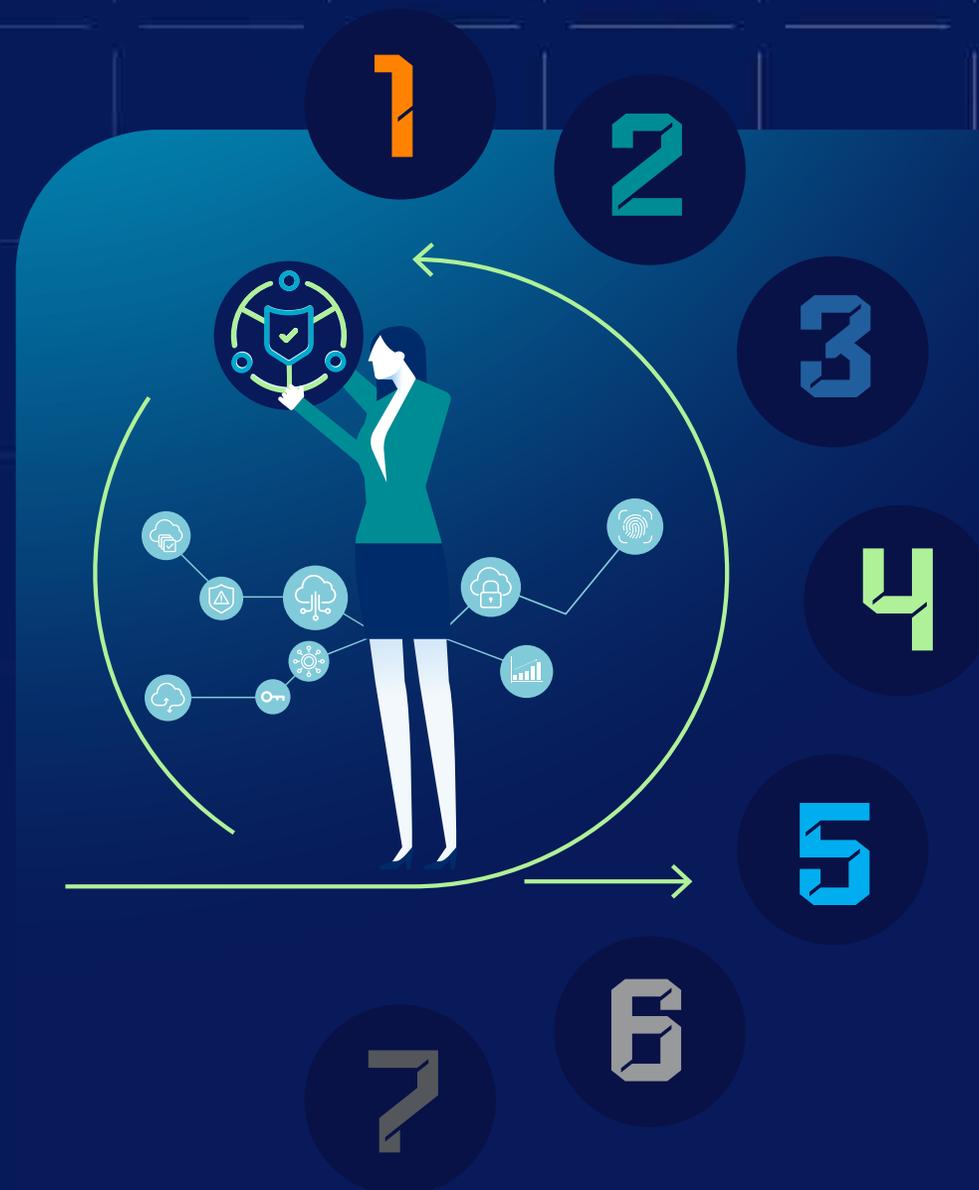


Security and Networking
Consolidation:

7 Financial Benefits of SSE



Executive Summary

With budgets under pressure, maximizing ROI on IT investments is more critical than ever. New research from Forrester Consulting finds that security service edge (SSE) solutions drive cost savings while enhancing infrastructure, networking, and security. Far from requiring additional resources to capture the improved efficiency of modernizing operations, SSE actually lowers the required investment at the same time that it brings operational advantages.

Forrester crunches real-world customer implementation data (and shows its workings) to identify seven ways in which SSE delivers hard cash savings for businesses:

1. 10% infrastructure consolidation savings
2. 15% reduction in unplanned downtime
3. 30% increase in network and security operations effectiveness
4. 80% reduction of a severe breach risk caused by an external attack
5. 50% reduction in time for remote end users to access services
6. 50% reduction in mergers and acquisitions (M&A) labor
7. 80% reduction in help desk volumes

Forrester's research makes a compelling case for SSE, demonstrating that the technology enables IT teams to do more with their budgets and establish a cost-effective platform to support innovation and growth.

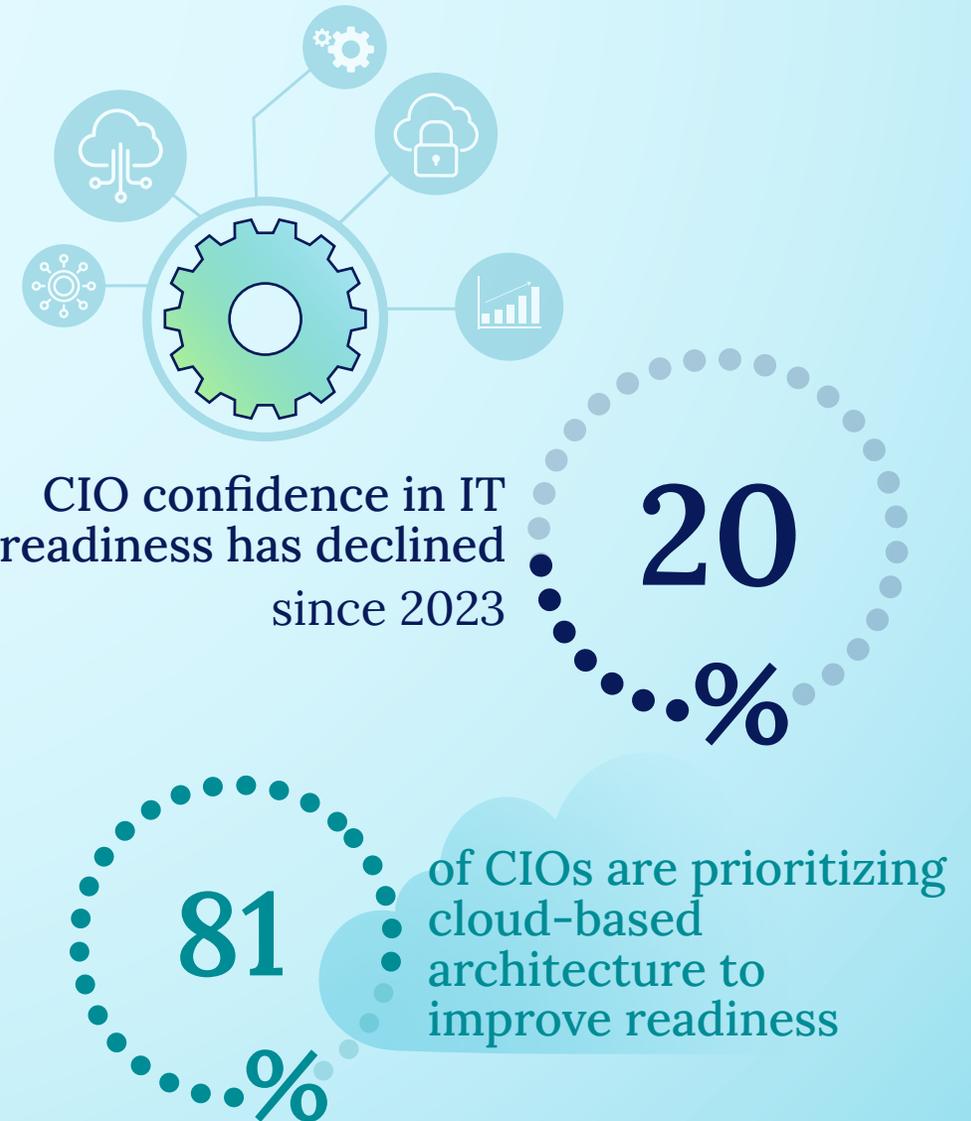
Squaring a Circle—Networking Modernization in an Era of Cost Control

Despite a stark decline in CIO confidence regarding IT preparedness for reinvention, CIOs continue to advance cloud-based architecture to boost readiness for future challenges. However, questions about adequate funding persist. While IT budgets [may increase by nearly 10%*](#) in 2025, inflation could negate much of these gains, flattening budget growth. As a result, achieving ROI on technology investments is more important than ever.

[New research from Forrester Consulting](#) reveals that SSE solutions significantly improve infrastructure, networking, and security efficacy and efficiency. The study assessed the value of using SSE, revealing significant benefits from consolidation, including enhanced availability, and more efficient operations.

Consolidating the enterprises it researched for this study into one “composite organization” comprising 60,000 employees, it was also able to give dollar values to the savings that it identified.

Here, we outline the top seven savings outlined by Forrester, detailing how investment in SSE can square the circle of meeting infrastructure and operations modernization imperatives within constrained budgets.



Source: [PWC](#)

*Source: Gartner Forecasts Worldwide IT Spending to Grow 9.8% in 2025. January 21, 2025.

1 SSE Slashes Network Security Infrastructure Costs

By moving to integrated solutions like SSE, businesses can replace siloed tools with a unified approach that's more efficient and future ready.

Forrester found that by consolidating network and security infrastructure into an SSE architecture, organizations could save 10% of their existing infrastructure costs. The Forrester composite organization achieved cost savings of \$5.4 million over three years. Here's where those savings came from:



Retiring legacy infrastructure.

Decommissioning outdated data centers, physical equipment, and hardware



Eliminating redundant tools.

Phasing out legacy data loss prevention (DLP) solutions, secure web gateway technology, firewalls, and excess circuitry



Reducing hardware footprint.

One real-world customer removed 30 firewalls and cut switching ports from 1,800+ to fewer than 500



Lowering labor and maintenance costs.

Saving on internal and external labor, equipment management, and ongoing support

“The enterprise architecture manager in the advertising industry reported that their organization’s Netskope SSE solution allowed it to avoid over \$10 million decommissioning legacy solutions. Their organization sunset legacy DLP tools, SWG technology, firewalls, and related hardware and circuitry.*”

*Source: Forrester Total Economic Impact of Netskope SSE 2024



2 SSE Reduces Unplanned Downtime and Associated Costs

Network downtime has long been a drain on business resources, causing operational disruptions, lost revenue, and rising IT costs. Every outage slows productivity, frustrates employees and customers, and requires expensive fixes, yet many IT teams are still searching for a lasting solution.

SSE can help. Forrester's study discovered that SSE drove a 15% reduction in unplanned downtime for its composite organization. The resulting improvements in network availability, performance, and user productivity led to \$2.4 million in cost reductions over three years. Real-world customers involved in the study also reported a 10% increase in uptime for core network services, minimizing outages, reducing downtime impact, and lowering latency.

By adopting SSE, businesses can finally take control of downtime, improving resilience while cutting costs.



“Prior to Netskope, our availability was horrific. It was so bad that my CEO had to send emails out to the company [multiple times] ... begging people to bear with us.”

“I can't remember the last time we had a Netskope outage. The amount of uptime we've had now is just tremendous. ... There are no more apology emails coming out from the CEO.”

— VP of Digital Experience, Financial Services



3

SSE Increases the Effectiveness of Network and Security Operations

Network and security operations effectiveness is paramount for organizations, whether that's for seamless connectivity, robust threat protection, or the resilience needed to support business growth and innovation.

Forrester's study found that SSE solutions helped its composite business recover over 35,000 hours of networking and security operations effort through automation and streamlined processes. These efficiencies:



Contributed to \$1.5 million in savings across all networking and security resources



Freed up nearly 400 hours per resource for higher-value tasks



Improved operational resource productivity by 30% to 35%, with streamlined network operations, faster user provisioning, and more focus on critical data security engineering

Real-world businesses highlighted enhanced network visibility, seamless integration with enterprise tools, and simplified management as key benefits, highlighting SSE as a crucial enabler of networking and operations effectiveness.

“[It’s] tremendously faster. [...]. [Our resource in Brazil] could implement a global ZTNA solution with 5,000% more points of presence. It’s way faster than shipping hardware everywhere, and we are getting astronomically better performance.”

— Senior Enterprise Architecture Manager in the advertising industry





SSE Reduces the Risk of a Costly Data Breach

The global average cost of a data breach currently stands at \$4.88 million,* significantly affecting business profitability and hitting IT budgets. According to Forrester’s analysis, SSE solutions can help prevent these costly breaches. Using SSE, Forrester’s composite organization achieved a staggering 80% reduction of a severe breach risk caused by an external attack, which amounted to a savings of \$2 million in annualized material breach costs.

Forrester’s composite organization achieved these savings through:



Enhanced protection against malware



Tightened DLP controls



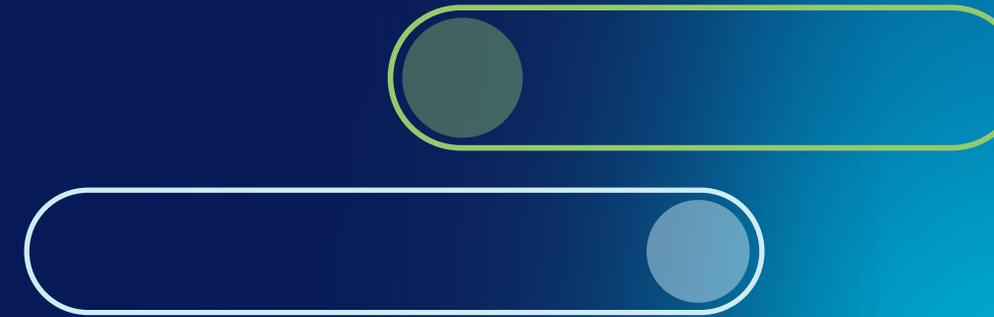
Improved visibility into and context for risky user behaviors



Stronger security controls to block risk behaviors before they do harm



Lower security incident volumes and accelerated breach resolution times



“With Netskope SSE, we have stopped revenue loss [from data breaches]. We are able to [better] prevent data breaches and then in case of an incident, we are able to get back up sooner.”

— Head of Security Engineering, hospitality industry



5 SSE Improves Remote Working While Cutting Costs

With more people than ever working from home, businesses must provide systems that ensure a great user experience, high performance, and robust security without causing headaches for IT.

Forrester's analysis revealed that its composite organization saw a 50% reduction in the time it took for remote end users to access services, which—for the composite organization in the study—avoided approximately 30,000 hours of remote user effort.

By rethinking its approach to secure remote access, the composite organization eliminated the hassle of constant VPN logins. Remote employees can power up and get to work instantly with no delays or wasted time.

While each user saves just minutes a day, the impact scales fast, adding up to nearly \$1 million in reclaimed productivity across the organization.

Businesses currently using SSE solutions to enable remote work reported that their investments in the technology also inspired new delivery models and improved the overall experience while embedding zero trust principles.

“[With Netskope SSE, end users] have no interaction [with the VPN]. They don't know it's there, it's part of the boot process and it's always on. ... All of this is a seamless experience where I don't put any more workload on my users and I'm saving all that money on top of this. So, it's been a win from two perspectives for me.”

— VP of Infrastructure, technology industry



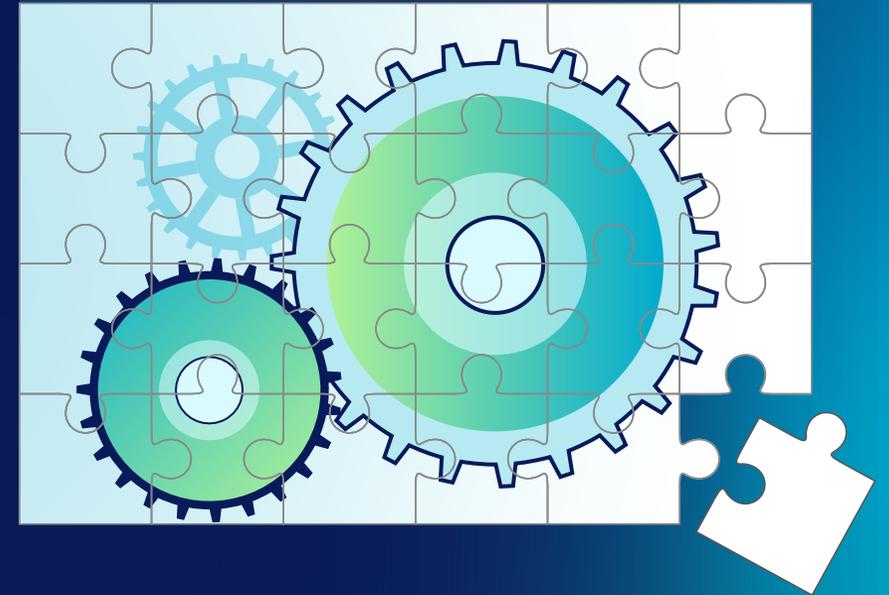


SSE Drives M&A Efficiency

Mergers and acquisitions are a core growth strategy for many of the businesses interviewed by Forrester, but they also place enormous strain on IT teams. These teams must navigate the complex process of integrating disparate systems, unifying security policies, and managing overlapping network infrastructure while ensuring business continuity and minimizing disruptions. The increased labor demands can slow down transitions, drive up costs, and create significant operational challenges if not managed effectively.

In Forrester's research, the composite company acquired and merged with nine new companies during the investment period. By leveraging SSE solutions, the organization achieved major operational efficiencies, cutting M&A-related IT labor by an impressive 50%. Over three years, these savings streamlined onboarding processes, enabling faster integration and boosting M&A profitability by \$1.3 million.

By reducing the complexity and workload of IT teams, SSE helps organizations scale efficiently, cut costs, and drive long-term success in their M&A strategies.



“We are getting really good at onboarding M&As [because] we can plug them into Netskope pretty quickly and [then by] using Netskope they're plugged into our DLP systems. We have visibilities that we never had prior.”

— VP of Digital Experience, financial services





SSE Reduces IT Teams' Support Burden

Troubleshooting and IT support consume a significant share of IT resources, driving up labor costs and diverting teams from strategic initiatives as they work to resolve issues. SSE can dramatically reduce this burden.

Using an SSE platform, the composite organization in Forrester's study was able to achieve an 80% reduction in help desk volumes and a 50% reduction in MTTR (mean time to resolution). The composite gained better visibility, fewer support tickets, and streamlined IT processes, cutting 30,000+ hours of network and security troubleshooting. The result? Nearly \$1 million in IT help desk savings.

One real-world company in the study outlined how its SSE console provides granular insights into user context, including endpoint CPU utilization, Wi-Fi signal strength, internet connection speeds, as well as full-stack insights from application to database. As a result, its IT team can resolve connectivity and latency problems much faster.



“Now that Netskope has been handling most of the troubleshooting, those [internal] resources [that used to cover support] have gone on to different, [higher-value] roles.”

— VP of Digital Experience, financial services

Modernize Your IT Without Breaking the Budget

Reinvention and agility bring significant material advantages. With a security service edge in place, businesses are able to reimagine legacy approaches to IT and unlock the very best returns. What's more, they can achieve this without spending more on their systems. Forrester's study shows that the composite organization SSE saw a payback period of less than six months, with a 109% ROI over three years.

What's more, SSE provides a future-proof IT platform. Combined with a software-defined wide-area network (SD-WAN),

SSE enables a secure access service edge (SASE) platform for businesses, empowering them with a cloud-native, fully converged networking and security solution.

The business case for SSE stacks up. Users can do more with less and build a cost-effective platform to support long-term innovation and growth. Only one question remains. Why wait?



To learn more about how the Netskope One SSE can enable your IT modernization, download Forrester's The Total Economic Impact™ Of Netskope SSE report.

[Download](#)



About Netskope

Netskope, a global SASE leader, helps organizations apply zero trust principles and AI/ML innovations to protect data and defend against cyber threats. Fast and easy to use, the Netskope One platform and its patented Zero Trust Engine provide optimized access and real-time security for people, devices, and data anywhere they go. Thousands of customers trust Netskope and its powerful NewEdge network to reduce risk and gain unrivaled visibility into any cloud, web, and private application activity—providing security and accelerating performance without compromise. Learn more at netskope.com.

Interested in learning more?

[Request a demo](#)

