Managed NaaS Provider Evaluation Framework for your Global Internet needs

How to use this tool: Add your shortlisted providers, answer the evaluation questions in each section, and use the scores and notes to compare strengths and gaps.

Selection criteria	Score range	Managed NaaS provider 1	Managed NaaS provider 2	Managed NaaS provider 3
		0	0	0
Resilient Network Architecture Built for Transformation				
Demonstrates an understanding of your unique connectivity needs (individual site needs, number of users, applications, transformation and growth plans, etc.)	1 to 10			
Offers a range of managed connectivity solutions to meet your individual connectivity needs, including Global Internet, DIA, Fixed Wireless Access (4G/5G/LTE), Low Earth Orbit Satellite, SASE, SD-WAN and Enhanced Internet	1 to 10			
Designs, implements, manages, and optimizes all elements of your unique connectivity strategy	1 to 10			
Built-in resilience through technology, network, and/or route diversity	1 to 10			
Integrates with hybrid and multi-cloud environments	1 to 10			
Offers zero-trust readiness across internet-based architectures	1 to 10			

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Selection criteria	Score range	Managed NaaS provider 1	Managed NaaS provider 2	Managed NaaS provider 3
		0	0	0
Reliable Execution Across Critical Sites and Regions				
Provides proactive guidance on the best access options in required regions	1 to 10			
Has in-region sourcing capabilities via a broad supplier range (including delivery, permits, compliance, and last-mile delivery)	1 to 10			
Offers new site delivery and changes at speed, optimized for local ISP performance	1 to 10			
Has established partnerships with local Internet Service Providers (ISPs) and global technology vendors	1 to 10			
Operates a vendor-neutral model to select the best-fit solution	1 to 10			
Has demonstrable experience delivering connectivity in hard-to-reach or high-complexity markets like APAC, the Middle East, Africa, Latin America, Europe, and the U.S.	1 to 10			
Provides on-the-ground, local-language support	1 to 10			

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Selection criteria	Score range	Managed NaaS provider 1 0	Managed NaaS provider 2 0	Managed NaaS provider 3 0
Operational Visibility and Control at a Global Scale				
Provides a platform where you can view your entire network estate, services, site-level performance and health, orders, cancellations, support cases, and billing	1 to 10			
Deploys CPE equipment, e.g., routers, enabling proactive monitoring	1 to 10			
Provides API integrations to automate workflows and integrate with existing systems	1 to 10			
Provides real-time monitoring and analytics	1 to 10			
Has simple contract structures with options for multi-vendor consolidation	1 to 10			
Offers pay-as-you-grow models that align cost with demand	1 to 10			
Provides flexibility across supplier selection to secure the best performance and pricing	1 to 10			
Has transparent, predictable billing for operations and reviews	1 to 10			
Provides centralized or regionalized billing options	1 to 10			
Offers support for OPEX-driven transformation strategies	1 to 10			
Offers amortization of one-off costs to smooth financial impact	1 to 10			

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Selection criteria	Score range	Managed NaaS provider 1	Managed NaaS provider 2	Managed NaaS provider 3
		0	0	0
A Partnership Aligned to Your Business Trajectory				
Provides Service Level Agreements (SLAs) with performance guarantees for reliable service, including: latency, jitter, packet loss, throughput, etc.	1 to 10			
Provides Quality of Service commitments	1 to 10			
Provides structured change management to ensure minimal disruption in case of updates	1 to 10			
Has an easy-to-use management portal covering the full lifecycle (procurement, delivery, deactivation, support, billing, ongoing optimization)	1 to 10			
Has clear escalation paths	1 to 10			
Provides rapid incident response	1 to 10			
Provides global 24/7, 365 support	1 to 10			
Has a defined account management structure and named points of contact	1 to 10			
Has thorough ESG and sustainability credentials	1 to 10			
	Total:	0	0	0

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