

Self-Diagnose and Solve Your Network Problems With **SD-WAN**

An April 2019 study by IDC¹ found that 78% of organizations have either deployed software-defined wide area networking (SD-WAN) or plan to do so in the next 12 months.

Why the popularity? SD-WAN brings many benefits to businesses of all sizes, and time to resolution for network problems is one distinct advantage.



What is time to resolution?

Network engineers call the journey from “awareness” to “monitoring” an IT problem **mean time to resolution (MTTR)**. This refers to the time it takes to identify and solve a network problem.

There are 4 components of MTTR:

- 1 **Awareness:** identifying a problem that exists in a network
- 2 **Root cause:** determining the underlying cause
- 3 **Resolution:** solving the problem
- 4 **Monitoring:** testing to ensure the problem was truly fixed

NETWORK ISSUES ARE THE CAUSE OF

70%
OF APPLICATION OUTAGES.²

Higher MTTR = Longer recovery time | Lower MTTR = Shorter recovery time

85% of MTTR is spent trying to figure out that **there is a problem.**

In 2016, most IT teams spent around **36%** of their daily efforts on reactive troubleshooting activities.³

How Does **SD-WAN** Reduce MTTR?

1 Greater visibility

SD-WAN gives you visibility into your network across every branch location through a single dashboard.

If you can see 100% of your network traffic, you can more easily identify where issues occur.

2 Immediate action

With a bird's-eye view of your network, you can take immediate steps to resolution.

3 Centralized management

You don't need to have a person at the branch office that is experiencing the problem. You can fix the issue from one centralized hub.

You do not have to wait for an internet provider or third party to determine what the problem is.

4 Active path testing

SD-WAN uses multiple links to provide reliable end-to-end service. You can test and verify how your traffic is flowing to monitor for future problems.

Why is **BullsEye's Approach** to SD-WAN Better?

BullsEye's Partner Gateways couple with our VoIP services. This allows for a direct VPN connection to our data centers, which results in less round-trip time for voice packets and nearly eliminates quality issues caused by jitter and latency when using an ISP to route traffic.

BullsEye's SD-WAN combines seamlessly with our VirtualTech offering. We can complete testing access to replicate troubles at a moment's notice to assist in troubleshooting the root cause and discover the fix for VoIP and network-related issues.

Interested in how **SD-WAN** can help you reduce your time to resolution and minimize downtime for all your locations? **Contact BullsEye today.**

