

SD-WAN

End-to-end visibility and service assurance
for your SD-WAN journey

Introduction

Software Defined Wide Area Networks (SD-WANs) are an evolution of corporate networks that promise to increase the performance and availability of applications while also making greater use of the bandwidth available.

Modern cloud applications increase the dependency on the network, and as businesses transform from depending on a small number of long-term, high bandwidth circuits to a highly adaptable changing network, the importance of having a unified view of your network on a single pane of glass has never been more important.

SD-WAN Service Assurance

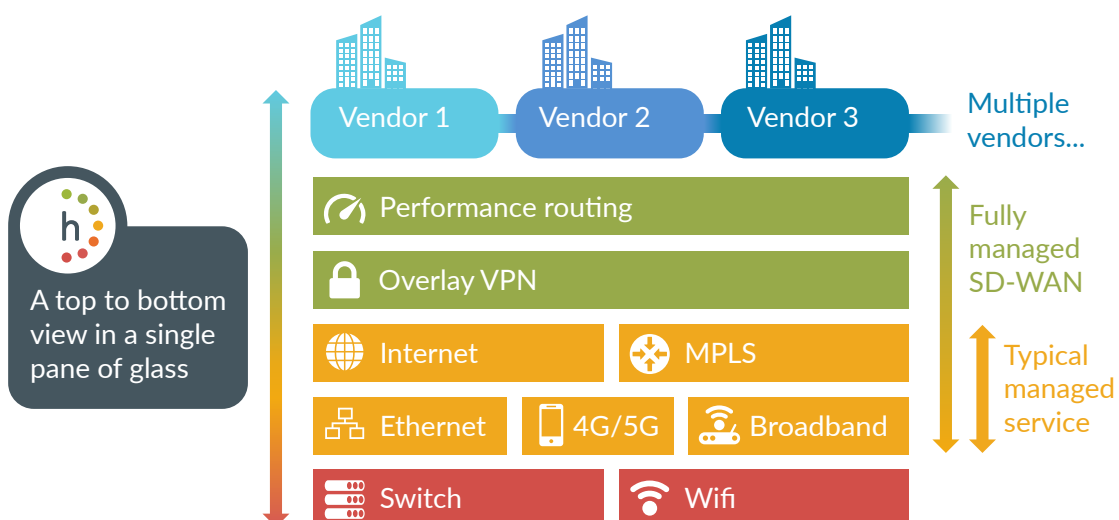
Without the network, nothing works

SD-WAN technology promises to transform the agility and efficiency of corporate networks, but as it's just one component of a network it should not be considered a 'silver bullet' for solving all network issues. A SD-WAN enabled network still needs to be expertly managed, and in the context of a service provider managed service, this management needs to be transparent and based on KPIs agreed with the customer. Highlight has been designed to facilitate a network service provider's managed service portfolio, and with the addition of SD-WAN functionality, Highlight continues to be a vital component of a service providers end to end portfolio.

- **Seamless migration to SD-WAN with one tool:** Highlight's clear view of the underlying network enables you to offer a straightforward transition from an existing MPLS network to SD-WAN.
- **Fix Problems Faster:** Highlight provides visibility of the overlay SD-WAN elements and underlay network connectivity at the same time so you can quickly identify the root cause of issues, and fix problems faster.
- **Focused on insights not data:** Highlight takes relevant data from the SD-WAN overlay platform, combines it with data collected from the underlay and LAN and transforms that data into clear and easy to understand insights based on Highlights extensive experience of working with managed network service providers and their customers.
- **Service Focused, not just technology:** Highlight has been designed from the beginning to transform the value of networks by enabling service providers and their customers to build a trusted relationship. These relationships are built on transparency, expertise and provision of a reliable service, and Highlight has been designed to facilitate all three.
- **Multiple vendors in one tool:** Highlight extracts meaningful insights from a range of vendor technologies and presents the result as a unified technology service. You can mix and match vendors as needed by your customer, with Highlight clearly showing the stability, load and health of the overall service.

SD-WAN portals are:

- Only designed for their own overlay not the underlying network
- Vendor specific
- Very limited in how they allow thresholds and SLA targets to be set
- Not designed for the multiple levels of relationship (multi-tenancy) that service providers need to efficiently provide managed service

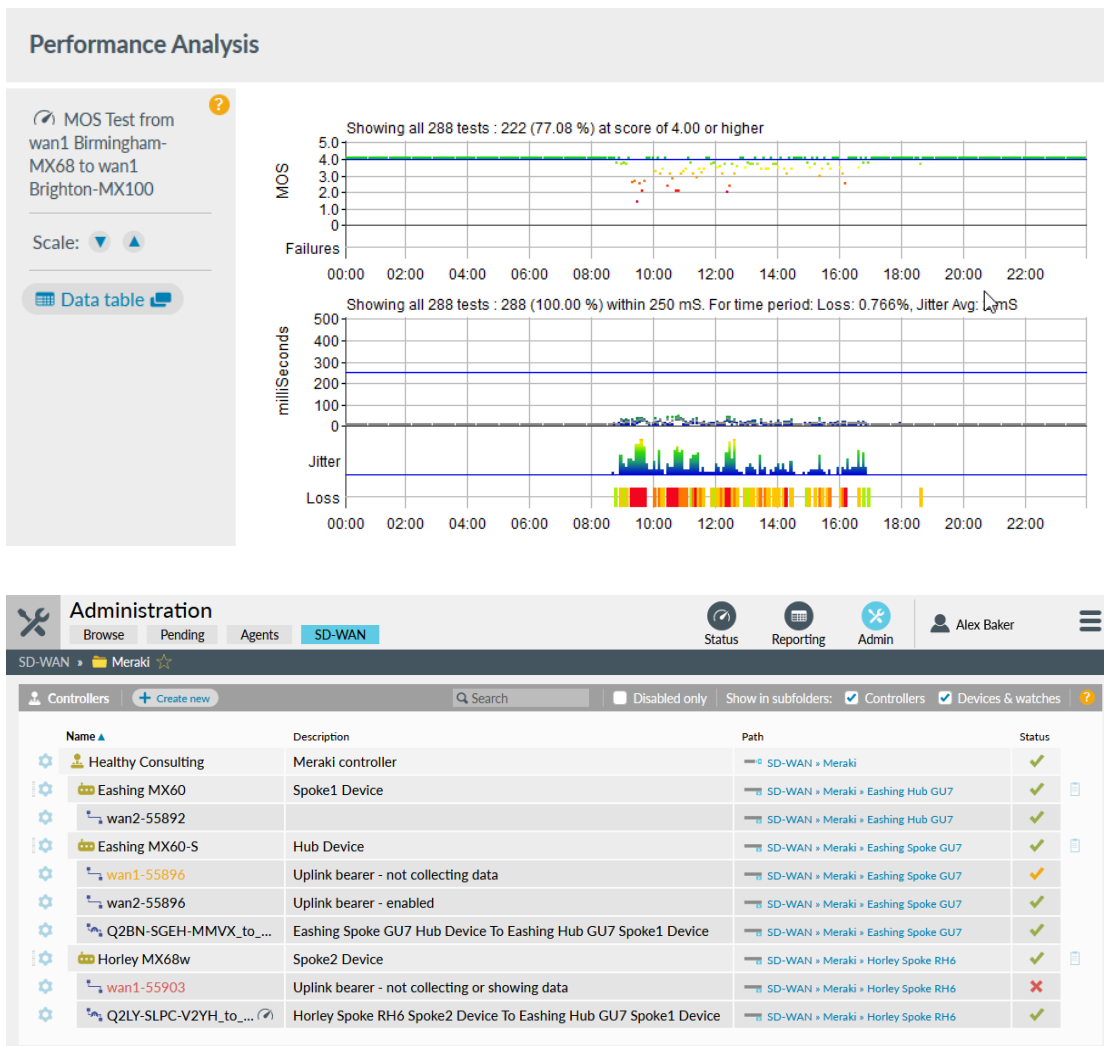


SD-WAN Vendor Support

Feature	Cisco Meraki	Cisco Viptela
Network discovery	API	API
Device discovery	API	API
Auto location creation and sync	✓	✓
Auto interface detection	✓	✓
Interface stability/load/health metrics	SNMP & API	API
Auto SNMP config detection	✓	N/A (API used)
NetFlow application usage	✓	✓
SD-WAN VPN stability/load/health	✓	On our road map
SD-WAN VPN performance metrics	✓	On our road map
SD-WAN route optimisation metrics	On our road map	On our road map

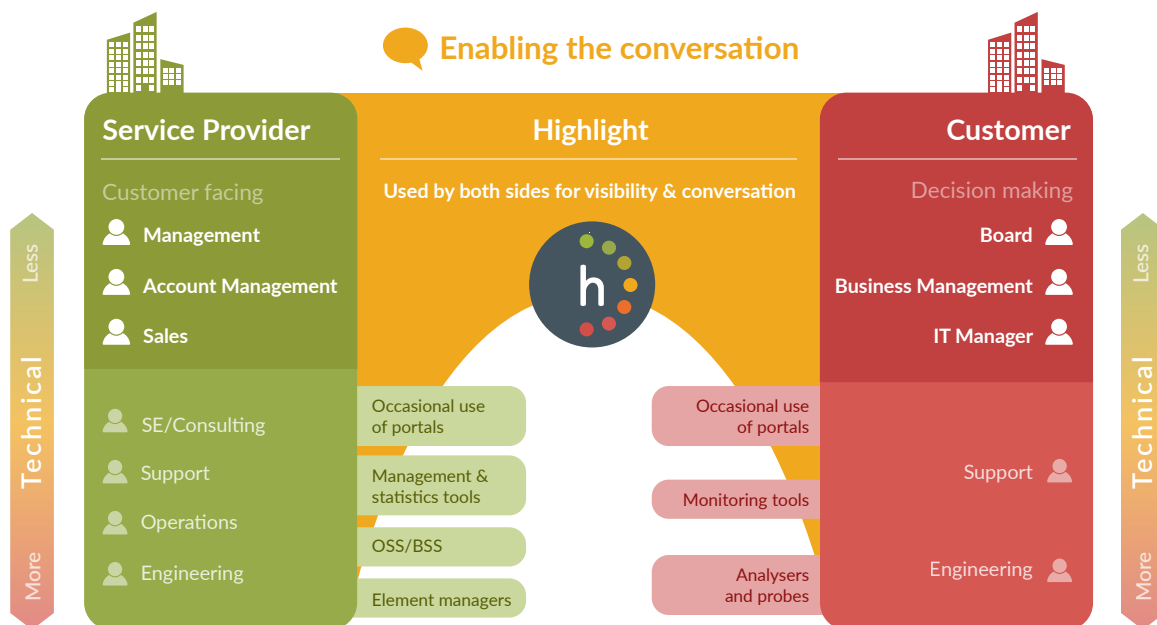
Highlight's vendor-agnostic approach focuses on the service and user experience of a network rather than just the technical components. This combined with Highlight's wide range of network vendor support results in a comprehensive view of a network, from small popup locations to large HQ or hub sites.

Highlight currently supports Cisco Meraki and Cisco Viptela SD-WAN technologies, with support for other vendors planned for the near future based on demand.

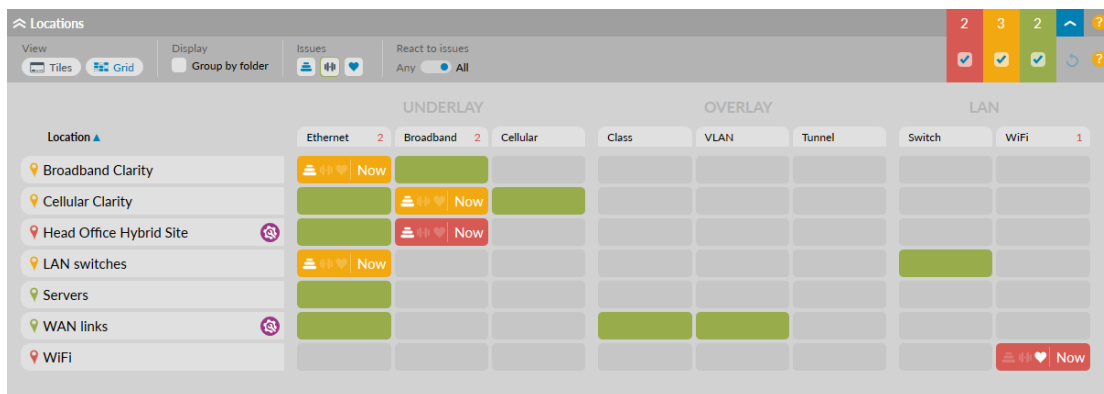


About Highlight

Highlight has been designed from the ground up for service providers and their customers. An easy to understand view of the whole network, Highlight focuses on providing timely insights to spur conversation and action, rather than just data.



Highlight provides transparency on how a network is performing. As a service assurance tool, it helps service providers identify and resolve issues more efficiently.



“With Highlight our different teams share a single view across all our services, even down to individual customers. This means we never troubleshoot the same issue twice. It’s this single pane of glass that makes Highlight so special”

David Groves
Director of Software, Maintel