

	Supplier Competency		Provider 1	Provider 2	Why it's important to you
1	Certified SD-WAN Subject Matter Experts (there's only 12 globally)	2			The provider should have the experience, knowledge, official certifications and the respect in the industry behind them to be properly considered subject matter experts
2	Over 30 SD-WAN vendor certifications	✓			The provider must fully understand their own services and solutions as well as other vendor solutions to be able to propose the best possible solution to you
3	Solutions designed to customer requirements	✓			There is not a single off the shelf solution that is suitable for everyone - your requirements are unique to your business and your network solution needs to satisfy these requirements
4	Only offers True SD-WAN technologies and solutions from certified and tested vendors	✓			Some vendor solutions are SD-WAN in name only and do not offer the functionality that true SD-WAN delivers
5	7 SD-WAN vendor technologies	✓			The provider aligns your business requirements to the most suited SD-WAN vendor technology, not to the only one on offer
6	3 World leading Security vendors	✓			Your business needs to be protected by the best security available, and your provider should have the ability to change security provider without changing SD-WAN vendor or replacing hardware
7	1000s of connectivity providers	✓			Network provider choice ensures every site has the best available connectivity installed to maximise resilience, redundancy and performance and is not dependant on a single provider
8	Universal CPE hardware with VNF capability	✓			Universal CPE ensures that SD-WAN and security software are not tied to the hardware, allowing you change elements without replacing the hardware. Running multiple applications on a single device reduces cost and management
9	24 x 7 x 365 support	✓			The provider and their support experts should be available to you 24 x 7 x 365
10	6 Access technologies	✓			The provider ensures all of your sites have access to all available connectivity options at all times, without limitation
11	UK and EU Headquarters	✓			The provider is able to support business requirements locally and globally without restriction
12	Local Field Engineers in 190 Countries	✓			You have access to your provider's field engineer services across the globe, in your local language
13	Deployment in 190 Countries	✓			Solutions should not be limited to specific countries or regions, now and in the future. Ensures a single global solution and increased performance, reduced cost and centralised management
14	Mix and Match solution components	✓			Best in class technology vendors make up your solution - You are not forced to settle for a single vendor suite of products when you only want one element
15	3 installation options	✓			Installation options should be available to suit your requirements or preferences
16	3 management options	✓			Management options should be available to suit your requirements or preferences
17	Short term connectivity contracts available	✓			Ensures no contractual tie in for technologies that may become out-dated during your contract
18	SaSe Options	✓			The provider offers integrated security options, either on the physical edge device or supplied via Cloud as part of a tailored solution design, deployment and management
19	SDWAN Cloud	✓			Allows seamless access to every IaaS, SaaS, private Cloud and public Cloud instance as well as connection to nearly 700 global DC locations on a PAYU, as part of your SD-WAN solution. Also enables you to operate separate SD-WAN vendor solutions in a single network, particularly relevant during acquisitions and mergers.

20	Multi-Cloud Access	✓			Access to multiple Cloud instances for resilience and redundancy as standard with your SD-WAN solution.
21	Online solution design option	✓			Convenient, tailored multi-vendor solution design, at your own time and pace, without having to physically meet with dozens of suppliers, could save you months of investigation
22	Field engineer deployment option	✓			The option of a fully managed installation, at any location in over 190 countries, if required. Relevant where no internal IT resource is available at some or all of your locations.
23	Solution Re-Tech guarantee	✓			Keeps your solution as technically optimised as possible, through-out the contract, replacing technologies as and when new options become available.
24	Seamless multi-vendor solution integration	✓			The provider can support different SD-WAN vendor solutions and allows seamless communication between them when mergers and acquisitions result in different provider networks
25	Complete suite of SD-WAN and SaSe services	✓			The provider offers every possible SD-WAN related professional service including consultancy, to design, POC, implementation, management, expansion, consolidation, RFP process and many more
26	100% focus on SD-WAN and SaSe	✓			The provider offers focused attention and expertise on SD-WAN and SaSe technology - not a jack of all trades
27	Multi-Award winning company	✓			The provider has earned Industry and peer recognition for SD-WAN and SaSe products and services
28	Engineer-As-A-Service	✓			The provider has the ability to supply engineering resource where you do not have IT teams, in 190 countries world-wide
29	Deployment-As-a-Service	✓			The provider has the ability to deploy services and solutions for you, where you do not have IT teams, in 190 countries world-wide
30	Proof of Concept trials	✓			The provider is able to demonstrate the solutions and technologies within your live environment , thereby proving real-time capabilities and benefits
31	Research and Development laboratory	✓			The provider has the ability to test the proposed solution, in a live simulation environment, before POC or deployment
32	SD-WAN vendor training for customers	✓			As part of your solution, the provider ensures that you become confident and certified in the vendor technology, important for co-managed and self-managed solutions
33	Solution Co-management option	✓			The provider allows you to make changes to your network, once certified, as and when you need to, knowing that the provider is available 24 x 7 to make these changes for you also.
34	Orchestrator-As-A-Service	✓			The provider is able to host and manage the solution orchestrator as part of your solution
35	SD-WAN functionality testing process	✓			The provider ensures and confirms that the SD-WAN technology is suitable and will provide the expected benefits accordingly, with no surprises
36	Application enhancement	✓			The provider designs the solution around application requirements and performance to boost business productivity
37	Able to utilise satellite connectivity	✓			The provider is able to use satellite connectivity successfully in conjunction with lower latency connections,
38	Solutions scalable to thousands of edge devices	✓			No limitation on the number of edge devices that can be installed as part of a larger deployment
39	Physical and virtual appliances	✓			The solution is able to run on physical and virtual appliances, or a mixture of both
40	Solution provides per packet traffic steering	✓			The provider solution reacts sub second to changes in conditions and applications are NOT pinned to links requiring them to failover to secondary links

41	Project management	✓			The provider has experienced PM services available for your solution deployment
42	PAYU access to nearly 700 global DC locations	✓			The provider solution enables you to connect to global DC locations and only pay for the bandwidth you use, as part of your SD-WAN solution. No need to maintain point to point links globally
43	4G private APN network option	✓			The provider solution separates your traffic from consumer LTE networks in congested areas
44	OPEX pricing model	✓			The provider offers zero installation fees with a set monthly payment option
45	Full account management with quarterly reviews	✓			Your account is fully managed with a single point of contact, by the provider
46	Clear escalation path	✓			Complete escalation path for 24 x 7 support right through to CTO and CEO level
47	Free of charge Proof of Concept	✓			The provider does not charge a fee or cost for the POC
48	Sub-second failover after link failure	✓			The provider ensures that your solution reacts sub-second to link failure or link brownout, preventing dropped calls etc
49	Independent solution advice, always	✓			You receive the best solution for your requirements, and not the only solution that your provider can supply
50	SD-WAN and / or Security components can be replaced without replacing the hardware	✓			Change SD-WAN or security without replacing the hardware as is the case with a single provider SaSe
51	All available bandwidth is used	✓			The provider solution makes use of all installed connectivity ensuring that secondary lines are used and not sitting idle, waiting for a main link failure.
52	LTE can be used as a main connection	✓			Some providers only permit the use of LTE services as a link of last resort or as a dedicated back-up solution, thereby limiting your connectivity choices