



## Masergy Named Most Innovative Managed SD-WAN Service Provider by Frost & Sullivan

*Embedded security, centralized portal, SLAs, and AIOps cited as key differentiators*

**DALLAS — September 22, 2020** — Masergy, the software-defined network and cloud platform for the digital enterprise, today announced it has been named as most innovative in the Frost & Sullivan report, “Frost Radar: North American Managed SD-WAN Services Market, 2020.” Frost & Sullivan evaluated nine SD-WAN managed service providers and positions Masergy as the leader in the Innovation Index, outpacing the industry’s largest providers.

“Masergy’s innovative AIOps solution was the first such offering in the SD-WAN market and their first-mover advantage is reflected in the report,” said Roopa Honnachari, industry director at Frost & Sullivan. “We believe Masergy’s unique combination of secure SD-WAN, AI technology, and unmatched network service level agreements should be a top consideration for enterprises seeking managed SD-WAN services.”

The Frost Radar Innovation Index measures a company’s ability to develop solutions that are globally applicable, able to evolve and expand to serve multiple markets, and are aligned to customers’ changing needs. The report notes that Masergy’s Managed SD-WAN Secure solution includes a full spectrum of security options from unified threat management all the way to fully managed security. They also recognized Masergy’s industry-leading SLAs, including 100% service availability for SD-WAN sites configured for high availability, 100% service availability for cloud connections when architected for redundancy, and proactive credits on service availability SLAs. Most notably, Frost recognized Masergy AIOps, an AI-based digital assistant for network, application, and security optimization, as the first of its kind in the market.

“Masergy is honored to be recognized as the innovation leader by Frost & Sullivan. It validates our strategy to deliver the most innovative platform and unparalleled experiences for multi-cloud businesses of all sizes. We hear this validation from our customers and partners every day, but it is gratifying to be named in the Frost Radar report,” said Chris MacFarland, chairman and CEO, Masergy. “With IT speed, multi-cloud performance, and business continuity being re-evaluated in 2020, companies in every industry are embracing the strategic advantages of an AI-powered, secure SD-WAN solution.”

The report also notes that providers are integrating AI to deliver on the promise of application-aware or intent-based networking to automate routine network operation tasks. AI-powered SD-WAN solutions available today are capable of making recommendations and predicting events, with providers working on incorporating process automation to eliminate manual intervention, and instead have the WAN self-correct. Masergy embeds AIOps into all managed SD-WAN deployments and is recognized as the innovation leader.

[Click here](#) to receive a complimentary copy of the report, “Frost Radar: North American Managed SD-WAN Services Market, 2020.”

### **About Masergy**

Masergy is the software-defined network and cloud platform for the digital enterprise. Recognized as the pioneer in software-defined networking, Masergy enables unrivaled, secure application performance across the network and the cloud with Managed SD-WAN, UCaaS,



CCaaS and Managed Security solutions. Industry leading SLAs coupled with an unparalleled customer experience enable global enterprises to achieve business outcomes with certainty. Learn more and follow us on our blog [Transforming Enterprise IT](#), [Twitter @Masergy](#), [LinkedIn](#), and [Facebook](#).

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