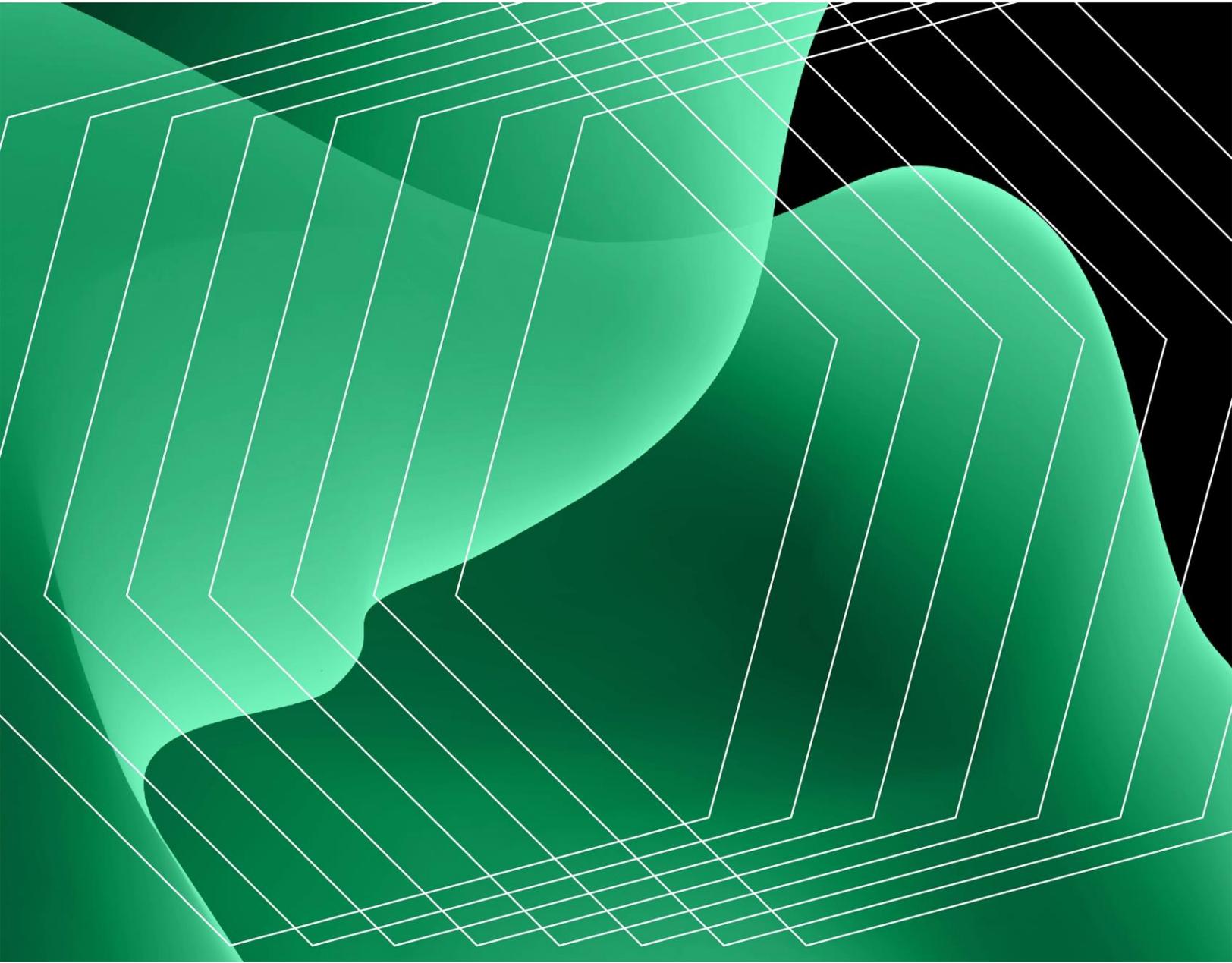


# The Total Economic Impact™ Of Netskope SSE

Unlocking Cost Savings And Business Growth With Netskope Security  
Service Edge

A Forrester Total Economic Impact™ Study  
Commissioned By Netskope, October 2024



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# Executive Summary

As modern enterprises shift to the cloud, they must secure access to corporate applications while protecting users and apps from the malicious internet. To do so, networking and security professionals are implementing security service edge (SSE) solutions in growing numbers instead of traditional secure web gateways, firewalls, and VPNs. SSE solutions inspect egress traffic from remote users, buildings, vehicles, or similar remote edge locations, allowing firms to provide Zero Trust access to the web, software-as-a-service (SaaS), infrastructure-as-a-service (IaaS), and public-facing enterprise apps, as well as private applications and resources to ensure data loss prevention and threat protection for any user, device, or location.<sup>1</sup>

The Netskope One platform features a comprehensive, converged SSE solution that enables organizations with hybrid cloud environments to consolidate and secure access to the web, cloud services, and private apps from any location. The Netskope One platform for SSE offers remote workers secure web and cloud access while allowing network and security teams to enact data loss prevention controls; protect, detect, and mitigate threats; and enforce corporate policies, compliance regulations, and best practices. Unique to Netskope is the NewEdge private network, which allows Netskope to optimize application traffic across and through multiple security services. NewEdge helps reduce the performance issues often encountered with SaaS-based security solutions.

Netskope commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study and examine the potential return on investment (ROI) enterprises may realize by deploying [Netskope SSE](#).<sup>2</sup> The purpose of this study is to provide readers with a framework to evaluate the potential financial impact of Netskope SSE on their organizations.



Return on investment (ROI)  
**109%**



Net present value (NPV)  
**\$7.55M**

## EXECUTIVE SUMMARY

To better understand the benefits, costs, and risks associated with this investment, Forrester interviewed four representatives with experience using Netskope SSE. For the purposes of this study, Forrester aggregated the interviewees' experiences and combined the results into a single [composite organization](#) that is a multibillion-dollar firm with 60,000 employees (full-time equivalents [FTEs]) worldwide, half of whom require remote access to private corporate apps.

Interviewees said that prior to using Netskope SSE, their organizations faced significant challenges as a result of their outdated and inadequate legacy networking and security environments, including major data breaches marked by data loss. Regular issues with latency and network performance impacted the availability of critical customer- and user-facing apps. Interviewees lamented that these network outages and degradations caused revenue loss as well as unplanned employee downtime — dual blows to their organizations' profitability. Networking and security staff productivity was impeded by outages, long lists of standing issues, and large volumes of troubleshooting tickets from disgruntled remote workers.

After the investment in Netskope SSE, the interviewees' organizations were able to consolidate network security infrastructure, decommissioning legacy data centers, physical equipment, and hardware in the process and enabling internal and external labor savings on vendor management, support, and equipment maintenance. Interviewees also highlighted other key results from the investment: They streamlined operations for general networking efforts as well as those related to merger and acquisitions activity; saw an increase in security operations effectiveness; reduced the risk of malware infection, data exfiltration, and other threats; saw improved visibility into, better context for, and stronger security controls to block risky user behavior; and made measurable reductions in security incident volumes and average resolution times.

## KEY FINDINGS

**Quantified benefits.** Three-year, risk-adjusted present value (PV) quantified benefits for the composite organization include:

- **Infrastructure consolidation savings of 10%.** The composite consolidates its network security infrastructure on Netskope SSE, permitting it to sunset legacy data centers, physical equipment, and legacy hardware and software solutions.

In the process, it avoids internal and external management, support, and maintenance costs and unlocks additional discounts. These savings total \$5.4 million for the composite.

- **A 15% reduction in unplanned downtime.** The composite credits Netskope SSE with a significant reduction in outage frequency as well as with correlated improvements in network availability and performance. The composite is able to achieve better availability metrics and latency speeds while mitigating the impacts of outages and downtime on revenue operations and staff productivity. Together, the retained profits and recaptured end-user efficiencies are worth \$2.4 million.
- **Regaining more than 35,000 hours of networking and security operations effort.** With Netskope SSE, the composite automates and streamlines numerous networking processes. Security teams gain visibility while troubleshooting, helping reduce the mean time to resolve (MTTR) incidents. These and other network and security operations improvements reattribute nearly 400 hours of effort per resource to more productive tasks. Across all networking and security resources, these savings are valued at \$1.5 million.
- **An 80% reduction in the risk of a severe breach caused by an external attack.** The composite organization reduces its risk profile by improving its protection against malware and tightening its data loss prevention (DLP) controls with Netskope SSE. Better visibility into and context for risky user behaviors coupled with stronger security controls to block such behaviors lower security incident volumes and accelerate breach resolution times. With Netskope SSE, the composite avoids \$2.0 million in annualized material breach costs.
- **Nearly 30,000 hours of remote user effort avoided across the organization.** By rearchitecting its approach to secure internet access, the composite organization eliminates the need for end users to continually engage in time-consuming VPN processes. Now, each remote employee can immediately boot up their devices with no time delay. While each employee only saves minutes per day by avoiding a complex process logging into the VPN, these incremental time savings add up to \$943,000 in recouped end-user productivity across the organization.

- **A 50% reduction in integration costs associated with mergers and acquisitions [M&A].** The composite acquires and merges with nine new companies throughout the investment period; it reduces the onboarding effort by half with Netskope SSE. Over three years, these labor savings shorten the onboarding period and improve M&A profitability by \$1.3 million.
- **An 80% reduction in help desk volumes and 60% reduction in MTTR.** With Netskope SSE, the composite gains improved visibility into the user environment, reduces network and security support ticket volumes, and streamlines support processes. These help the organization avoid more than 30,000 hours of network and security troubleshooting efforts over the investment period. The value to the composite of this IT help desk optimization is \$937,000.

**Unquantified benefits.** Benefits that provide value for the composite organization but are not quantified for this study include:

- Improved intellectual property protection and profit retention from data loss prevention.
- Improved regulatory compliance readiness and responsiveness.

**Costs.** Three-year, risk-adjusted PV costs for the composite organization include:

- **Netskope SSE licensing totaling \$6.7 million.** The composite implements Netskope SSE with dedicated egress IP addresses, cloud access security broker (CASB), Next Generation Secure Web Gateway (NG-SWG), Firewall-as-a-Service (FWaaS), remote browser isolation (RBI), digital experience management (DEM), and Zero Trust network access (ZTNA). It also builds out capabilities for DLP, threat protection, and user entity and behavior analytics (UEBA) and engages Premium Plus Support in all three years of the investment. The number of apps, seats, and users supported by the various solution components drive the composite's licensing costs.
- **Implementation and training costs amounting to \$168,000.** The composite dedicates six internal resources to a three-month initial implementation effort for Netskope SSE. It trains more than 60 resources over the three-year period in keeping with the user adoption curve.

- **Platform management costs of \$43,000.** The composite has three resources partially dedicated to Netskope SSE platform management. After the solution reaches a steady state, the platform requires no more than 3 hours of platform management per resource per week.

The representative interviews and financial analysis found that a composite organization experiences benefits of \$14.48 million over three years versus costs of \$6.93 million, adding up to a net present value (NPV) of \$7.55 million and an ROI of 109%.

## 395 hours

Avoided networking and security effort per resource per year

“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

## EXECUTIVE SUMMARY



Return on investment (ROI)

**109%**



Benefits PV

**\$14.48M**



Net present value (NPV)

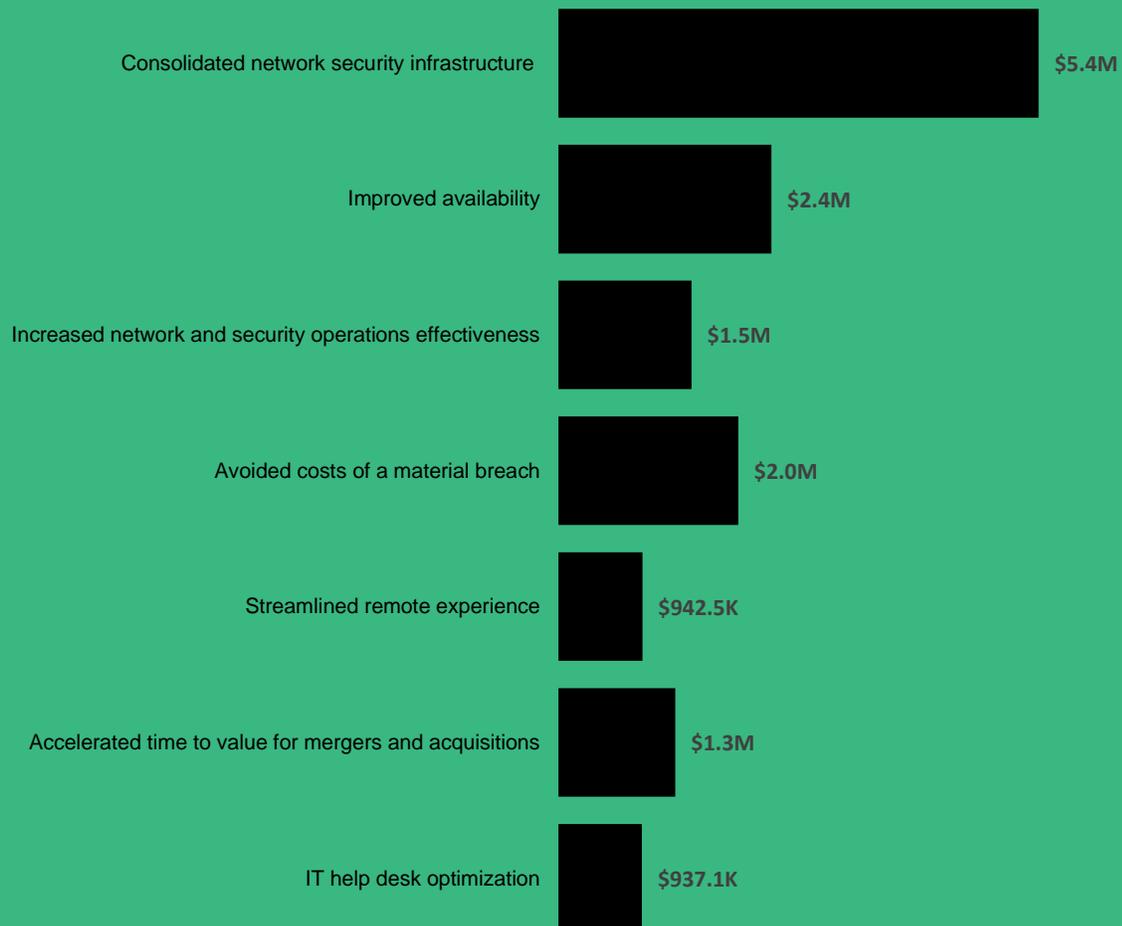
**\$7.55M**



Payback

**<6 months**

### Benefits (Three-Year)



## TEI FRAMEWORK AND METHODOLOGY

From the information provided in the interviews, Forrester constructed a Total Economic Impact™ framework for those organizations considering an investment in Netskope SSE.

The objective of the framework is to identify the cost, benefit, flexibility, and risk factors that affect the investment decision. Forrester took a multistep approach to evaluate the impact that Netskope SSE can have on an organization.

### DISCLOSURES

Readers should be aware of the following:

This study is commissioned by Netskope and delivered by Forrester Consulting. It is not meant to be used as a competitive analysis.

Forrester makes no assumptions as to the potential ROI that other organizations will receive. Forrester strongly advises that readers use their own estimates within the framework provided in the study to determine the appropriateness of an investment in Netskope SSE. For the interactive functionality using Configure Data/Custom Data, the intent is for the questions to solicit inputs specific to a prospect's business. Forrester believes that this analysis is representative of what companies may achieve with Netskope SSE based on the inputs provided and any assumptions made. Forrester does not endorse Netskope or its offerings. Although great care has been taken to ensure the accuracy and completeness of this model, Netskope and Forrester Research are unable to accept any legal responsibility for any actions taken on the basis of the information contained herein. The interactive tool is provided 'AS IS,' and Forrester and Netskope make no warranties of any kind.

Netskope reviewed and provided feedback to Forrester, but Forrester maintains editorial control over the study and its findings and does not accept changes to the study that contradict Forrester's findings or obscure the meaning of the study.

Netskope provided the customer names for the interviews but did not participate in the interviews. The scope of the cybersecurity practice within Forrester is founded in industry knowledge and survey information from global organizations, updated on an annual basis. Further information is available from Forrester Decisions for Security & Risk or a Forrester analyst.

### Due Diligence

Interviewed Netskope stakeholders and Forrester analysts to gather data relative to SSE.

### Interviews

Interviewed four representatives at organizations using Netskope SSE to obtain data about costs, benefits, and risks.

### Composite Organization

Designed a composite organization based on characteristics of the interviewees' organizations.

### Financial Model Framework

Constructed a financial model representative of the interviews using the TEI methodology and risk-adjusted the financial model based on issues and concerns of the interviewees.

### Case Study

Employed four fundamental elements of TEI in modeling the investment impact: benefits, costs, flexibility, and risks. Given the increasing sophistication of ROI analyses related to IT investments, Forrester's TEI methodology provides a complete picture of the total economic impact of purchase decisions. Please see [Appendix A](#) for additional information on the TEI methodology.

# The Netskope SSE Customer Journey

## Drivers leading to the Netskope SSE investment

Interviews			
Role	Industry	Revenue	Number of sites
Senior enterprise architecture manager	Advertising	\$10B+	380
Vice president (VP) of digital experience	Financial services	\$5B+	3
Head of security engineering	Hospitality	\$20B+	9,000
Vice president (VP) of infrastructure	Technology	\$500M+	1

## KEY CHALLENGES

Interviewees discussed their organizations' inability to leverage legacy network security infrastructure in support of business goals. Prior solutions were not fit for purpose, often resulting in errors, outages, and even breaches as well as wasted spend and costly rework to address these deficiencies. Interviewees offered further insight into their organizations' challenges, such as:

- **Sprawling and complex network security infrastructure.** Interviewees came from organizations with complex, hybrid cloud environments at various stages of their digital transformation journeys. All organizations were moving large numbers of applications to the cloud, which made legacy security approaches ineffective and costly. For example, the VP of infrastructure in the technology industry was grappling with continuous cost increases for the company's VPN technology and other legacy products. With the adoption of cloud, security teams need to expand the scope of Zero Trust. The interviewee said that distributing the legacy firewalls would have led to significant cost multipliers.

- **Business disruption from latency and outages.** Interviewees lamented that their organizations had low levels of network availability and frequent, severe performance degradations from latency, international peering, and other issues prior to Netskope. This impacted revenue operations as well as internal end-user productivity. The VP of digital experience in the financial services industry reported that pushing all the application traffic through VPNs across the internet became a challenge: “[In our prior environment,] we ran into a lot of production issues, a lot of operational issues, and a lot of outages ... [We] basically backhauled all of our traffic over to different VPNs, and when one of these VPNs went down, half of our employees couldn’t work. ... We had little [incidents that] brought down our VDI environment of 2,000 people. It was embarrassing.”
- **Inefficient network and security operations.** Interviewees described how their networking and security teams were hampered by technology that was not fit for purpose prior to the Netskope investment. Rather than focusing on business growth and advanced cyber defense, interviewees said their networking, security, and support teams were constantly in a reactive security stance, as they had a bunch of discrete network segments — all of which were, essentially, a one-off network security nightmare. This led to time-consuming manual processes prone to human error, causing still more inefficiencies with workflows like VDI deployments, security policy management, troubleshooting, patching, and mitigation. The VP of digital experience in the financial services industry said: “We had a bunch of side networks that were on-premises proxies. They cost a lot to maintain, didn’t always work great, and our visibility into them was terrible. We didn’t have the same visibility with DLP that we have through our other systems. ... [To resolve issues] we had [phone] bridges between 10 and 20 people from security, network, and all walks of life from support.”
- **Severe data breaches and costly data loss.** Multiple interviewees’ organizations had experienced major data breaches in their prior environment. Interviewees discussed the costly ramifications of these lapses, including unplanned downtime for customers and employees. Technology teams struggled to gain visibility across complex networking and security environments, prolonging the time to knowledge for issues and requiring a significant number of resources to find the breach. The head of security engineering in the hospitality industry indicated that a significant portion of their organization’s applications

were unknown to its legal and privacy teams: “I shared how many applications our users were using, and they were dumbfounded. They had no idea. They thought it would be just in the hundreds, but they were in the thousands.”

- **Poor remote work experiences.** Interviewees said their organizations’ prior networking solutions to secure the remote workforce offered insufficient and disruptive data protection processes. The VP of infrastructure in the technology industry indicated that the policies around VPN usage led to a high level of confusion and highlighted their users’ concerns: “There was lots of confusion around why they had to do it [and] when they had to do it [and if they would] need VPN to access an application [if] that application was in the cloud.”
- **Integration challenges to accelerate time to value in M&A effort.** Most interviewees came from organizations that saw significant growth due to frequent mergers and acquisitions, with their companies acquiring between six and 10 companies per year. The interviewees described how the process of onboarding a new company required excessive work to establish network connectivity between the entities as well as reconcile and manage identities. This resulted in excess labor and lingering technical debt, further adding to the organizations’ risk profile. The senior enterprise architecture manager in the advertising industry indicated that identity management was especially time-consuming when their company acquired and merged with new companies: “When you buy a company, migrating the merging identities from their identity platform to ours takes much, much, much longer than [connecting] the network.”
- **Bloated volumes of IT help desk tickets.** The security, network, and latency issues described above often yielded low-performing legacy architecture, misconfigurations, and end-user networking and security incidents. These recurring failure points added significant workloads to IT support teams. Interviewees also shared how their organizations were preoccupied with long lists of standing issues that needed to be fixed, rather than devoting their resources to proactive, higher-value activities.
- **Inability to protect customer trust by safeguarding intellectual property and sensitive data.** Interviewees also mentioned several market forces that challenged their organizations’ resilience. They cited growing requests from regulators and customers to furnish evidence of their organizations’ security and

data loss prevention controls. They also explained the mission-critical nature of their businesses' intellectual property, such as creative go-to-market assets like commercials as well as highly sensitive consumer data models. The senior enterprise architecture manager in the advertising industry told Forrester: "More companies want proof that you can protect their data. ... I don't know if I could put a number on the cost of unprotected, noncompliant data. We're an advertising agency, so the most valuable data we have [is our IP]."

"Prior to Netskope, we were seeing a lot of SaaS application usage. We did not have visibility into that usage, and without visibility, we didn't know what we needed to protect or where the risk was."

HEAD OF SECURITY ENGINEERING, HOSPITALITY

"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."

VP OF DIGITAL EXPERIENCE, FINANCIAL SERVICES

## INVESTMENT OBJECTIVES

The interviewees' organizations searched for a solution that could address the many challenges that their prior network security stacks posed. They discussed their organizations' processes for evaluating multiple vendors during the proof-of-value phase. Interviewees highlighted Netskope's strength in demonstrating platform capabilities while delivering well-grounded and insightful business value assessments through Valueskope and the Netskope Business Value Services team.

Interviewees talked about their organizations' Netskope SSE deployment objectives, including how they wanted to:

- **Consolidate and optimize cloud applications and environments.**

Interviewees discussed how their organizations intended to safely harness the inherent business and security benefits of cloud-native applications through Netskope SSE. While most of the organizations maintained at least some on-premises infrastructure, interviewees described broad shifts into multicloud and edge environments. This prompted the need to both secure and optimize their applications for the cloud, with interviewees noting that new capabilities with Netskope allowed their organizations to achieve goals that would have been impossible or cost-prohibitive with legacy technologies and the other vendors evaluated for their SSE use cases.

The VP of digital experience in the financial services industry shared that their organization received a large settlement as a result of a severe data breach. The funds were used to support the organization's shift from a vulnerable, on-premises environment to a more secure, cloud-native infrastructure. They said of the investment: "Part of that for us was to change our footprint. We moved everything over to a [different vendor] solution prior to Netskope. We've been turning down data centers left and right and moving everything to SaaS."

The senior enterprise architecture manager in the advertising industry also indicated that the consolidation of networking hubs, hardware, and equipment squarely aligned with their organization's sustainability goals: "Environmental, social, and governance [approaches are] 100% a huge part of our business strategy."

- **Stabilize and enhance network availability.** Interviewees discussed how their organizations intended to reduce the frequency of downtime and its impact on customers, users, and systems, while improving the speed and stability of their global networks with Netskope SSE. They talked about the breadth of Netskope's points of presence (PoPs), which allowed their organizations to "rip and replace" their previous hardware-supported networks. The senior enterprise architecture manager in the advertising industry shared that the Netskope SSE fiber network helped their organization's connectivity, stability, reliability, and international peering: "With Netskope's network footprint ... they're optimizing all that peering to make sure we can transfer files faster. [We] now have a virtual overlay of the Netskope network that is much more highly optimized when it comes to internet peering than [before]."
- **Augment network and security operations effectiveness.** Interviewees acknowledged the need for their organizations to mitigate the heavy operational burden that legacy systems placed on networking and security teams. Multiple interviewees reported that Netskope's ease of use was the main deciding factor in choosing Netskope over competing solutions. Some interviewees also indicated that Netskope was the only vendor at the time that offered valuable integrations that replaced manual networking and security workflows. The head of security engineering in the hospitality industry indicated that, above all other criteria, their organization sought a tool that would be easy for their teams to manage; they selected Netskope over a competing SSE solution for this reason. They said: "In addition to the visibility that we saw, [we selected Netskope SSE because of] the integrations it offered with our other enterprise tools and its ease of management. The user interface is very user-friendly. It unified the policies, [and] the SWG, CASB, and DLP components are very well-integrated in Netskope versus what we saw in the other product at the time. Overall, it just felt like a good fit for the environment."
- **Reduce the likelihood of severe breaches and data loss.** Interviewees pointed to their organizations' need to invest in more advanced SSE defense capabilities. Their organizations deployed Netskope SSE to address the inherent risk related to internet-facing systems, data, and applications. As most of their organizations had experienced a severe data breach prior to their Netskope SSE investment, interviewees said they had to meet auditors' requests for information.

They needed to make significant advances in their security and reporting apparatus to stay compliant post-breach. The senior enterprise architecture manager in the advertising industry noted that as their global tenant was subject to GDPR, Netskope provided their organization with data encryption and decryption capabilities to meet GDPR's high standards. The interviewee also described how Netskope's PoPs configuration would help their organization improve its security posture: "[We are leveraging] the overall security, visibility, and the number of egress points that you get [with Netskope SSE and NewEdge]. They have more than 110 points of presence, whereas prior we only had about 15 VPN locations globally."

- **Transform the remote work experience.** During the investment period, interviewees said that their organizations were still grappling with a rapid shift to remote work. Interviewees shared how their Netskope investments inspired new delivery models and improved the overall experience while embracing Zero Trust principles. The VP of infrastructure in the technology industry shared: "In 2020, we changed how we worked globally, [but] we were still trying to represent it as having multiple places [where] the users function differently."
- **Accelerate time to value for mergers and acquisitions.** Interviewees shared that their organizations relied heavily on mergers and acquisitions as part of their growth strategy. With their Netskope investments, their organizations sought to improve profitability when absorbing a new company by mitigating the amount of labor needed for connectivity and identity management.
- **Ease IT help desk ticket volumes.** Interviewees also acknowledged that the improvements to infrastructure, availability, latency, security, remote work, and other efforts with Netskope SSE would greatly reduce the need for troubleshooting and support. The senior enterprise architecture manager in the advertising industry shared how the Netskope SSE console provided support resources with granular insight into user context, improving the speed and quality of resolution. They said: "You can tell the CPU utilization on someone's endpoint, the strength of their Wi-Fi signal, the internet connection speeds, then up the stack from the application to the database. We're really looking forward to being able to solve connectivity and latency problems much faster."

- **Improve the ability to respond to market forces.** With Netskope SSE, interviewees noted that their organizations were better equipped to address customer data protection requirements, auditor reporting needs, and sustainability goals. Interviewees shared how this agility gave their organizations several competitive advantages in protecting their brand against external threats and internal weaknesses. The VP of infrastructure in the technology industry said: “Our current policy is to use Netskope as the front end for any company application. ... Being a SaaS provider ourselves, [compliance] is a core fundamental requirement of our business, not a luxury that we have. ... It’s [about protecting the] brand.”

“At the end of the day, our number one goal is to secure the endpoints and eliminate friction, including [with the] VPN.”

VP OF INFRASTRUCTURE, TECHNOLOGY

“We’re getting very concerned about the aggression of [advanced persistent threat actors] going after our data. The Netskope SSE solution helps us really get a handle on that much, much more effectively.”

SENIOR ENTERPRISE ARCHITECTURE MANAGER, ADVERTISING

## COMPOSITE ORGANIZATION

Based on the interviews, Forrester constructed a TEI framework, a composite company, and an ROI analysis that illustrates the areas financially affected. The composite organization is representative of the four interviewees, and it is used to present the aggregate financial analysis in the next section. The composite organization has the following characteristics:

**Description of composite.** The multibillion-dollar organization is headquartered in North America with global operations; it is supported by 60,000 employees; and it plans to acquire and incorporate nine new companies over three years. The composite aims to improve the profitability of these efforts by mitigating the internal labor needed to securely absorb new companies.

In the prior technology environment, the composite experiences frequent network outages, severe performance degradations, and high latencies with cumbersome procedures to secure remote work. These problems often disrupt financial transactions and internal workflows, causing revenue leakage and costly employee downtime. These recurring issues plague the composite's 30 networking and security FTEs and bog down its IT support teams.

Suffering from a lack of visibility into its technology stack and distracted by recurring issues, the composite organization suffers a severe data breach caused by an external attack. As a result, the composite experiences data exfiltration, regulatory and customer impacts, as well as considerable damage to the composite organization's brand.

**Deployment characteristics.** Post-breach, authorities require the composite to secure and consolidate its extensive networking footprint, prompting a rip-and-replace transformation of the organization's technology infrastructure. It replaces legacy communications hubs and other physical hardware with Netskope SSE. In Year 1, 25% of the composite organization's users are supported by Netskope SSE; that rises to 75% in Year 2 and 90% in Year 3.

**Key Assumptions**

\$12.5 billion in annual revenue

60,000 employees and contractors; up to 50% are remote

30 networking and security FTEs

24 hours of unplanned downtime per year with legacy solutions

# Analysis Of Benefits

Quantified benefit data as applied to the composite

Total Benefits						
Ref.	Benefit	Year 1	Year 2	Year 3	Total	Present Value
Atr	Consolidated network security infrastructure	\$884,466	\$2,653,398	\$3,184,078	\$6,721,942	\$5,389,196
Btr	Improved availability	\$394,440	\$1,183,321	\$1,402,455	\$2,980,216	\$2,390,218
Ctr	Increased network and security operations effectiveness	\$245,025	\$735,075	\$882,090	\$1,862,190	\$1,492,977
Dtr	Avoided costs of a material breach	\$331,118	\$993,354	\$1,192,025	\$2,516,497	\$2,017,556
Etr	Streamlined remote experience	\$154,688	\$464,063	\$556,875	\$1,175,626	\$942,536
Ftr	Accelerated time to value for mergers and acquisitions	\$130,500	\$587,250	\$939,600	\$1,657,350	\$1,309,902
Gtr	IT help desk optimization	\$295,704	\$407,592	\$441,158	\$1,144,454	\$937,124
	Total benefits (risk-adjusted)	\$2,435,941	\$7,024,053	\$8,598,280	\$18,058,274	\$14,479,509

## CONSOLIDATED NETWORK SECURITY INFRASTRUCTURE

**Evidence and data.** As part of the multiyear shift to a Netskope SSE environment, interviewees discussed how their organizations were able to retire global communications hubs and associated security devices. This resulted in significant reductions in their organizations' IT capex spending; it also lowered opex spending by limiting the level of internal expertise needed to maintain their legacy infrastructure. Interviewees detailed cost savings related to:

- **Decommissioning legacy data centers, physical equipment, and hardware.** Shifting to an SSE environment allowed interviewees' organizations to eliminate the complexity of their legacy physical environments and capitalize on cloud-related benefits.

The enterprise architecture manager in the advertising industry reported that their

organization's Netskope SSE solution allowed it to avoid over \$10 million in spend by decommissioning legacy solutions. Their organization sunset legacy DLP tools, SWG technology, firewalls, and related hardware and circuitry. They told Forrester: "[With Netskope SSE], we actually can just use Netskope's virtual overlay, put connectors in these cloud environments, and get rid of those 13 hubs, which is a huge part of our cost savings analysis."

The VP of infrastructure in the technology industry said that their organization eliminated 30 firewalls and consolidated switching ports from 1,800 to less than 500 across the enterprise by using Netskope SSE. The interviewee described how this transformed their hybrid and remote work delivery model while reducing costs: "Securing my cloud applications with Netskope SSE [means] I don't have these on-premises applications, so I don't need that switching. We're eliminating 100% of our remote-office/branch-office solutions from [our former vendor], which makes up half of my overall [virtualization] costs for corporate IT. We actually eliminated firewalls at all our offices and routed that [traffic] to our data centers to be processed. Now, any non-Netskope client could be an on-premises ad server."

- **Internal and external labor savings on equipment management, support, and maintenance.** By eliminating a large amount of their physical technology environments, interviewees said their organizations were able to avoid the costs and efforts of standing up, running, and supporting a physical networking footprint. The VP of infrastructure in the technology industry estimated that their organization avoided \$250,000 annually in vendor maintenance contracts for firewalls, \$100,000 annually in vendor service agreements for servers and switching, and 1.5 FTEs dedicated to vendor and solution management. They specified: "I can rip out a [legacy server] chassis and save \$100,000 a year on maintenance. Those are significant savings that I had never even thought of before going through this process."
- **Additional efficiencies associated with infrastructure modernization.** By digitally transforming their network security technologies, interviewees said their organizations were also modernizing their purchasing processes. In doing so, interviewees discovered new cost-cutting opportunities.

The VP of infrastructure in the technology industry shared that the modernization process opened their mind to new possibilities for value that they hadn't been able to consider with legacy solutions. They explained: "The thing that really amazes me is I'm finding cost savings where I [would never have expected] to find them. ... I've got a better security solution, but we're not even looking at those as our benefits still. We're still overwhelmed by the initial benefits of [replacing] the traditional products that we've been using in the past."

The senior enterprise architecture manager in the advertising industry told Forrester that consolidating cloud infrastructure purchases with their organization's cloud hosting provider opened up new discounts: "We bought [Netskope SSE] through [our cloud hosting partner]. This increased our spending commitment, which gave us additional savings."

**Modeling and assumptions.** Based on the interviews, Forrester assumes the following about the composite organization:

- It dedicates 0.3% of its \$12.5 billion in annual revenues to networking spend in the prior environment, with 1.5 FTEs' labor dedicated to managing a multitude of legacy network security vendors.
- With Netskope SSE, the composite reduces networking costs by 10%.
- In Year 1, 25% of the composite organization's users are supported by Netskope SSE; that rises to 75% in Year 2 and 90% in Year 3.
- Over three years, this eliminates over \$7 million in spending on legacy hardware infrastructure and avoids nearly 5,000 hours of internal labor dedicated solely to managing multiple legacy vendors' solutions.
- The fully burdened hourly rate for a network and security operations FTE is \$58.

**Risks.** Forrester recognizes that these results may not be representative of all experiences. The following factors may impact this benefit:

- The number of users and apps supported by Netskope SSE.
- The total revenue, percentage of revenue spent on networking, and internal labor dedicated to managing networking vendors in the prior environment.

- The extent to which organizations relied on multiple network security vendors before and the decommission rate for consolidating legacy hardware and infrastructure with Netskope SSE.
- Network and security operations FTE salaries and the skill sets available.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$5.4 million.

**10%**

Reduction in networking costs compared with the prior environment

“We’re actually eliminating more than 80% of our [legacy virtualized] environment in our on-premises servers, as we’re serving up a new remote management office.”

VP OF INFRASTRUCTURE, TECHNOLOGY

Consolidated Network Security Infrastructure					
Ref.	Metric	Source	Year 1	Year 2	Year 3
A1	Total revenue in the prior environment	Composite	\$12,500,000,000	\$12,500,000,000	\$12,500,000,000
A2	Percentage of revenue spent on networking in the prior environment	Interviews	0.3%	0.3%	0.3%
A3	Reduction in networking costs with Netskope SSE	Interviews	10%	10%	10%
A4	Percentage of users supported by Netskope SSE	Composite	25%	75%	90%
<b>A5</b>	<b>Subtotal: Avoided legacy hardware infrastructure costs</b>	<b>A1*A2*A3*A4</b>	<b>\$937,500</b>	<b>\$2,812,500</b>	<b>\$3,375,000</b>
A6	Avoided hours of internal labor to maintain legacy infrastructure	Interviews	3,120	3,120	3,120
A7	Fully burdened hourly rate for a network and security operations FTE	Composite	\$58	\$58	\$58
<b>A8</b>	<b>Subtotal: Avoided internal labor costs to maintain legacy infrastructure</b>	<b>A4*A6*A7</b>	<b>\$45,240</b>	<b>\$135,720</b>	<b>\$162,864</b>
At	Consolidated network security infrastructure	A5+A8	\$982,740	\$2,948,220	\$3,537,864
	Risk adjustment	↓10%			
Atr	Consolidated network security infrastructure (risk-adjusted)		\$884,466	\$2,653,398	\$3,184,078
<b>Three-year total: \$6,721,942</b>			<b>Three-year present value: \$5,389,196</b>		

## IMPROVED AVAILABILITY

**Evidence and data.** Interviewees reported that their organizations increasingly benefited from improved network performance and availability as more of their users were onboarded to Netskope SSE. This meant that revenue-generating systems were more readily available to customers, enhancing profit retention compared with their prior environments. Better uptime also ensured the availability of critical systems that internal end users relied on to be productive in their work. Interviewees described how Netskope SSE helped their organizations:

- Improve network availability and performance.** While prior availability metrics varied, all interviewees noted that their organizations were able to reduce the number of hours during which network services were effectively offline. The VP of digital experience in the financial services industry reported that their organization was able to ameliorate the chronic downtime issues that plagued its

poorly configured prior networking environment. This resulted in up to a 10% increase in uptime for the organization's core network services. The interviewee told Forrester: "Before, we were below 90% [availability] without a doubt. ... Now, we are probably around 3 Sigma [99.73%]."

- **Mitigate outages and downtime impacts.** Netskope's agent-based solution also reduced the impacts of downtime incidents across the organization. The VP of digital experience in the financial services industry said: "When we went with Netskope, we went with an agent solution, so if something went down, it was only one person [instead of] half of the company. ... But the best part is that we have a good DLP system set up now, we have good visibility into what our end users are using, and the uptime is fantastic."
- **Reduce latency.** Interviewees discussed how Netskope SSE permitted faster connection speeds across vast regions compared with legacy network solutions, courtesy of Netskope's widely distributed NewEdge PoPs and robust fiber network.

The senior enterprise architecture manager in the advertising industry said that their organization validated a network performance study proving that Netskope clocked lower latencies than other SSE vendors. This was especially true for farther reaches of their organizational footprint: "With Netskope [deployed in] the Asia Pacific and Latin America [regions], we are going to see better than a 10% performance [improvement] due to their combination of fiber and usage of the cloud networks that they utilize. ... We probably have 1,000 private accounts and some public internet between [three cloud hosting partners]. I'm really looking forward to the improvement in performance there, too."

The VP of infrastructure in the technology industry reported that their organization did not have any availability issues in the Netskope SSE environment: "We don't have any problems, even when the undersea cable goes out in South Africa. ... We've not had a single complaint about traffic degradation. While there is traffic backhauling for certain applications, there's been no impact to our business [or] end users."

- **Improve productivity tied to network performance.** Interviewees also discussed how the performance improvements with Netskope SSE described above reduced the time it took for users to access network services, data, and applications. This resulted in notable improvements in productivity and time to value, especially for developer resources. The senior enterprise architecture manager in the advertising industry noted that Netskope SSE's network distribution improved their organization's latency to the cloud and that this would have a positive impact on users across the organization and yield valuable productivity improvements for developers. The interviewee said: "The ability [for developers] to connect more directly to a lot of cloud environments is going to help [their productivity]. They're not developing over the internet into a [public cloud-hosted] environment, they're connecting to it privately. We're going to very much improve the speed at which they can get to and write in post-code as they innovate and deploy. ... [Now] you can reach anywhere in the world in under a second for the most part."

**Modeling and assumptions.** Based on the interviews, Forrester assumes the following about the composite organization:

- Each year in the prior environment, the composite sees an average of 24 hours of unplanned downtime due to network outages or severe performance degradation; \$1.4 million in revenue loss for each hour of unplanned downtime; and 30,000 (or 50% of) FTEs impacted during any given outage.
- Netskope SSE reduces unplanned downtime by 15% for the composite organization over the three-year period. This decreases the total unplanned downtime across the entire organization by nearly 7 hours each year.
- In Year 1, 25% of the composite organization's users are supported by Netskope SSE; that rises to 75% in Year 2 and 90% in Year 3.
- The composite organization has an operating margin of 11%.
- The average fully burdened hourly rate for an end user is \$44.
- End users are able to recapture 25% of the hours that would have otherwise been lost to downtime issues.

**Risks.** Forrester recognizes that these results may not be representative of all experiences. The following factors may impact this benefit:

- The number of users supported by Netskope SSE.
- The total annual hours of unplanned downtime that an organization experiences due to network outages or severe performance degradation in its prior environment.
- The average revenue at risk per hour of unplanned downtime and the corresponding level of redundancy built into network services.
- A company's operating margin.
- End users' average salaries and skill sets as well as the likelihood that unplanned downtime in the prior environment impacted their workloads.
- The rate at which resources can recapture lost productivity.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$2.4 million.

## 6.8 hours

Annual unplanned downtime avoided per impacted FTE

“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

## ANALYSIS OF BENEFITS

Improved Availability					
Ref.	Metric	Source	Year 1	Year 2	Year 3
B1	Average hours of downtime network outages or severe performance degradation in the prior environment	Composite	24	24	24
B2	Reduced unplanned downtime and system performance attributable to Netskope SSE	Interviews	15%	15%	15%
B3	Percentage of users automated with Netskope SSE	Composite	25%	75%	90%
B4	Total avoided hours of unplanned downtime in the Netskope SSE environment	$B1*B2*B3$	0.9	2.7	3.2
B5	Average revenue at risk per hour of unplanned downtime	Total revenue/hours in a year (8,760)	\$1,426,941	\$1,426,941	\$1,426,941
B6	Operating margin	Composite	11%	11%	11%
<b>B7</b>	<b>Subtotal: Avoided lost profit from improved availability</b>	<b><math>B4*B5*B6</math></b>	<b>\$141,267</b>	<b>\$423,801</b>	<b>\$502,283</b>
B8	Total FTEs	Composite	60,000	60,000	60,000
B9	Percentage of FTEs impacted by unplanned downtime in the prior environment	Interviews	50%	50%	50%
B10	Fully burdened hourly rate for an end user (average)	Composite	\$44	\$44	\$44
B11	Productivity recapture	Assumption	25%	25%	25%
<b>B12</b>	<b>Subtotal: Avoided unplanned end-user downtime from improved availability</b>	<b><math>B4*B8*B9*B10*B11</math></b>	<b>\$297,000</b>	<b>\$891,000</b>	<b>\$1,056,000</b>
Bt	Improved availability	$B7+B12$	\$438,267	\$1,314,801	\$1,558,283
	Risk adjustment	↓10%			
Btr	Improved availability (risk-adjusted)		\$394,440	\$1,183,321	\$1,402,455
<b>Three-year total: \$2,980,216</b>			<b>Three-year present value: \$2,390,218</b>		

## INCREASED NETWORK AND SECURITY OPERATIONS EFFECTIVENESS

**Evidence and data.** Shifting to Netskope SSE allowed interviewees' organizations to automate and even avoid processes they formerly needed to maintain secure and effective infrastructure. In general, interviewees described a more streamlined operational environment that needed fewer resources for proactive environment management and reactive incident resolution.

## ANALYSIS OF BENEFITS

- The head of security engineering in the hospitality industry estimated that Netskope SSE allowed its security resources to be 30% to 35% more productive. This improvement permitted their organization to allocate a considerable number of resources to higher-value data security engineering activities, further improving their organization’s post-breach security posture. The interviewee said: “I’m just very impressed by the visibility we have in users’ activity for cloud apps and websites through this tool. ... It provides us [with] the built-in capability to analyze data and build [and share] our own dashboards.”
- The VP of digital experience in the financial services industry pointed out ways in which the Netskope environment improved the effectiveness of their organization’s networking security efforts. They said: “Besides showing us all the vulnerabilities and all the issues that we didn’t know about, we also got to reduce [our] staffing footprint. ... We don’t have to manage anything from Netskope right now.”

Interviewees also detailed several ways in which Netskope SSE’s capabilities and automated workflows contributed to:

- **Streamlining networking operations.** Interviewees outlined how Netskope SSE’s networking-related automations reduced manual operations compared with their prior environments.

The senior enterprise architecture manager in the advertising industry pointed to efficiencies inherent in the distribution of Netskope’s NewEdge PoPs, which lowered the amount of networking, engineering, and maintenance required to support key business activities like geopinning. They said: “Netskope had PoPs in every single country where we do business, which meant we did not have to reverse engineer or augment the infrastructure for Netskope. ... [Without it], we would have to do a lot of engineering to make sure that we’re getting that geopinned local IP address.”

The VP of digital experience in the financial services industry said that Netskope SSE helped their organization optimize its VDI deployments for new hires, which could range up to 50 per week. Rather than going through on-premises infrastructure, their organization routed all deployments through the Netskope

environment with Netskope SSE's Management Plane to ensure proper configuration. The interviewee said: "We can provision regular end users much faster with Netskope. It builds these Netskope tunnels, [giving us] the ability to spin up [VDI deployments] quickly. It does the magic ahead of time, and it doesn't take any manual intervention to set up, which has saved us a lot of time."

- **Improving the productivity of security operations.** Interviewees reported on Netskope SSE's capabilities to automate workflows, reducing the administrative burden for several mission-critical security processes like checking compliance, pushing out patch updates, and investigating false positives. The head of security engineering in the hospitality industry shared that their organization reduced false positives and automated compliance checking with Netskope SSE. It also found significant value in Netskope's automated processes for patch updates, which reduced engineering labor by more than 75% and decreased the patch SLA from weeks to effectively on-demand. In their organization's prior environment, these quarterly processes necessitated lengthy four- to six-week SLAs and considerable labor from several different types of resources to develop, properly test, and roll out patches to end users and customers. The interviewee told Forrester: "[Now] we can do it through the Netskope console, so it's seamless, it's easy. We get the update and then we test it out on a few devices, and then we just push it out. ... We have savings in terms of the [overall length of] time it takes to push [the patch] out, and then also the time spent by the engineers has reduced."
- **Gaining labor efficiencies due to fewer standing issues and less rework.** With tightly calibrated conditions in Netskope SSE environments, interviewees reported that their organizations were able to reap further labor efficiencies. The VP of digital experience in the financial services industry said that Netskope SSE reduced the number of lingering issues preoccupying networking and security teams by over 80%: "[We have a] standing issue list of 30 or 40 issues that we would carry over week to week, and now the issue list is much more manageable. It's usually around five."

**Modeling and assumptions.** Based on the interviews, Forrester assumes the following about the composite organization:

- It dedicates 30 internal resources to network and security operations.

## ANALYSIS OF BENEFITS

- In Year 1, 25% of the composite organization's users are supported by Netskope SSE; that rises to 75% in Year 2 and 90% in Year 3.
- The composite increases network and security operations effectiveness in the Netskope SSE environment by 30% compared with the prior environment.
- The average fully burdened annual salary for a network and security operations resource is \$121,000.

**Risks.** Forrester recognizes that these results may not be representative of all experiences. The following factors may impact this benefit:

- The number of users supported by Netskope SSE.
- An organization's security culture and maturity.
- Networking and security operations requirements prior to Netskope.
- The number of severe cloud security incidents requiring manual investigation.
- Network and security operations FTE salaries and the skill sets available.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$1.5 million.

**30%**

Increase in network and security operations effectiveness

“[In Netskope SSE], I understand what my policy set looks like across multiple features and applications, versus some of our legacy applications where I had four different places to manage a single application and its features.”

VP OF INFRASTRUCTURE, TECHNOLOGY

Increased Network And Security Operations Effectiveness					
Ref.	Metric	Source	Year 1	Year 2	Year 3
C1	Total network and security operations FTEs	Composite	30	30	30
C2	Increased network and security operations effectiveness in the Netskope SSE environment	Interviews	30%	30%	30%
C3	Percentage of users supported by Netskope SSE	Composite	25%	75%	90%
C4	Fully burdened annual salary for a network and security operations FTE	Composite	\$121,000	\$121,000	\$121,000
Ct	Increased network and security operations effectiveness	$C1 \times C2 \times C3 \times C4$	\$272,250	\$816,750	\$980,100
	Risk adjustment	↓10%			
Ctr	Increased network and security operations effectiveness (risk-adjusted)		\$245,025	\$735,075	\$882,090
<b>Three-year total: \$1,862,190</b>			<b>Three-year present value: \$1,492,977</b>		

## AVOIDED COSTS OF A MATERIAL BREACH

**Evidence and data.** Three of the four interviewees discussed external and identity-based attacks on their organizations in their prior environments. These attacks resulted in material data breaches, causing significant, cascading damages to their organizations and prompting their investments in Netskope SSE. Interviewees listed several areas in which Netskope SSE helped reduce their risk exposure and avoid breach-related costs, including:

- **A reduced risk of malware infection, data loss, and other threats.** The interviewees said that Netskope SSE made their organizations more resilient to external threats — for example, by integrating it with other security solutions to share threat intelligence and export logs. As a result, the interviewees reported that their organizations eliminated and/or mitigated several security risks while lowering the costly impacts of a potential breach.

The head of security engineering in the hospitality industry described how their organization's SSE configuration vastly improved its security posture from its prior environment: "We have a bidirectional sharing with our EDR for malware, so either of the tools detects it and it blocks it right away. ... In the SaaS environment [of] cloud apps and websites, I would say we're about 90% more protected [from] malware. For data loss, we are about 70% [more] protected."

The VP of digital experience in the financial services industry said: "I would definitely say that the risk has been lowered mainly because we're not fighting fires all the time and we can concentrate on vulnerabilities and actual work instead of fighting the downtime. [Security and networking teams are] both plugged into each other's systems rather well."

- **Improved visibility with better context.** Interviewees said Netskope SSE enhanced their insight into their technology systems, uncovering serious security gaps that had previously gone unnoticed. They explained how addressing these gaps further reduced the risk of a material breach for their organizations.

The VP of digital experience in the financial services industry said: "Netskope SSE showed us all these issues that we didn't really know we had. We found

systems on the internet that weren't going through our security controls ... we were shocked [and] we fixed. ... It was avoiding all our antivirus, malware, and data loss protection controls. Luckily, that stuff is pretty much all closed down right now.”

The VP of infrastructure in the technology industry estimated that Netskope SSE was 50% better at providing insightful contextual data than other solutions tested. They explained: “The only visibility we had before was based on [if] someone was on the VPN or going through our firewalls. Now we have insight 24x7x365 on every device.”

- **Stronger security controls to block risky user behavior.** Interviewees said that Netskope SSE allowed their teams to block user access to malicious websites, detect risky activities, and mitigate insider and data exfiltration risks.

The head of security engineering in the hospitality industry said that the Netskope SSE configuration allowed their security resources to proactively secure their organization in ways that weren't possible in the prior environment: “[Now security operations resources] are able to immediately request and block websites or URLs that they find to be malicious. They are able to detect anomalous or risky user activity that could cause harm to [the company].”

The senior enterprise architecture manager in the advertising industry said their organization valued Netskope's more granular analysis of a larger number of sites than other SSE solutions their organization considered: “Netskope had more of a risk-scoring advantage. They have a larger inventory of SaaS providers or other internet sites that they can rank.”

- **Measurable reductions in security incident volumes and average resolution times.** Interviewees quantified how the security improvements noted above helped reduce the frequency and number of security incidents caused by external and identity-based attacks.

The head of security engineering in the hospitality industry believed that Netskope SSE may have decreased security incidents by 10%, saying: “It has gone down because we have protective controls in place, so we're stopping the

activity from happening, which has brought the incident rates down.” The interviewee also said their organization reduced the total time and effort needed to detect, investigate, and remediate security incidents.

The head of security engineering in the hospitality industry discussed how unplanned downtime resulted in lengthy and cascading impacts: “Depending on the application, it could be in thousands [of dollars for] both end users [employees] and customers [impacted. ...To get back online,] it could take anywhere from a couple of hours to two to three days.”

**Modeling and assumptions.** Based on the interviews, Forrester assumes the following about the composite organization:

- In the prior environment, the composite organization has an 89% likelihood of experiencing one or more breaches per year; this is held flat year over year for the purpose of this analysis. Furthermore, 49% of these breaches are attributable to external attacks. The mean cumulative cost of data breaches in the prior environment is \$6.6 million. Forrester Research estimates that 70% of breaches are addressable with Netskope SSE.<sup>3</sup>
- For the composite, these combined factors yield \$1.9 million of annualized risk.
- With Netskope SSE, the composite reduces the likelihood of a severe data breach caused by an external attack by 80%.
- In Year 1, 25% of the composite organization’s users are supported by Netskope SSE; that rises to 75% in Year 2 and 90% in Year 3.

**Risks.** Forrester recognizes that these results may not be representative of all experiences. The following factors may impact this benefit:

- The number of users supported by Netskope SSE.
- An organization’s security culture and maturity.
- The likelihood and associated costs of security breaches each year.
- The risk reduction resulting from Netskope SSE’s improved visibility and stronger security controls.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 15%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$2.0 million.

**80%**

Reduction in likelihood of a severe data breach caused by an external attack

“Netskope SSE has given us a significant [amount of] visibility and eliminated a significant amount of risk. ... I feel more comfortable knowing that the product is there protecting me from vulnerabilities that are being released on a daily basis.”

VP OF INFRASTRUCTURE, TECHNOLOGY

“[If] we had Netskope in [the] operational state that we have now, we would have been able to avoid [a prior breach].”

HEAD OF SECURITY ENGINEERING, HOSPITALITY

Avoided Costs Of A Material Breach					
Ref.	Metric	Source	Year 1	Year 2	Year 3
D1	Likelihood of experiencing one or more breaches per year	Forrester Research	86%	86%	86%
D2	Mean cumulative cost of breaches	Forrester Research	\$6,603,000	\$6,603,000	\$6,603,000
D3	Percentage of breaches originating from external attacks	Forrester Research	49%	49%	49%
D4	Percentage of breaches addressable with Netskope SSE	Forrester Research	70%	70%	70%
D5	Annual risk exposure addressable with Netskope SSE	D1*D2*D3*D4	\$1,947,753	\$1,947,753	\$1,947,753
D6	Reduced risk of breaches with Netskope SSE	Interviews	80%	80%	80%
D7	Percentage of users supported by Netskope SSE	A4	25%	75%	90%
Dt	Avoided costs of a material breach	D5*D6*D7	\$389,551	\$1,168,652	\$1,402,382
	Risk adjustment	↓15%			
Dtr	Avoided costs of a material breach (risk-adjusted)		\$331,118	\$993,354	\$1,192,025
Three-year total: \$2,516,497			Three-year present value: \$2,017,556		

## STREAMLINED REMOTE EXPERIENCE

**Evidence and data.** Interviewees reported that the Netskope SSE environment allowed their organizations to eliminate inefficient security procedures while reducing latency-induced friction. This helped them achieve various benefits, including:

- **Streamlined approaches to securing remote connectivity.** Interviewees described how Netskope SSE allowed their organizations to rearchitect their approach to securing remote user access to internet-facing apps. This improved end users' overall experience and reduced the number of issues they needed to troubleshoot compared with their legacy VPN solutions.

The VP of infrastructure in the technology industry noted that half of their organization needed secure remote access to data stored on-premises at any given time, but the legacy VPN solution entailed a cumbersome user workflow: "It probably took about a minute for all of these processes to occur. Users were

starting the client, typing in a username and password, waiting for a dual-factor authentication token, going to their mobile device, getting their token, typing that in, and waiting for the final connection. [Now Netskope SSE has] zero impact on the end user.”

The senior enterprise architecture manager in the advertising industry indicated that their remote workforce benefited from Netskope SSE’s consolidated infrastructure. The streamlined VPN was less of a nuisance than the bulkier, user-driven procedures in the prior environment: “For VPN, we had more firewalls [than with Netskope SSE], so now you can connect to other markets much, much faster. [And now the] Netskope network can get us into many more cloud environments faster.”

- **New delivery models.** Interviewees also discussed ways in which Netskope enabled new delivery models. These transformative approaches helped streamline, improve, and innovate the remote and hybrid work experience.

The VP of infrastructure in the technology industry said consolidating their organization’s network security infrastructure with Netskope SSE enabled it to transform to a highly agile and secure remote delivery model. This new approach enhanced security, the end-user experience, and overall perceptions of the IT team: “Because 100% of my fleet is now protected, I have literally eliminated networks in my offices. I’ve gone to a ‘[coffee shop]’ model in our offices where I’ve probably eliminated thousands of ports of network switching and just gone wireless. ... Our end-user partners in this were very happy we eliminated that and could see the value that IT was delivering to the organization.”

The vice president of digital experience in the financial services industry shared that Netskope SSE expanded the range of apps capable of secure, remote, mobile access: “Now we are able to offer many more applications via mobility [through] phones and iPads than we could before. We’re giving them access to applications they never had because Netskope gives me [newfound] visibility [that I need] into the traffic.”

**Modeling and assumptions.** Based on the interviews, Forrester assumes the following about the composite organization:

## ANALYSIS OF BENEFITS

- Half of the composite organization's 60,000 end users require secure, remote access to corporate private apps, data, and services located in the cloud.
- In the prior environment, the legacy VPN requires remote end users to actively engage in login and authentication procedures. These steps amount to 1 minute per end user per day solely dedicated to managing clunky VPN logins. Over a year, these individual logins total 250 minutes of wasted time per resource — or 125,000 total hours across all remote user login attempts annually.
- With Netskope SSE, the composite reduces the amount of time it takes for end users to access apps supported by Netskope by 50%.
- End users are able to recapture 25% of the hours that would have otherwise been lost to lengthy VPN boot-up procedures.
- The average fully burdened hourly rate for an end user is \$44.
- In Year 1, 25% of the composite organization's users are supported by Netskope SSE; that rises to 75% in Year 2 and 90% in Year 3.

**Risks.** Forrester recognizes that these results may not be representative of all experiences. The following factors may impact this benefit:

- The number of users supported by Netskope SSE and the portion of users that need secure, remote access to corporate apps.
- The prevalence of active end-user login steps for legacy VPN solutions.
- Network and end-user FTE salaries and the skill sets available.
- The rate at which resources can recapture lost productivity.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$943,000.

# 50%

Reduction in time for remote end users to access services

“[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

Streamlined Remote Experience					
Ref.	Metric	Source	Year 1	Year 2	Year 3
E1	Number of end users accessing services remotely	Composite	30,000	30,000	30,000
E2	Total annual minutes per end user to access services remotely	Interviews (1 minute per FTE per workday)	250	250	250
E3	Total hours end users spend accessing services remotely per year in prior environment	(E1*E2)/60	125,000	125,000	125,000
E4	Reduction in time for end users to access services remotely with Netskope	Interviews	50%	50%	50%
E5	End-user productivity capture	Composite	25%	25%	25%
E6	Fully burdened hourly rate for an end user (average)	B10	\$44	\$44	\$44
E7	Percentage of users supported by Netskope SSE	A4	25%	75%	90%
Et	Streamlined remote experience	$E3 * E4 * E5 * E6 * E7$	\$171,875	\$515,625	\$618,750
	Risk adjustment	↓10%			
Etr	Streamlined remote experience (risk-adjusted)		\$154,688	\$464,063	\$556,875
<b>Three-year total: \$1,175,626</b>			<b>Three-year present value: \$942,536</b>		

## ACCELERATED TIME TO VALUE FOR MERGERS AND ACQUISITIONS

**Evidence and data.** Interviewees shared how Netskope SSE helped their organizations reduce costly efforts surrounding merger and acquisition (M&A) workflows by:

- **Streamlining M&A labor efforts.** Interviewees noted that their organizations were able to avoid many legacy M&A efforts due to their cloud-native SSE solution. Other remaining workflows were shortened and enhanced.

The senior enterprise architecture manager in the advertising industry said that their organization had experienced huge savings from its M&A efforts with Netskope SSE. They estimated that Netskope contributed up to \$100,000 annually in post-merger time savings. They attributed this to the platform's ability to better establish protected connections to child company networks and to provide accelerated access to the parent company's critical internal applications and whitelisted IP space.

The VP of digital experience in the financial services industry shared how their organization accelerated the time to value for M&A with Netskope SSE: "It's [from] avoided labor cost, making money faster, [and from] the integration [of] collaboration platforms [so] we can all work together better. ... That quickness definitely saves us money, makes us money, and avoids possible issues. The longer [the companies] are not on our systems, the longer they're on systems that are vulnerable to everything."

- **Enhancing app discovery capabilities.** The senior enterprise architecture manager in the advertising industry highlighted how Netskope SSE's AppDiscovery added valuable functionality to the organization's M&A use case: "[AppDiscovery] is helping us with the process of centralizing a lot of applications now. The capability for us [to use it with M&As] to discover applications and start working on consolidating the common platforms was a huge benefit."

**Modeling and assumptions.** Based on the interviews, Forrester assumes the following about the composite organization:

- The composite acquires and merges with two new companies in Year 1, three new companies in Year 2, and four new companies in Year 3.

## ANALYSIS OF BENEFITS

- In the prior environment, the composite needs to devote 10,000 hours per company to securely onboarding an acquired company.
- With Netskope SSE, the composite cuts the number of hours needed to onboard a new company to corporate services in half, avoiding more than 30,000 hours of networking and security operations labor over three years.
- In Year 1, 25% of the composite organization's users are supported by Netskope SSE; that rises to 75% in Year 2 and 90% in Year 3.
- The fully burdened hourly rate for a network and security operations FTE is \$58.

**Risks.** Forrester recognizes that these results may not be representative of all experiences. The following factors may impact this benefit:

- The number of companies acquired throughout the investment period.
- The amount of effort required to absorb a new company in the prior environment.
- The number of users supported by Netskope SSE.
- Network and security operations FTE salaries and the skill sets available.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$1.3 million.

**50%**

Reduction in hours to onboard a new company

“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

### Accelerated Time To Value For Mergers And Acquisitions

Ref.	Metric	Source	Year 1	Year 2	Year 3
F1	Number of new companies acquired and merged with the parent company per year	Composite	2	3	4
F2	Average hours to onboard an acquired company in the prior environment	Interviews	10,000	10,000	10,000
F3	Percentage reduction in hours to onboard a new company to corporate services with Netskope	Interviews	50%	50%	50%
F4	Percentage of users supported by Netskope SSE	A4	25%	75%	90%
F5	Total avoided hours to onboard a new company to corporate services in the Netskope SSE environment	$F1 * F2 * F3 * F4$	2,500	11,250	18,000
F6	Fully burdened hourly rate of a network and security operations FTE	Composite	\$58	\$58	\$58
Ft	Accelerated time to value for mergers and acquisitions	$F5 * F6$	\$145,000	\$652,500	\$1,044,000
	Risk adjustment	↓10%			
Ftr	Accelerated time to value for mergers and acquisitions (risk-adjusted)		\$130,500	\$587,250	\$939,600
<b>Three-year total: \$1,657,350</b>			<b>Three-year present value: \$1,309,902</b>		

## IT HELP DESK OPTIMIZATION

**Evidence and data.** Interviewees discussed how Netskope SSE helped improve network performance and availability as well as decrease the number of failure points in their infrastructure. At the same time, the remote employee experience vastly improved, requiring less end-user effort and resulting in fewer troubleshooting issues. With Netskope SSE, the interviewees said that their organizations were able to:

- **Reduce networking and security support ticket volumes.** Interviewees reported significant reductions in the number of tickets their teams had to resolve, as Netskope SSE had already neutralized many of the pain points that existed in their prior environments. The VP of infrastructure in the technology industry reported that their organization reduced its networking security support ticket volume by 80%, from 100 tickets a month to 20, remarking: “That has caught a tremendous amount of my desktop support that I was doing on previous hard clients and upgrades. That’s a huge one for me. I’m really happy with that.”
- **Streamline ticket resolution efforts.** Interviewees indicated that their organizations were able to simplify ticket resolution efforts in the Netskope SSE environment, with shorter resolution times and fewer resources involved in troubleshooting.

The VP of infrastructure in the technology industry shared that their organization reduced the average time to resolve issues by 50%, dropping from 1 hour to 30 minutes.

The head of security engineering in the hospitality industry mentioned that their organization integrated its logging and monitoring tool into Netskope SSE. This allowed their organization to create automated service tickets from detections or other types of activity that would prompt action from another team. By streamlining processes with automation, their organization was able to reduce errors, thereby reducing the labor involved in error correction and rework and speeding up resolution times.

**Modeling and assumptions.** Based on the interviews, Forrester assumes the following about the composite organization:

## ANALYSIS OF BENEFITS

- In the prior environment, the composite organization's IT help desk fields 24,000 support tickets on SSE-related issues.
- In Year 1, 25% of the composite organization's users are supported by Netskope SSE; that rises to 75% in Year 2 and 90% in Year 3.
- With Netskope SSE, the composite reduces network and security support ticket volumes by 80%, avoiding more than 36,000 tickets over the investment period.
- Compared with the prior environment, the composite also reduces the amount of time it takes to resolve IT support tickets by 60%. The composite saves 16,000 hours of support effort as a result.
- The fully burdened hourly rate for an IT support technician is \$37.

**Risks.** Forrester recognizes that these results may not be representative of all experiences. The following factors may impact this benefit:

- The number of users supported by Netskope SSE and the number of SSE-related help desk tickets filed annually.
- The nature and severity of network and security issues fielded by the IT help desk in the prior environment, and the amount of time it took to resolve them before.
- IT support technician FTE salaries and the skill sets available.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$937,000.

# 34,000 hours

Avoided IT support labor

“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

## ANALYSIS OF BENEFITS

IT Help Desk Optimization					
Ref.	Metric	Source	Year 1	Year 2	Year 3
G1	Total IT support tickets related to SSE in the prior environment	Interviews	24,000	24,000	24,000
G2	Percentage reduction in IT support tickets with Netskope SSE	Interviews	80%	80%	80%
G3	Percentage of users supported by Netskope SSE	A4	25%	75%	90%
G4	Total IT support tickets related to remote user access avoided with Netskope SSE	G1*G2*G3	4,800	14,400	17,280
G5	Average hours to resolve IT support tickets related to remote user access in the prior environment	Interviews	0.5	0.5	0.5
<b>G6</b>	<b>Subtotal: Hours of avoided IT support due to reduced ticket volume with Netskope SSE</b>	<b>G4*G5</b>	<b>2,400</b>	<b>7,200</b>	<b>8,640</b>
G7	Total IT support tickets remaining in the Netskope SSE environment	G1-G6	21,600	16,800	15,360
G8	Percentage reduction in time to resolve IT support tickets related to remote user access with Netskope SSE	Interviews	60%	60%	60%
<b>G9</b>	<b>Subtotal: Hours of avoided IT support due to reduced time to resolve IT support tickets with Netskope SSE</b>	<b>G5*G7*G8</b>	<b>6,480</b>	<b>5,040</b>	<b>4,608</b>
G10	Fully burdened hourly rate for an IT support technician	Composite	\$37	\$37	\$37
Gt	IT help desk optimization	(G6+G9)*G10	\$328,560	\$452,880	\$490,176
	Risk adjustment	↓10%			
Gtr	IT help desk optimization (risk-adjusted)		\$295,704	\$407,592	\$441,158
<b>Three-year total: \$1,144,454</b>			<b>Three-year present value: \$937,124</b>		

## UNQUANTIFIED BENEFITS

Interviewees mentioned the following additional benefits that their organizations experienced but were not able to quantify:

- Improved intellectual property protection and profit retention from data loss prevention.** Regardless of their organizations' breach history, interviewees discussed the growing need to signal their strong DLP controls to customers and data sharing partners. Interviewees from organizations that had experienced large, public breaches, however, indicated that their customers audited them in

order to continue to do business with their organizations. Interviewees indicated that they may have risked losing business if they lacked proof of various DLP controls. The senior enterprise architecture manager in the advertising industry reflected on the measurable impacts that Netskope SSE had on revenue retention. This specifically related to their organization's ability to meet customers' increasingly stringent and granular DLP requirements that they were unable to meet in their prior environment. These included the ability to protect documents with certain data labels, such as their clients' product names, from exfiltration as well as the ability to block personal emails and specific social media sites for both security and productivity purposes. The interviewee noted: "We've saved revenue by being able to implement the data loss prevention that [our customers] required. With [that under consideration], we are well into the black [with our Netskope investment]. Now, we are actually earning money in years two, three and four of our deal and only paying a fraction of the actual cost in year one with the ability to retain business and not lose [it]."

- **Improved regulatory compliance readiness and responsiveness.**

Interviewees at the post-breach organizations described how Netskope made it easier to both comply with and report on the requirements of their regulators, customers, and data partners. The VP of digital experience in the financial services industry said that their organization was able to reduce the level of effort needed to satisfy regulator demands for evidence: "After our breach ... we get audited a ton and we give them evidence that we're doing the right thing, [and] then they come back with [a lot of] questions. It definitely took a long time, and I don't know if we had the ability to give them everything that they needed. The process has been much easier of late. We can definitely show them the evidence now."

“With Netskope, we have good data to show to auditors that we have controls in place. If there are any violations, we can catch those quickly, then also show ... if there was a data loss, what happened, how it happened, [etc.] It’s been able to show auditors our controls in areas that we weren’t able to before.”

HEAD OF SECURITY ENGINEERING, HOSPITALITY

### FLEXIBILITY

The value of flexibility is unique to each customer. There are multiple scenarios in which a customer might implement Netskope SSE and later realize additional uses and business opportunities, including:

- **Faster time to value.** Some interviewees compared the time-to-value benefits their organizations achieved with their Netskope SSE solution to the time it took to deliver in their prior, hardware-driven technology environments.

The senior enterprise architecture manager in the advertising industry said that shifting to and operating on the Netskope SSE was much faster than with traditional networking: “[It’s] tremendously faster. Let’s take firewalls. We buy the hardware and wait for its hardware to ship, [which] takes forever. Now for VPN access, we’re on to the ZTNA portion [of SSE]. [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.”

The VP of digital experience in the financial services industry discussed how their organization was strengthening its ability to address insider threats while improving SLAs for opening up sites safely. They noted: “Netskope has a rating

on every site, [with] some sites that ... it won't let [users] go to. ... The process for opening up sites safely for [the prior vendor] was usually a couple of days. The Netskope SLA is less than 24 hours, and we can actually make it happen a little faster if we need to.”

- **Further platform extensibility.** In addition to the original business objectives for Netskope, interviewees pointed out that their organizations discovered many new use cases for platform extension that arose as the Netskope SSE solution was adopted across the organization.

The VP of infrastructure in the technology industry talked about how their organization intended to lean into the Netskope One SSE platform roadmap as it looked to expand the benefits it received from the solution. “[Netskope has] been very easy to work with on the future enhancements that we request. ... We have big plans to extend and utilize Netskope SSE and integrate it into more areas of the business.”

The VP of digital experience in the financial services industry mentioned that their organization was exploring new opportunities with mobile enablement as a result of its shift to Netskope SSE: “Part of our Netskope licenses included licensing for mobility, [so] we are able to offer many more applications now via mobility than we were before. We’ve stepped up our mobility game [with] phones and iPads. We’re giving a lot of folks access to applications they never had access to because Netskope gives me visibility into the traffic that we never had before.”

The same interviewee also discussed how their financial services organization was further extending its Netskope One SSE platform to safeguard their innovations with AI. They said: “We’re doing a lot of AI work now and offering [a major AI chatbot] to thousands of our end users, and that’s scary for the kind of security we do. But Netskope has some really good, specific AI tools in their platform, so we were able to prove that we had data exfiltration protection not just in that AI workspace but in this other new disruptive technology.”

- **Broader/extended secure access service edge (SASE) ecosystem benefits.** While this study focuses on the business value of Netskope SSE, interviewees

whose organizations also deployed Netskope's SD-WAN solution mentioned additional ecosystem benefits. The senior enterprise architecture manager in the advertising industry said that connecting their Netskope SSE solution to their broader SD-WAN solution with Netskope allowed their organization to reduce its connectivity costs: "Our cost per megabit is well under what other companies have to begin with. This [improved connectivity] is going to make it even lower."

- **Greater alignment with environmental, social, and governance (ESG) sustainability goals.** While several of the interviewees' organizations had publicly stated environmental commitments, one interviewee described how their organization's Netskope SSE deployment supported these goals. The senior enterprise architecture manager in the advertising industry said that by helping them meet their organization's sustainability goals, Netskope SSE was providing their organization with several sustainability-related business advantages. The interviewee mentioned that decommissioning their organization's networking equipment over the investment period would allow it to reduce hardware and associated power, cooling, and other environmental costs for the SSE technology. The interviewee said that the SD-WAN solution would draw less power than their larger legacy firewalls. "We're in the process right now of moving everything off-prem into the cloud to have [a] better, more responsible environmental [impact]."<sup>4</sup> Finally, the interviewee also suggested that boosting their organization's ability to meet its sustainability targets helped substantiate their organization's sustainability messaging; they thought that this could better align their organization with like-minded customers, helping them retain customer relationships that they wouldn't have been able to safeguard with their legacy solutions.

Flexibility would also be quantified when evaluated as part of a specific project (described in more detail in [Appendix A](#)).

“[Netskope’s] support and feature requests are impeccable. Their ability to resolve our issues is better than any other company we work with today.”

VP OF INFRASTRUCTURE, TECHNOLOGY

# Analysis Of Costs

Quantified cost data as applied to the composite

Total Costs							
Ref.	Cost	Initial	Year 1	Year 2	Year 3	Total	Present Value
Htr	Netskope SSE licensing	\$0	\$1,102,500	\$3,307,500	\$3,969,000	\$8,379,000	\$6,717,712
Itr	Implementation and training	\$134,746	\$22,968	\$7,656	\$7,656	\$173,026	\$167,705
Jtr	Platform management	\$0	\$7,125	\$21,376	\$25,651	\$54,152	\$43,416
	Total costs (risk-adjusted)	\$134,746	\$1,132,593	\$3,336,532	\$4,002,307	\$8,606,178	\$6,928,833

## NETSKOPE SSE LICENSING

**Evidence and data.** The interviewees discussed their organizations’ respective Netskope SSE licensing components. Most of the interviewees’ organizations routed a majority, if not all, of their users through the Netskope SSE environment. Licensing costs ramped up as interviewees’ organizations onboarded more users in keeping with organic growth. While all included premium support in their packages, interviewees described how their organizations’ specific use cases for Netskope SSE phased in some combination of the following solutions over a multiyear period:

- Secure Service Edge (SSE) with ZTNA in the core package — or ZTNA licensed separately for a different user count than SSE.
- Next Generation Secure Web Gateway (NG-SWG) for up to five lanes of user traffic (web, SaaS, IaaS, shadow IT, and public-facing private apps), FWaaS, remote browser isolation (RBI), and transaction event streaming.
- CASB Inline and API for one or more managed SaaS apps, digital experience management (DEM), dedicated egress IP addresses, and Advanced Analytics with seven-day data retention.

## ANALYSIS OF COSTS

- Advanced capabilities for DLP, threat protection, and user entity and behavior analytics (UEBA).
- Pricing may vary. All interviewees' organizations experienced steep discounts and rebates on list pricing. Contact Netskope for additional details.

When reflecting on the overall value of their Netskope SSE solutions, the VP of infrastructure in the technology industry underscored the value that Netskope SSE brought to their organization: "We have it all [and] I would buy it again. I would have bought it earlier if I could."

**Modeling and assumptions.** The composite selects the Netskope SSE-PA Enterprise Package inclusive of ZTNA private access with advanced capabilities for DLP, threat protection, UEBA, and analytics. The composite also deploys dedicated egress IP addresses, remote browser isolation, FWaaS, digital experience management, and CASB API Enterprise for one or more managed SaaS apps.

Licensing covers 25% of the organization's users in Year 1 and increases to support 75% of users in Year 2 and 90% by the end of Year 3. This adoption curve also includes the total number of apps and serves as a cost driver for the composite's enterprise package licensing; it also includes Premium Plus Support, which the composite purchases in all three years of the investment.

**Risks.** Forrester recognizes that these results may not be representative of all experiences. The following factors may impact this cost.

- The number of users and apps supported by Netskope SSE as well as the number of IPs per user.
- The Netskope SSE subscription package level, including whether an organization opts for premium support licensing.

**Results.** To account for these risks, Forrester adjusted this cost upward by 5%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$6.7 million.

“Not only is Netskope more affordable [than our prior solution,] it works a [heck] of a lot better. We were very pleased. ... The Netskope SSE platform is fantastic, and the support is even better.”

VP OF DIGITAL EXPERIENCE, FINANCIAL SERVICES

Netskope SSE Licensing						
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3
H1	Netskope SSE subscription and support licensing	Composite	\$0	\$1,050,000	\$3,150,000	\$3,780,000
Ht	Netskope SSE licensing	H1	\$0	\$1,050,000	\$3,150,000	\$3,780,000
	Risk adjustment	↑5%				
Htr	Netskope SSE licensing (risk-adjusted)		\$0	\$1,102,500	\$3,307,500	\$3,969,000
Three-year total: \$8,379,000			Three-year present value: \$6,717,712			

## IMPLEMENTATION AND TRAINING

**Evidence and data.** Interviewees offered insight into the various stages of their organizations’ Netskope SSE implementations, which included:

- **The initial platform deployment.** Interviewees reported that preliminary implementation timelines ranged from three to 10 months. These started with the initial proof-of-value (POV) phase and included the full technical implementation of the core Netskope SSE components. While these efforts mostly entailed the work of internal resources, some organizations also opted to engage external implementation services, either through Netskope or a third party.

The VP of infrastructure in the technology industry declared that their organization had fully implemented its Netskope SSE solution and onboarded all of its 2,400 users in 30 days. During that period, seven implementation resources dedicated 25% of their time to this. These internal employees were administrators for security and systems engineering as well as desktop support analysts and engineers who executed tasks related to connectivity, deploying and automating the client, and aligning security policies.

The head of security engineering in the hospitality industry described their organization's deployment, including the testing and training efforts for approximately eight resources from technical and professional teams involved over a three-month period: "Internally, we had three engineers on my team, but we also had the data security governance team [as] part of the project as well as insider threat and then CERT and SOC."

The VP of digital experience in the financial services industry shared their organization's experience in transforming its poorly configured and low-performing legacy networking environment for their organization's 60,000 users. The interviewee described the POV and deployment process that brought together 20 resources from multiple sections of the organization, including cyber defense, data protection, and general business units. They said 15 of those resources dedicated up to 70% of their time to onboarding the Netskope SSE solution: "We actually stood it up in less than a year and that was quicker than what we did with [the prior vendor]. It was pretty complex, and it [still only] took us about 10 months from kickoff to full-scale production."

- **Platform adoption, training, and scaling.** Beyond initially standing up the platform, interviewees reported varying experiences in maturing toward a steady state. Depending on the size and complexity of the initial deployment, adoption and scaling could extend over one to two years. During this time, organizations shifted their focus from implementation to monitoring platform usage and refining policies based on those insights. Alongside these efforts, some interviewees also said that their organizations' complex plans to decommission global communication hubs had schedules of up to five years. Interviewees reported minimal training needs, generally equivalent to one workday annually. The head

of security engineering in the hospitality industry spoke about their organization's investment in the longer tail of its Netskope SSE adoption: "In addition to my team, which is responsible for the deployment and the implementation, we also had a team of professional services to help with the rollout and the implementation of policies and 'hypercare.' That team was with us for two and a half years."

**Modeling and assumptions.** The composite organization experiences the following implementation and training costs:

- In Year 1, 25% of the composite organization's users are supported by Netskope SSE; that rises to 75% in Year 2 and 90% in Year 3.
- Six internal resources dedicate 60% of their time to implementation efforts for three months, averaging 312 hours of implementation effort per resource.
- By the end of Year 1, 30 resources receive 16 hours of initial training on Netskope SSE. Over the next three years, each resource receives 4 hours of ongoing training per year.
- The average fully burdened hourly rate for a resource involved in Netskope SSE implementation and training is \$58.

**Risks.** Forrester recognizes that these results may not be representative of all experiences. The following factors may impact this cost:

- The number of users supported by Netskope SSE.
- The total resources dedicated to implementation efforts as well as the average level of skill and effort per resource.
- The number of hours of training per year, employees' prior experience with similar technologies, and their general skill level.
- The average fully burdened salaries for FTEs involved in implementation and training.

**Results.** To account for these risks, Forrester adjusted this cost upward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$168,000.

## 3 months

Initial deployment period

“The first year was mostly getting the agent out, and we did a very fast deployment.”

HEAD OF SECURITY ENGINEERING, HOSPITALITY

## ANALYSIS OF COSTS

Implementation And Training						
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3
I1	Total resources dedicated to the implementation effort	Interviews	6	0	0	0
I2	Average hours of implementation effort per resource	Interviews	312	0	0	0
I3	Fully burdened hourly rate for an implementation resource	Composite	\$58	\$58	\$58	\$58
<b>I4</b>	<b>Subtotal: Implementation</b>	<b>I1*I2*I3</b>	<b>\$108,576</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
I5	Cumulative number of resources trained on Netskope	Interviews	15	30	30	30
I6	Number of new trainees	I5-I5(PV)	15	15	0	0
I7	Training hours for a new user	Interviews	16	16	16	16
I8	Annual ongoing training	Interviews	0	4	4	4
<b>I9</b>	<b>Subtotal: Training</b>	<b>((I6*I7)+(I5*I8))</b> <b>*I3</b>	<b>\$13,920</b>	<b>\$20,880</b>	<b>\$6,960</b>	<b>\$6,960</b>
I <sub>t</sub>	Implementation and training	I4+I9	\$122,496	\$20,880	\$6,960	\$6,960
	Risk adjustment	↑10%				
I <sub>tr</sub>	Implementation and training (risk-adjusted)		\$134,746	\$22,968	\$7,656	\$7,656
<b>Three-year total: \$173,026</b>			<b>Three-year present value: \$167,705</b>			

## PLATFORM MANAGEMENT

**Evidence and data.** Compared with their prior legacy networking environments, interviewees indicated that Netskope SSE platform management took a smaller portion of their organizations' ongoing focus. They shared how their organizations administered the solution, with activities including standing internal scrums, regular roadmap meetings with Netskope, and ongoing policy calibration.

- The head of security engineering in the hospitality industry noted that their organization gradually ramped down the number of resources managing the Netskope SSE solution as the platform matured and calibrated: “There was an initial setup that needed a little bit of an effort, but after that it’s mostly maintenance and upgrades through the console.”
- The VP of infrastructure in the technology industry said that their organization spent about 2 hours a week on platform management, mentioning: “We’ve been

online for six months now, [and] it's nice to look back at this point and see that it really is doing what it says it's going to do.”

**Modeling and assumptions.** The composite organization experiences the following platform management costs:

- In Year 1, 25% of the composite organization’s users are supported by Netskope SSE; that rises to 75% in Year 2 and 90% in Year 3.
- The composite dedicates three resources to ongoing platform management, with each contributing approximately 3 hours of internal labor per week.
- The fully burdened hourly rate for a network and security operations resource is \$58.

**Risks.** Forrester recognizes that these results may not be representative of all experiences. The following factors may impact this cost:

- The number of users supported by Netskope SSE.
- The level of skill and ongoing internal effort per resource dedicated to maintaining Netskope.
- The fully burdened hourly rate for a network and security operations resource.

**Results.** To account for these risks, Forrester adjusted this cost upward by 5%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$43,000.

# <3 hours

Weekly platform management effort per resource

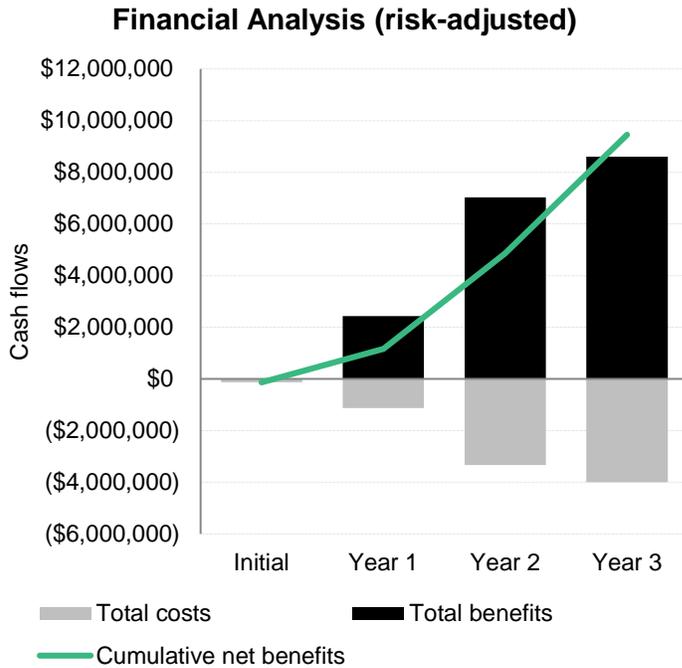
“We’re spending less than 2 hours a week on anything related to Netskope, including support. ... There’s little to no overhead when it comes to the amount of resources I spend on managing [these] systems. I’m surprised, myself, to be honest with you.”

VP OF INFRASTRUCTURE, TECHNOLOGY

Platform Management						
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3
J1	Total resources dedicated to maintaining Netskope	Interviews	0	3	3	3
J2	Annual hours per resource dedicated to maintaining Netskope	Interviews	0	156	156	156
J3	Blended fully burdened hourly rate for a network and security operations resource	Composite	\$58	\$58	\$58	\$58
J4	Percentage of users supported by Netskope SSE	Composite	0%	25%	75%	90%
Jt	Platform management	J1*J2*J3*J4	\$0	\$6,786	\$20,358	\$24,430
	Risk adjustment	↑5%				
Jtr	Platform management (risk-adjusted)		\$0	\$7,125	\$21,376	\$25,651
<b>Three-year total: \$54,152</b>			<b>Three-year present value: \$43,416</b>			

# Financial Summary

## Consolidated Three-Year Risk-Adjusted Metrics



The financial results calculated in the Benefits and Costs sections can be used to determine the ROI, NPV, and payback period for the composite organization's investment. Forrester assumes a yearly discount rate of 10% for this analysis.

These risk-adjusted ROI, NPV, and payback period values are determined by applying risk-adjustment factors to the unadjusted results in each Benefit and Cost section.

Cash Flow Analysis (Risk-Adjusted)						
	Initial	Year 1	Year 2	Year 3	Total	Present Value
Total costs	(\$134,746)	(\$1,132,593)	(\$3,336,532)	(\$4,002,307)	(\$8,606,178)	(\$6,928,833)
Total benefits	\$0	\$2,435,941	\$7,024,053	\$8,598,280	\$18,058,274	\$14,479,509
Net benefits	(\$134,746)	\$1,303,348	\$3,687,521	\$4,595,973	\$9,452,096	\$7,550,676
ROI						109%
Payback						<6 months

## **APPENDIX A: TOTAL ECONOMIC IMPACT**

Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders.

### **Total Economic Impact Approach**

Benefits represent the value delivered to the business by the product. The TEI methodology places equal weight on the measure of benefits and the measure of costs, allowing for a full examination of the effect of the technology on the entire organization.

Costs consider all expenses necessary to deliver the proposed value, or benefits, of the product. The cost category within TEI captures incremental costs over the existing environment for ongoing costs associated with the solution.

Flexibility represents the strategic value that can be obtained for some future additional investment building on top of the initial investment already made. Having the ability to capture that benefit has a PV that can be estimated.

Risks measure the uncertainty of benefit and cost estimates given: 1) the likelihood that estimates will meet original projections and 2) the likelihood that estimates will be tracked over time. TEI risk factors are based on "triangular distribution."

### **PRESENT VALUE (PV)**

The present or current value of (discounted) cost and benefit estimates given at an interest rate (the discount rate). The PV of costs and benefits feed into the total NPV of cash flows.

### **NET PRESENT VALUE (NPV)**

The present or current value of (discounted) future net cash flows given an interest rate (the discount rate). A positive project NPV normally indicates that the investment should be made unless other projects have higher NPVs.

### **RETURN ON INVESTMENT (ROI)**

A project's expected return in percentage terms. ROI is calculated by dividing net benefits (benefits less costs) by costs.

## **DISCOUNT RATE**

The interest rate used in cash flow analysis to take into account the time value of money. Organizations typically use discount rates between 8% and 16%.

## **PAYBACK PERIOD**

The breakeven point for an investment. This is the point in time at which net benefits (benefits minus costs) equal initial investment or cost.

The initial investment column contains costs incurred at “time 0” or at the beginning of Year 1 that are not discounted. All other cash flows are discounted using the discount rate at the end of the year. PV calculations are calculated for each total cost and benefit estimate. NPV calculations in the summary tables are the sum of the initial investment and the discounted cash flows in each year. Sums and present value calculations of the Total Benefits, Total Costs, and Cash Flow tables may not exactly add up, as some rounding may occur.

## APPENDIX B: ENDNOTES

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<sup>1</sup> Source: The Security Service Edge Solutions Landscape, Q4 2023, Forrester Research, Inc., December 5, 2023.

<sup>2</sup> Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders.

<sup>3</sup> Forrester Research, Inc. Forrester annually assesses cybersecurity metrics through interviews, surveys, and expertise in the field. Analyses are provided with information rooted with specific data sets most accurately applied to the situations that have been collected in the study.

<sup>4</sup> [Build Your Sustainable Cloud To Lower Emissions And Meet Your Sustainability Goals](#), Forrester Research, Inc., August 23, 2024

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