



Masergy Celebrates 20 Years of Success Marked by Service Excellence and Early SD-WAN Innovation

Continues to build on legacy of helping global enterprises Transform with CertaintySM

DALLAS — February 6, 2020 — [Masergy](#), the software-defined network and cloud platform for the digital enterprise, today announced the celebration of its 20th anniversary. On a mission to solve business problems with SD-WAN and unrivaled application performance, Masergy began pioneering software-defined networking two decades ago. After 20 years of innovation alongside an undaunted commitment to customer-first service, the company is recognized as an industry visionary that enables global enterprises to achieve business outcomes with certainty.

“From our dedicated employees to our channel, reseller, and technology partners, we have many to thank for our strong history of growth and success,” said James Parker, CEO, Masergy. “Helping clients face the future with confidence is the product of endless collaboration and an environment of transparency and trust. Both employees and partners have been instrumental in designing SD-WAN solutions based on our guiding principles—prioritizing business needs while never losing sight of the future and forward-leaning tech trends.”

Once a scrappy startup, today Masergy has 700+ employees and serves 1,600+ enterprise clients across 102 countries. Enjoying global network performance averaging less than 1/50th of a millisecond of jitter (between Masergy points of presence) over the last three years, clients have ranked Masergy’s service with a 70+ Net Promoter Score over the past four years. Masergy Cloud Communications applications also deliver industry-leading performance with the average mean opinion score of 3.43 over the last 12 months. In February 2019, Gartner, Inc. positioned Masergy as a Visionary in its 2019 Magic Quadrant for Network Services, Global¹ report. This was the third year in a row that Masergy appeared in the Visionaries quadrant based on completeness of vision and ability to execute.

The company differentiates itself based on a single platform for SD-WAN, cloud applications, and security services. This culmination is distinguished by Masergy’s milestone achievements, many of which were years ahead of the larger industry. The early-to-market advantage continues as Masergy’s AIOps and Shadow IT Discovery solutions were developed with decades of software-defined insight. Today, Masergy continues its relentless focus on innovation - this time with its sights set on autonomous networking.

“With trends like the cloud, autonomous networking, 5G, and edge computing, Masergy is shaping a product strategy designed to disrupt and dominate the industry. We aim to be among the first to deliver on the self-optimizing networks of the future, so I am confident that the next decade will be our most innovative yet,” said Chris MacFarland, executive chairman and CTO.

“The network is the foundation for digital transformation, and for the last two decades, Masergy has been on the cutting edge, helping global enterprises achieve multi-cloud strategies without sacrificing performance,” said Zeus Kerravala, founder and principal analyst, ZK Research. “Their solutions appeal to IT executives seeking to unify network, security, and cloud services in a single approach that still allows for flexibility given today’s rapid pace of change. I look forward to seeing how Masergy makes autonomous networking a seamless extension of their platform.”



Masergy's 20-Year Innovation Timeline

- 2001: High-Performance Private Network Service
- 2004: Software-Defined Network
- 2013: Networking as a Service
- 2014: Direct Cloud Connect
- 2017: SD-WAN
- 2019: Industry's first SD-WAN-embedded [AIOps solution](#)
- 2019: Industry's first SD-WAN-embedded [Shadow IT Discovery solution](#)
- Up Next: Intent-Based Networking and Autonomous Networks

¹Gartner "Magic Quadrant for Network Services, Global" by Neil Rickard, Bjarne Munch, Danellie Young. February 25, 2019.

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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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