone considering this product?**

I will recomend this product to our other group of companies

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 2 | Availability and Quality of Training | - |
| 3 | Breadth of Features | - |
| 2 | Business Value Created | - |
| 2 | Ease of Customization | - |
| 2 | Ease of Data Integration | - |
| 2 | Ease of Implementation | - |
| 2 | Ease of IT Administration | - |
| 2 | Product Strategy and Rate of Improvement | - |
| 2 | Quality of Features | - |
| 2 | Usability and Intuitiveness | - |
| 2 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 2 | Adaptive Traffic | - |
| 2 | Dynamic Routing | - |
| 3 | Ease of Troubleshooting | - |
| 2 | Flexible Deployment | - |
| 2 | Load Sharing | - |
| 2 | Multiple Connection Type Support | - |
| 2 | Quality of Service | - |
| 2 | Resilience | - |
| 2 | SD-WAN Security | - |
| 2 | Simple Administration | - |
| 2 | Application Optimization | - |

## Saahil A.

Role: Sales and Marketing
Industry: Other
Involvement: IT Development, Integration, and Administration

### Recommends 9/10

### Efficient and Honest but pricey

**What differentiates Adaptiv SD-WAN from other similar products?**

Efficient and Transparent with ease of use

**What is your favorite aspect of this product?**

Ease of Use

**What do you dislike most about this product?**

Nothing but manageable

**What recommendations would you give to someone considering this product?**

Go for it and Try it.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 2 |
| 3 | Breadth of Features | 2 |
| 3 | Business Value Created | 3 |
| 4 | Ease of Customization | 2 |
| 3 | Ease of Data Integration | 2 |
| 4 | Ease of Implementation | 2 |
| 4 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 2 |
| 3 | Quality of Features | 2 |
| 4 | Usability and Intuitiveness | 2 |
| 4 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 2 | Adaptive Traffic | 3 |
| 3 | Dynamic Routing | 4 |
| 3 | Ease of Troubleshooting | 3 |
| 3 | Flexible Deployment | 3 |
| 3 | Load Sharing | 3 |
| 2 | Multiple Connection Type Support | 5 |
| 3 | Quality of Service | 3 |
| 3 | Resilience | 4 |
| 3 | SD-WAN Security | 3 |
| 3 | Simple Administration | 4 |
| 3 | Application Optimization | 3 |

### COST, ORGANIZATION, AND ARCHITECTURAL FIT

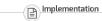| | |
|---|---|
| Architectural Fit | 5 |
| Sales Experience | 6 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 4 |
| Previously Installed | 3 |
| Vendor Reputation | 3 |
| Vendor Market Share | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |

## Raheel B.

Role: Vendor Management
Industry: Other
Involvement: Business Leader or Manager

### Recommends 10/10

#### Economical, Ease of use, flexible in deployment

**What differentiates Adaptiv SD-WAN from other similar products?**

Simple configuration and ease of management

**What is your favorite aspect of this product?**

Scalability

**What do you dislike most about this product?**

Nothing much

**What recommendations would you give to someone considering this product?**

All sort of recommendation when needed

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | - |
| 4 | Breadth of Features | - |
| 4 | Business Value Created | - |
| 3 | Ease of Customization | - |
| 3 | Ease of Data Integration | - |
| 3 | Ease of Implementation | - |
| 3 | Ease of IT Administration | - |
| 4 | Product Strategy and Rate of Improvement | - |
| 4 | Quality of Features | - |
| 4 | Usability and Intuitiveness | - |
| 3 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Adaptive Traffic | - |
| 3 | Dynamic Routing | - |
| 3 | Ease of Troubleshooting | - |
| 3 | Flexible Deployment | - |
| 3 | Load Sharing | - |
| 3 | Multiple Connection Type Support | - |
| 3 | Quality of Service | - |
| 3 | Resilience | - |
| 3 | SD-WAN Security | - |
| 3 | Simple Administration | - |
| 3 | Application Optimization | - |

## Sumanth R.

Role: Information Technology
Industry: Other
Involvement: IT Development, Integration, and Administration

### Recommends 9/10

#### Easy to deploy and manage

**What differentiates Adaptiv SD-WAN from other similar products?**

Its the ease of implementation and management

**What is your favorite aspect of this product?**

User Interface

**What do you dislike most about this product?**

Nothing much

**What recommendations would you give to someone considering this product?**

They can test the product and they will definitely like it.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 3 |
| 3 | Business Value Created | 3 |
| 2 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 3 |
| 3 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Adaptive Traffic | 3 |
| 3 | Dynamic Routing | 3 |
| 3 | Ease of Troubleshooting | 3 |
| 4 | Flexible Deployment | 3 |
| 3 | Load Sharing | 3 |
| 3 | Multiple Connection Type Support | 3 |
| 3 | Quality of Service | 3 |
| 3 | Resilience | 3 |
| 3 | SD-WAN Security | 3 |
| 4 | Simple Administration | 3 |
| 2 | Application Optimization | 3 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 3 |
| Sales Experience | 3 |
| Cost | 4 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Vendor Reputation | 3 |
| Vendor Market Share | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |

## Jeff B.

Role: Sales and Marketing
Industry: Other
Involvement: Vendor Selection and Purchasing

### Recommends 10/10

#### Fantastic Product. Good Support as well

**What differentiates Adaptiv SD-WAN from other similar products?**

Product ease of use and support...

**What is your favorite aspect of this product?**

Client's love it...

**What do you dislike most about this product?**

I haven't had any negative feedback as of yet

**What recommendations would you give to someone considering this product?**

Talk to one of their engineers first...

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 3 |
| 3 | Business Value Created | 3 |
| 4 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Adaptive Traffic | 3 |
| 3 | Dynamic Routing | 3 |
| 3 | Ease of Troubleshooting | 3 |
| 3 | Flexible Deployment | 3 |
| 3 | Load Sharing | 3 |
| 3 | Multiple Connection Type Support | 3 |
| 4 | Quality of Service | 3 |
| 4 | Resilience | 3 |
| 3 | SD-WAN Security | 3 |
| 3 | Simple Administration | 3 |
| 3 | Application Optimization | 3 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 3 |
| Sales Experience | 3 |
| Cost | 4 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Vendor Reputation | 3 |
| Vendor Market Share | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |