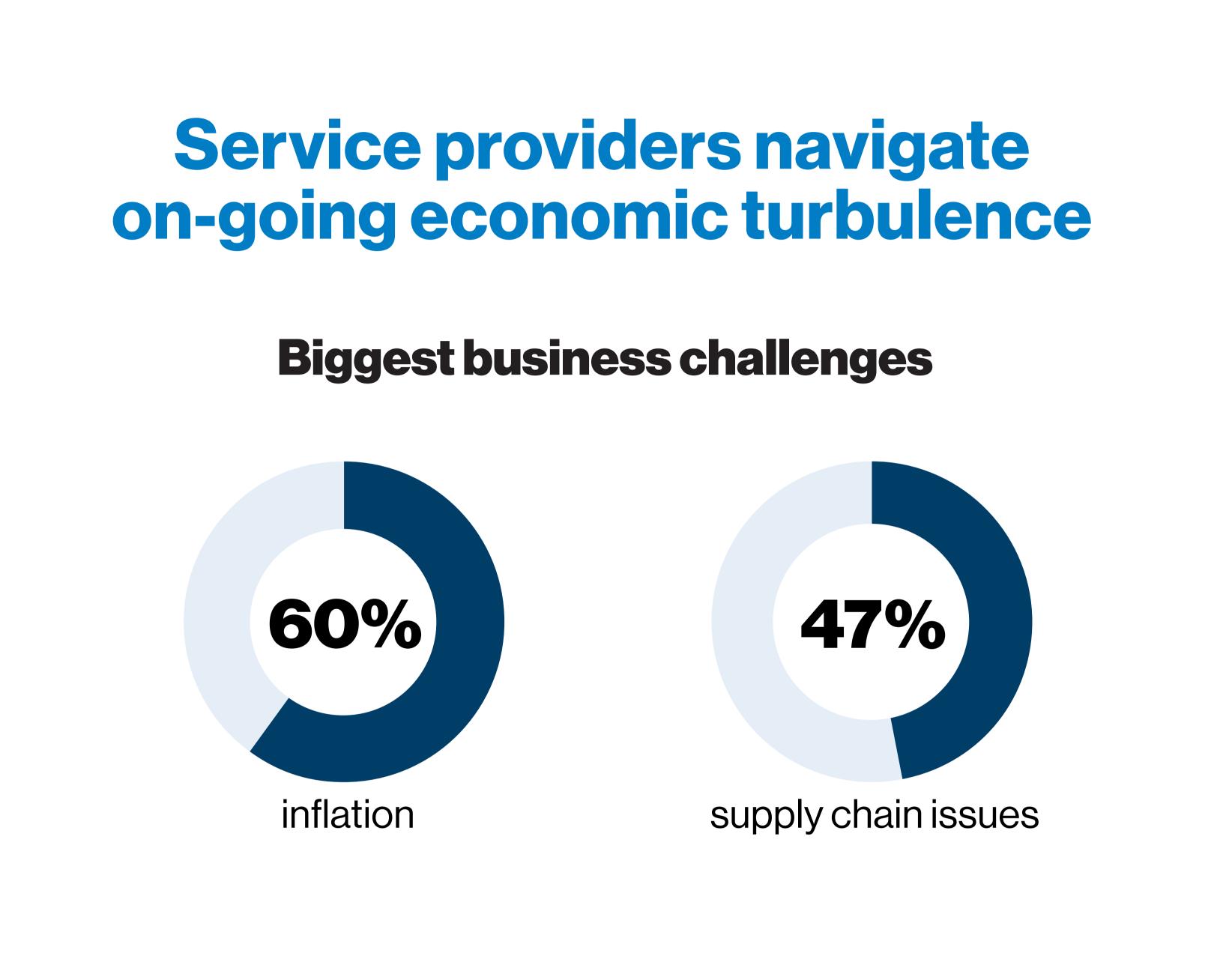
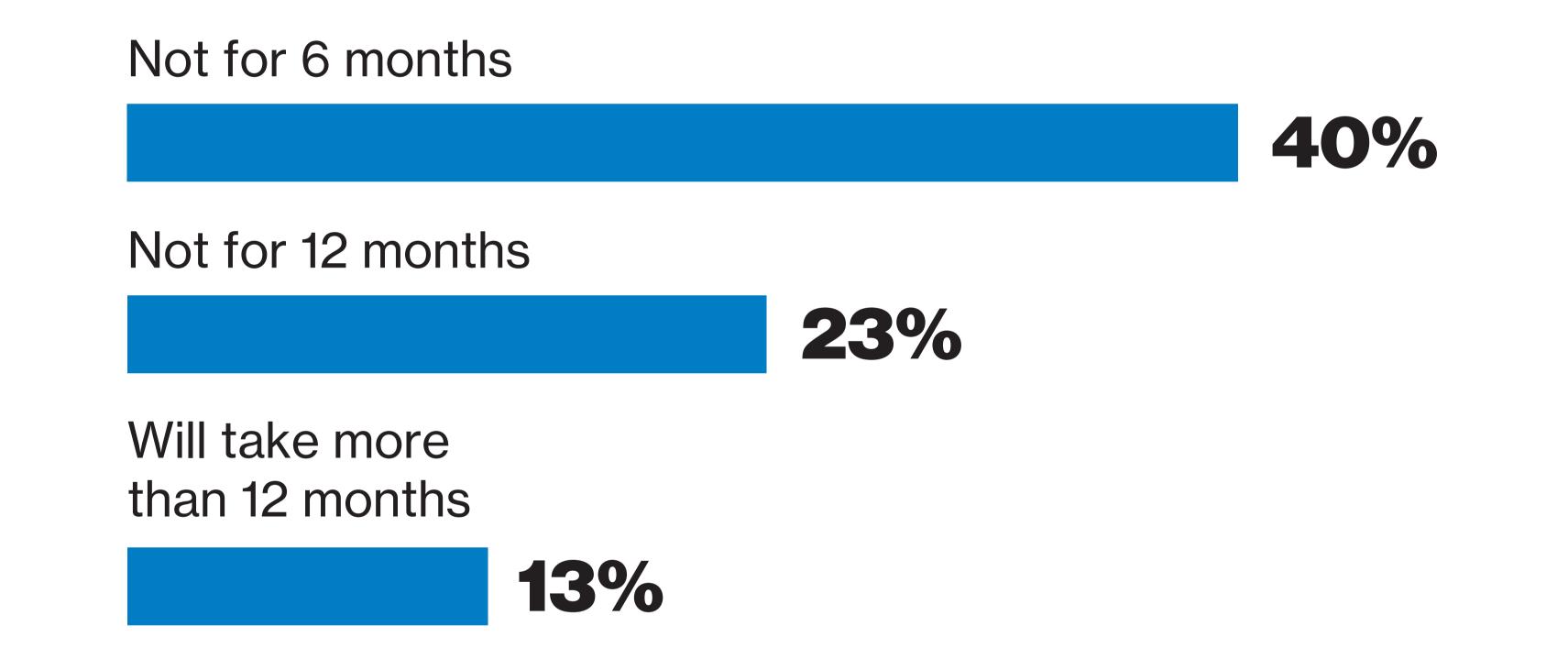


When selecting technology service and solution providers, today's CIOs expect them to help bolster cyber and physical security, automate operations, and improve customer and employee experiences. They're also increasingly focused on sustainability – within their own organizations and in the service providers they choose to align with.

But a new Foundry survey indicates those technology and service providers are feeling the pinch of inflation and supply chain issues – and a blow to their traditional approach to delivering on these expectations. To weather the economic turbulence, these providers must redefine their business offerings around a modern strategy and toolset that solves the challenges of today's IT, network, and security professionals.



Confidence levels in the return to a healthy supply chain vary



Economic challenges have a very real impact on business

Supply chain issues impact the ability of service providers to:



What's the solution?

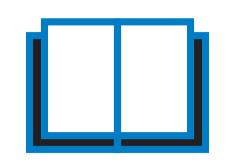
Despite these current challenges, technology service and solution providers must adopt a 3-part plan to redefine business offerings:

Simplify the network by automating operations

Automating operations makes it possible to reduce tool sprawl and gain visibility across the full management stack, increasing a provider's ability to help customers solve their operational challenges.



32% say manual tasks account for up to half of the operations teams' time



 Operators devote an average of 27% of their time to manual tasks

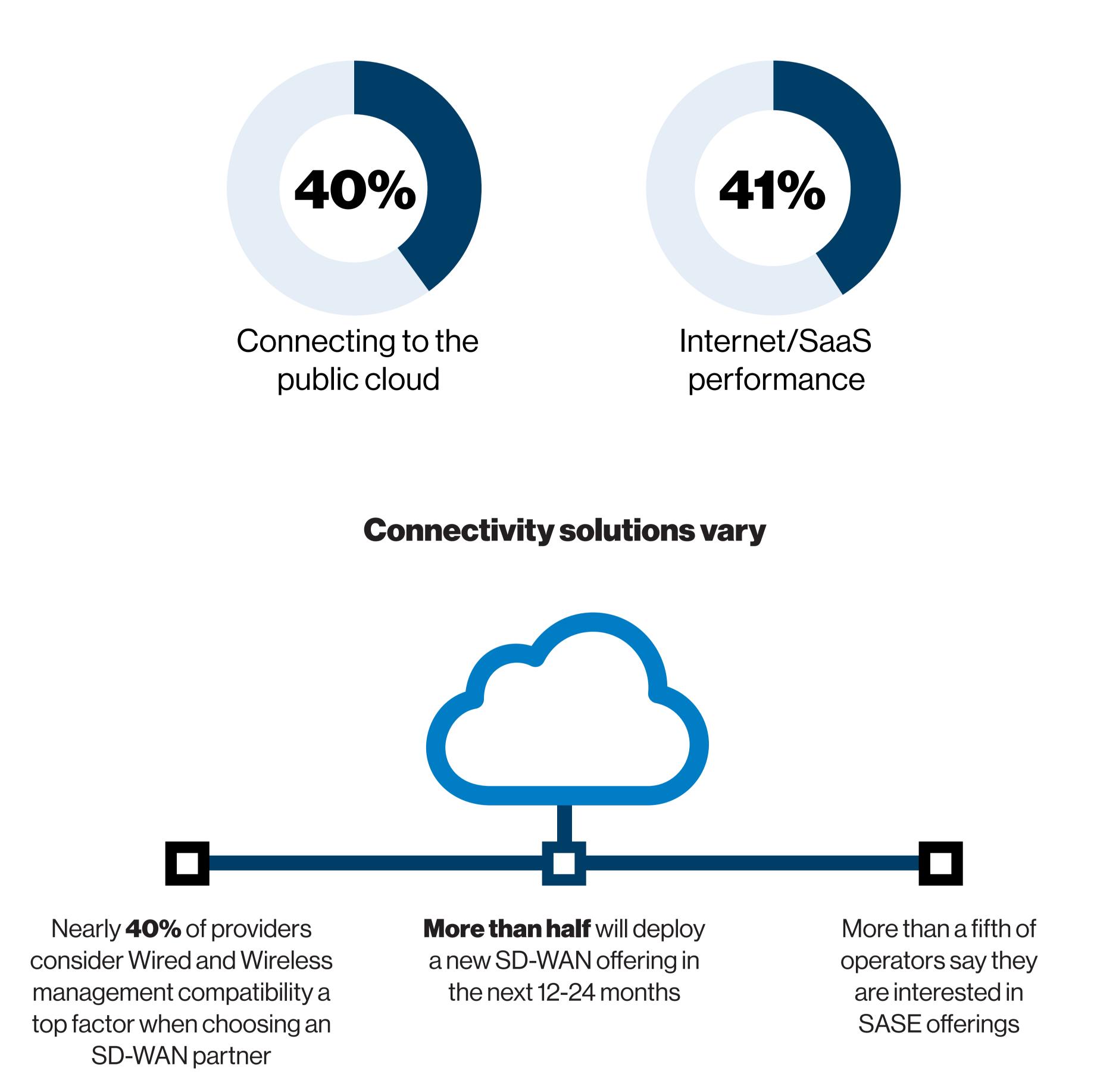


• AIOPs is equally important to both internal operations and as part of external solutions



Ensures strong protection from attack, regardless of a user's location.

Top technology requests made by customers



3 Capitalize on sustainability as a growing business priority

78% of respondents indicate customers inquire about corporate sustainability occasionally or often



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