

2008 MPLS VPN Applications Survey

Preliminary questions

1. Please indicate which of the following best describes the perspective from which you will be answering this questionnaire.

As a professional involved in some aspect of installing or operating an enterprise communications network

As an equipment manufacturer, vendor, service provider, integrator, VAR or consultant representing my own opinions about industry trends

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User demographics

2. What role do you play in your company's WAN services?(Please check all that apply.)

Recommend

Install

Secure

Purchase

Manage

Support

Other (please specify)

3. How many employees are there in your organization?

4. The company you work for most closely fits into which one of the following categories?

5. Where is your company headquartered?

6. Does your organization use any Multiprotocol Label Switching (MPLS) VPN services?

Yes

No, but we intend to in the foreseeable future

No, and we have no plans to use MPLS VPN services

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MPLS Current Users

7. What were your *TOP* reasons for deploying MPLS VPN services? (Please choose NO MORE THAN TWO.)

- Quality of service/class of service prioritization
- Security
- Needed any-to-any connectivity for intercommunication among corporate sites
- Deployed new applications that required it
- Easier to add sites compared to other WAN services
- Service cost savings
- Other (please specify)

8. Which of the following do you consider the *TWO MOST IMPORTANT* MPLS VPN service attributes? (Please check EXACTLY TWO.)

- Web portal for self-provisioning
- Reliability
- Cost
- Availability across multiple far-ranging locations
- SLA terms
- Time to turn up new circuits/service delivery time
- Network performance (end-to-end delay, jitter, etc.)
- Robust management, monitoring, and troubleshooting capabilities
- Mean time to repair (MTTR)
- Other (please specify)

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9. With which of the following service attributes are you currently *MOST SATISFIED*? (Please check EXACTLY TWO.)

- Time to turn up new circuits/service delivery time
- Cost
- Reliability
- Availability across multiple far-ranging locations
- SLA terms
- Robust management, monitoring, and troubleshooting capabilities
- Mean time to repair (MTTR)
- Network performance (end-to-end delay, jitter, etc.)
- Web portal for self-provisioning
- Other (please specify)

10. With which of the following service attributes are you currently *LEAST SATISFIED*? (Please check EXACTLY TWO.)

- Time to turn up new circuits/service delivery time
- Network performance (end-to-end delay, jitter, etc.)
- Cost
- Web portal for self-provisioning
- Robust management, monitoring, and troubleshooting capabilities
- Reliability
- Mean time to repair (MTTR)
- SLA terms
- Availability across multiple far-ranging locations
- Other (please specify)

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11. What applications are you currently using or do you anticipate using over your MPLS VPN service in the next 12 months? (Please check all that apply.)

- Streaming audio/video for internal corporate communications
- Traditional room or desktop videoconferencing
- Disaster recovery
- TelePresence (life-size, high-def videoconferencing)
- Digital signage (e.g., retail displays, news bulletins, etc.)
- VoIP
- Unified communications or other collaborative business applications
- Traditional business applications (ERP, CRM, SCM, etc.)
- Other (please specify)

12. What are your plans for using the following network-based security services (those supplied by your carrier in its network, rather than on your premises) across your MPLS VPN backbone? (Please select one choice in each row.)

	Currently Using	Planning to Use	No Plans to Use	Don't Know
Anti-spam	jn	jn	jn	jn
Firewall	jn	jn	jn	jn
URL/content filtering	jn	jn	jn	jn
Intrusion detection/ prevention	jn	jn	jn	jn
Antivirus	jn	jn	jn	jn

Other (please specify)

13. How do you currently monitor/manage your MPLS VPN implementation, and how do you anticipate monitoring/managing it in the foreseeable future? (An MSP is a "managed service provider.")

	Totally in-house	Limited MSP	About half by MSP	Mostly by MSP	Totally by MSP	N/A or Don't know
Current	jn	jn	jn	jn	jn	jn
Future	jn	jn	jn	jn	jn	jn

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14. For which services is your company likely to turn to a carrier partner for a managed service, rather than using in-house expertise to deploy? (Please check all that apply.)

- Router/WAN CPE
- TelePresence
- Application hosting
- Contact/call center
- Software as a service (SaaS)/cloud computing
- Other (please specify)
- Application acceleration
- Wireless LAN
- Security
- Unified communications or other collaborative business applications
- IP telephony

15. In addition to MPLS VPNs, are you using other long-haul network services in the WAN backbone, or "cloud?" If so, which one(s) and for what application(s)? (Please match service to application and check all that apply.)

	ATM	Ethernet	Frame Relay	Internet VPN	T1/T3 Private Lines	SONET/SDH Private Lines	VPLS
Site-to-site data center backup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connecting multiple distributed sites to consolidated data center resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Separating workgroups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brokerage service/trading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relaying broadcast signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distributed engineering network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Branch-to-regional-site connectivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Database synchronization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site-to-site disaster recovery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transactional business-to-business networking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments?

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16. What access service(s) does your organization use to connect to your MPLS VPN backbone network service? (Please check all that apply.)

- Cellular
- ATM
- Cable modem
- Dial-up
- SONET/SDH
- T3
- T1
- Frame Relay
- DSL
- DWDM
- Native IP or MPLS (with BGP route sharing)
- Ethernet

Other (please specify)

17. If you checked more than one service type in the question above, what is your reason(s) for using multiple access services? (Please check all that apply.)

- Different locations have different bandwidth requirements
- The primary access service of our choice isn't available in all our locations
- Different CPE with disparate WAN interfaces are already installed at our locations, and we want to preserve those capital investments
- We need a second, diverse link at one or more sites for redundancy
- Not Applicable
- Other (please specify)

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Planned usage

18. What are the TOP reasons for your organization's interest in using MPLS VPN services?

(Please choose NO MORE THAN TWO.)

- Security
- Plan to deploy new applications that require MPLS VPN services
- Quality of service/class of service prioritization
- Easier to add sites compared to other WAN services
- Need any-to-any connectivity for intercommunication among corporate sites
- Service cost savings
- Other (please specify)

19. Why has your organization not implemented MPLS VPN services up to this point? (Please check all that apply.)

- Capital cost of changing out WAN CPE interfaces
- Don't want to share BGP routes with service provider
- Lack of technology expertise on-staff
- Have not had applications that required a move to MPLS VPNs
- Service cost
- Other (please specify)

20. What applications do you anticipate using over your MPLS VPN service? (Please check all that apply.)

- TelePresence (life-size, high-def videoconferencing)
- Digital signage (e.g., retail displays, news bulletins, etc.)
- Unified communications or other collaborative business applications
- Streaming audio/video for internal corporate communications
- Disaster recovery
- Traditional business applications (ERP, CRM, SCM, etc.)
- Traditional room or desktop videoconferencing
- VoIP
- Other (please specify)

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21. Which of the following network-based security services (those supplied by a carrier in its network, rather than on your premises) do you anticipate using with your MPLS VPN service? (Please check all that apply.)

- Intrusion detection/prevention
- Antivirus
- Firewall
- Other (please specify)
- URL/content filtering
- Anti-spam

22. For which services is your company likely to turn to a carrier partner for a managed service, rather than using in-house expertise to deploy? (Please check all that apply.)

- Security
- Router/WAN CPE
- Wireless LAN
- Application hosting
- Application acceleration
- TelePresence
- Software as a service (SaaS)/cloud computing
- Contact/call center
- IP telephony
- Unified communications or other collaborative business applications

Other (please specify)

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No MPLS plans

23. Why has your organization not implemented MPLS VPN services? (Please check all that apply.)

- Lack of technology expertise on-staff
- Service cost
- Capital cost of changing out WAN CPE interfaces
- Don't want to share BGP routes with service provider
- Have not had applications that required a move to MPLS VPNs
- Other (please specify)

24. What, if anything, would lead you to consider deploying MPLS VPN service? (Please specify.)

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Industry demographics

25. What is your role relative to WAN services in your company? (Please check all that apply.)

- Sales
- Product planning
- Corporate management
- Corporate marketing
- Consulting
- Other (please specify)

26. The company you work for most closely fits into which one of the following categories?

27. How many employees are there in your organization?

28. Where is your company headquartered?

29. In your opinion, what are the *TWO TOP* drivers behind the business adoption of MPLS VPN services? (Please choose NO MORE THAN TWO.)

- Security
- Quality of service/class of service prioritization
- Service cost savings
- Easier to add sites compared to other WAN services
- Better architecture for supporting new enhanced applications
- Need any-to-any connectivity for intercommunication among corporate sites
- Other (please specify)

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30. In your opinion, which of the following are the TWO MOST IMPORTANT service attributes to business MPLS VPN customers? (Please check EXACTLY TWO.)

- Network performance (end-to-end delay, jitter, etc.)
- Cost
- Time to turn up new circuits/service delivery time
- Mean time to repair (MTTR)
- Reliability
- Robust management, monitoring, and troubleshooting capabilities
- Web portal for self-provisioning
- SLA terms
- Availability across multiple far-ranging locations
- Other (please specify)

31. With which of the following service attributes do you believe MPLS VPN customers are currently *LEAST SATISFIED*? (Please check EXACTLY TWO.)

- Mean time to repair (MTTR)
- Web portal for self-provisioning
- SLA terms
- Reliability
- Time to turn up new circuits/service delivery time
- Cost
- Robust management, monitoring, and troubleshooting capabilities
- Availability across multiple far-ranging locations
- Network performance (end-to-end delay, jitter, etc.)
- Other (please specify)

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32. With which of the following service attributes do you believe MPLS VPN customers are currently *MOST SATISFIED*? (Please check EXACTLY TWO.)

- Web portal for self-provisioning
- Mean time to repair (MTTR)
- Network performance (end-to-end delay, jitter, etc.)
- SLA terms
- Cost
- Time to turn up new circuits/service delivery time
- Availability across multiple far-ranging locations
- Reliability
- Robust management, monitoring, and troubleshooting capabilities
- Other (please specify)

33. What applications do you see as being deployed THE MOST over MPLS VPN services, now and during the next 12 months? (Please check NO MORE THAN THREE.)

- TelePresence (life-size, high-def videoconferencing)
- Digital signage (e.g., retail displays, news bulletins, etc.)
- VoIP
- Unified communications or other collaborative business applications
- Traditional room or desktop videoconferencing
- Disaster recovery
- Traditional business applications (ERP, CRM, SCM, etc.)
- Streaming audio/video for internal corporate communications
- Other (please specify)

34. How do you think customers are currently monitoring/managing their MPLS VPN implementations, and how do you anticipate their monitoring/managing them in the foreseeable future? (An MSP is a "managed service provider.")

	Totally in-house	Limited MSP	About half by MSP	Mostly by MSP	Totally by MSP	N/A or Don't know
Current	jn	jn	jn	jn	jn	jn
Future	jn	jn	jn	jn	jn	jn

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35. Which of the following network-based security services (those supplied by a carrier in its network, rather than on the customer's premises) do you anticipate being in use in business MPLS VPNs within the next 12 months? (Please check all that apply.)

- Intrusion detection/ prevention
- Antivirus
- Anti-spam
- URL/content filtering
- Firewall

Other (please specify)

36. For which services do you think enterprise/business MPLS VPN customers are likely to turn to a carrier partner for a managed service, rather than using in-house expertise to deploy in the next 12 months? (Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> TelePresence | <input type="checkbox"/> IP telephony |
| <input type="checkbox"/> Wireless LAN | <input type="checkbox"/> Contact/call center |
| <input type="checkbox"/> Application hosting | <input type="checkbox"/> Unified communications or other collaborative business applications |
| <input type="checkbox"/> Router/WAN CPE | <input type="checkbox"/> Software as a service (SaaS)/cloud computing |
| <input type="checkbox"/> Security | <input type="checkbox"/> Application acceleration |

Other (please specify)

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End

37. THANK YOU FOR YOUR PARTICIPATION IN THIS SURVEY. Please enter your email address below if you would like to receive a preliminary, respondents-only copy of the results of this survey. Your address will not be used for any other purposes.

PLEASE make sure you click the "Done; Record my survey response" link below to record your email address.

After your response has been recorded, you will be taken to the Webtorials home page.