

SD-WAN: 6 challenges for MSPs

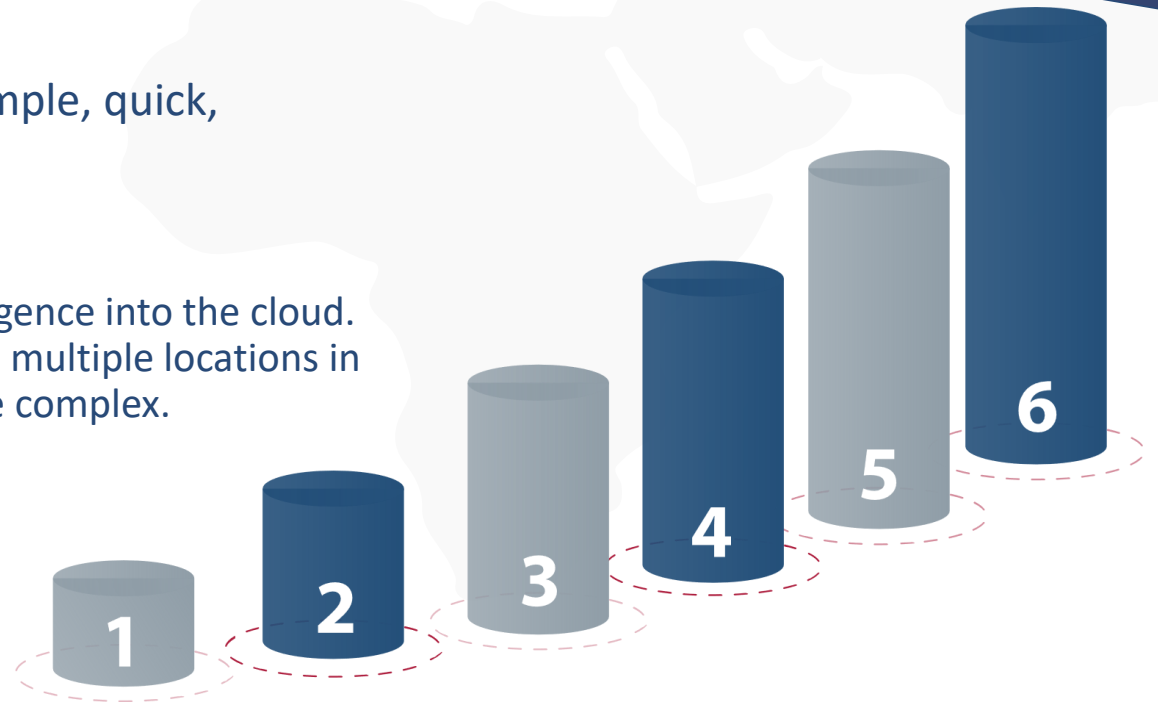
SD-WAN

Westcon  Comstor

How we make buying and deploying SD-WAN solutions simple, quick, cost effective, and compliant

SD-WAN is transforming how networks are built by moving intelligence into the cloud. But most solutions today need physical devices to be deployed to multiple locations in different countries. And deploying SD-WAN across borders can be complex.

Here's how we solve 6 common pain points:



#1: Distribution and logistics



The challenge:

- Creating and managing a global supply chain is complex
- Using a freight forwarder and local partner can still lead to compliance issues, hidden costs, limited visibility, and SLA exposure



The solution:

- Single point of contact for every project
- Consistent global terms
- Predictable service levels for global rollouts
- Global footprint, local fulfilment
- Invoicing in 79+ countries and extended fulfilment in 200
- SD-WAN services include configuration, DOA testing, SIM install, consolidated shipments, combined imports, and door-to-door delivery and installation.

Our global footprint means we can offer local shipping, local price support and local invoicing that allows VAT recovery wherever we have a legal entity. We provide DDP (Delivery Duty Paid) shipment into 200 countries with compliance checks, managing risk, and Importer of Record (IoR) service with end-to-end tracking.

#2: Consumption-based licenses with local billing



The challenge:

- Customers want consolidated and aggregated billing for multiple vendors, but monthly consumption billing is challenging for MSPs and vendors
- Monthly consumption licences issued by the vendor need a negotiated contract, and take time. These licences are also often invoiced from the US and can cause tax compliance issues, can lose P&L visibility and create revenue recognition problems.



The solution:

- Reduces administration effort and enhances tax compliance
- Automated billing
- Simplified, separated consumption billing
- Local invoicing and currency options
- Local P&L visibility by country or region



#3: Enhanced SD-WAN hardware SLAs



The challenge:

- Services and parts are needed globally, but vendors have different SLAs around the world
- End customers can be forced to buy two or more units per site
- MSPs may have to offer high availability solutions when 4-hour or NBD would be sufficient
- Customers may not have an L1/L2 engineer available onsite to connect replacements



The solution:

Westcon's customised sparing and hardware replacement solutions include:

- 24x7x4 and NBD SLAs
- Westcon and vendor L1/L2 helpdesk options
- Spare Part & Engineer-to-Site for break-fix
- L1/L2 onsite engineers for tasks such as troubleshooting and cutover

#4: Asset ownership and financing



The challenge:

- Vendors may not offer licences with monthly, quarterly or annual payments
- Vendors pass the title of equipment over, creating a taxable presence in country
- CAPEX sales with multi-year terms need converting into flexible repayments



The solution:

Our flexible payment solutions enable capital investments, overcome budget constraints and accelerate the adoption of SD-WAN.

- Options to suit most customer requirements with periodic payments made over the life of the contract
- Simplified process, competitive finance rates, one set of terms covering hardware, software and services
- Attach to the contract, embed in the SoW or sign as standalone terms

Spreading the cost enables upgrade of legacy estates or financing of multi-year deals and Equipment-as-a-Service.

#5: Professional Services for SD-WAN



The challenge:

- Global customers may lack sufficient capabilities in all the regions they need to deliver SD-WAN



The solution:

- Our Professional Services extend in-house capabilities to fulfil multivendor, multi-technology deployments with standardised SD-WAN pricing, service descriptions and SoW's
- Global footprint of engineers support SD-WAN deployments with analytical, advanced technical and engineering support
- Flexible levels of expertise and a centralised PMO to support global deployments
- Ongoing maintenance and cost savings through contract consolidation for multi-vendor support



#6: Automation and rapid quoting



The challenge:

- End users expect rapid pricing on complex deals, but the workflow between the vendor, distributor and MSP is inefficient
- This leads to missed bid submission deadlines, missing quarter-ends, and poor customer satisfaction



The solution:

- We reduce the time to price global projects and enable rapid modelling for different SD-WAN scenarios
- Online SD-WAN self-service configurator for instant budgetary bid pricing
- Single global instance of SAP delivers rapid SD-WAN quotes
- ServiceView quoting tool generates services quotes instantly using real-time costs for global support services

Why Westcon for SD-WAN?

We make buying and deploying SD-WAN solutions simple, quick, cost effective, and compliant. We have a dedicated SD-WAN practice and leverage our global footprint to support deployments using an experienced team to manage complex multi-country business. We can bundle multiple vendors to deliver a complete solution including SD-WAN, security, UC and networking.

Our digital partner platform provides quick and easy online procurement, including 'MultiView' functionality which allows customers to view transactions across borders with a consolidated view of order history, quotes, licences and returns across selected accounts in multiple countries.

Contact your Westcon-Comstor account manager to find out more.

