

The Business Value of NetScaler Application Delivery and Security Platform



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BUSINESS VALUE HIGHLIGHTS

Click any link and look for the ► symbol on the corresponding page. Use the Return to Highlights button to return this page.

387%

three-year ROI

7 months

to payback

\$434,300

annual cost savings per organization
for on-premises and cloud
infrastructure environments

70%

more efficient application
delivery teams

17%

faster to deploy new
applications

97%

less unplanned downtime

30%

faster to provision VDI
for new users

23%

reduced likelihood
of security breaches

15%

higher productivity
among VDI end users

Executive Summary

An essential part of the ongoing digital transformation journey is ensuring digital resilience in all aspects of delivering applications to end users. Applications must have a secure, fast, and predictable delivery, regardless of the delivery location, the device that accesses them, and the type of application.

As the modern digital landscape evolves with users, devices, and applications becoming increasingly distributed, application delivery is a key technology to ensure high-quality user experiences and enable new business outcomes. Application delivery technologies ensure IT professionals have an effective and flexible solution to overcome various challenges related to application and network resiliency, security, and complexity.

The NetScaler application delivery and security platform can work on premises and in cloud environments with a comprehensive set of form factors to support existing and emerging architectures. NetScaler also offers management and analytics capabilities to optimize both the applications being delivered as well as NetScaler, itself.

NetScaler technology is the foundation for all Citrix virtual desktop infrastructure (VDI) and secure access solutions, incorporating zero trust principles for all users, devices, and applications on any infrastructure. Enterprises also rely on NetScaler to rapidly scale customer-facing applications to support many concurrent users while delivering a seamless experience.

This IDC study assesses the impact on organizations using the NetScaler application delivery and security platform. Interviewed NetScaler customers reported achieving significant cost, operational, and business efficiencies by improving application performance and organizational flexibility and reducing operational risk.

Based on interviews with current NetScaler customers, IDC projects that they will realize average annual benefits worth \$4.8 million per organization (\$99,400 per 100 users) by:

- **Improving application performance**, including reducing latency and better ensuring consistent quality of service for end users
- **Enhancing application and API security**, preventing potential security breaches, and maintaining data privacy
- **Delivering applications** in a scalable, flexible, and timely manner to meet business goals
- **Reducing costs** associated with application delivery and networking requirements

Situation Overview

The landscape of how organizations deliver applications in a modern digital ecosystem has transformed dramatically over the past decade. Key transformation drivers include managing the increasing complexity of modern application and infrastructure architectures and delivering application performance that meets or exceeds application end-user expectations. Due to geographic, legal, budget, or specific application requirements, application deliveries occur through on-premises, public, and private clouds or any combination of the three.

These factors lead to challenges in assuring secure, flexible, and optimized application delivery across hybrid and multicloud environments. Keys to assuring high-quality application delivery include optimizing connections and reducing latency to ensure the best user experience, ensuring strong security with encryption and web application checks without compromising application performance, and leveraging observability capabilities to gain critical application performance and security insights.

However, not all application delivery and security solutions are equal. Multicloud centralized management and analytics, comprehensive web application and API security, built-in observability, and many more advanced features have more depth in advanced application delivery controllers (ADCs).

With the increasingly heterogeneous nature of deployments, the ability to use the same feature set and orchestration across multiple form factors is becoming attractive for organizations because of its operational consistency.

Providing application delivery infrastructure for hybrid and multicloud environments requires the flexibility to use hardware and software application delivery controllers, including hardware-based, virtual, bare-metal, and containerized ADC form factors. This allows for capacity migration across environments — from on premises to cloud or from physical ADC appliances to virtualized ADC instances — providing the flexibility to reallocate already-purchased ADCs.

Meanwhile, application delivery capabilities will play a critical role as the number of AI and GenAI applications increases, specifically to assure high-quality user experiences and — perhaps more importantly — prevent unforeseen issues in application rollouts. Specific AI applications will require massive scale with fast responses, while others, such as those used in the healthcare and automotive industries, will require ultrafast, near-zero latency.

In summary, the flexibility of application delivery and security feature sets and the wide range of form factors offer advantages to reduce operational issues, including improving performance and security, limiting downtime, and quickening the time to market. ADCs will continue to be central to delivering multicloud application resiliency to advance organizations' business outcomes for their digital transformation initiatives.

NetScaler Application Delivery and Security Platform

The NetScaler application delivery and security platform helps organizations modernize their application delivery for increased performance and scale and to accelerate the release of new products, services, and features.

Modern application architectures require advanced automation for ADC infrastructure provisioning and configuration, networking, security, and observability. As a software-based platform, NetScaler provides API-driven capabilities in these areas to simplify and accelerate modern application delivery, easing the burden on networking and IT infrastructure teams.

Modern application delivery requires the flexibility to deploy applications across hybrid and multicloud environments. NetScaler provides an ADC solution that offers software and hardware ADCs to support application delivery on premises and in the cloud.

Key benefits of NetScaler for customers include:

Operational efficiency:

- Software-based platform with automation for operational consistency and reduced operational costs
- Consolidation on a single platform to eliminate redundant point solutions
- Ability to purchase NetScaler hardware ADCs independently of NetScaler software to align hardware procurement cycles with project timelines

Optimal customer experience:

- High-performance applications for an optimal application end-user experience
- High availability to meet customer service-level agreements
- End-to-end observability for faster application troubleshooting

Consistent security posture:

- Integrated application and API security without affecting application performance
- Advanced automation capabilities to help staff with limited networking knowledge effectively deliver and secure applications

NetScaler Use Cases

NetScaler helps organizations securely deliver applications to their workforce and customers, integrating seamlessly with Citrix VDI for secure remote access to virtual applications and desktops.

Key use cases include:

- **Improving application performance with high-performance load balancing:**
NetScaler's one-pass architecture reduces latency and improves performance by processing security and other ADC functions in a single pass.
- **Achieving comprehensive application and API security at scale:**
NetScaler's one-pass architecture enables simultaneous security inspections and traffic processing, reducing latency. The architecture efficiently secures Kubernetes ingress traffic.

- **Flexibly deploying applications across hybrid cloud:**
NetScaler works the same way in the public cloud as on premises, with a single management plane and the same ADC configuration commands.
- **Deploying Citrix VDI in a hybrid cloud:**
NetScaler supports the secure delivery of Citrix virtual apps and desktops from corporate datacenters and the cloud and is suitable for air-gapped environments.
- **Ensuring secure remote access and granular security control for Citrix VDI:**
With robust access controls and security posture assessments, NetScaler enables secure access to Citrix virtual desktops and applications from multiple devices and networks.
- **Improving the performance of microservices applications:**
NetScaler optimizes performance for traditional and cloud-native applications, offering a containerized ADC for Kubernetes environments.
- **Reducing cloud-native complexity by standardizing on NetScaler:**
IT can use NetScaler for microservices load balancing, service discovery, and security, simplifying the management of cloud-native deployments.

The Business Value of NetScaler Application Delivery and Security Platform

Study Demographics

IDC conducted in-depth interviews with organizations using the NetScaler application delivery and security platform to understand its impact on their IT, security, and business operations. The interviews aimed to understand the incremental impact of using NetScaler from a quantitative and qualitative perspective.

The study participants represent various industries, including banking, business personnel services, business services, energy, healthcare, telecom, and utilities. The geographical location of the interviewed organizations included the United States and Germany. On average, these organizations have 15,500 employees, 890 of whom are IT staff. The median organizations have 7,500 employees overall, 300 of whom are IT staff, reflecting their enterprise-level operations.

The significant scale of these organizations’ business activities is evident in their average annual revenue of \$8.7 billion, with a median of \$2.6 billion.

TABLE 1
Demographics of Interviewed Organizations

	Average	Median
Total number of employees	15,500	7,500
Number of IT staff	890	300
Number of internal business applications	308	106
Number of external business applications	170	120
Annual revenue	\$8.7B	\$2.6B
Countries	United States (6), Germany (1)	
Industries	Banking, business personnel services, business services, energy, healthcare, telecom, utilities	

n = 7; Source: IDC Business Value In-Depth Interviews, October 2024

Choice and Use of NetScaler Application Delivery and Security Platform

Interviewed organizations described choosing NetScaler for its ability to provide broader but highly secure and timely access to applications for employees and customers. They also explained that they viewed NetScaler as a path for enhancing their application performance and security, which is crucial for delivering high-quality user experiences. Several interviewed customers reported conducting thorough evaluations and comparisons with competing solutions and platforms and concluding that NetScaler was the best solution based on its capabilities and seamless integration with Citrix solutions. Other systems that interviewed organizations mentioned for integration with NetScaler included ADP, AWS, Azure, GCP, and IBM. Several interviewed NetScaler customers described expanding their use of content switching and other advanced features (e.g., support for Kubernetes environments) to meet diverse use cases.

Study participants spoke about their decision criteria:

“We chose NetScaler to allow our internal users to access our applications remotely. Another reason is to allow our clients to access internal applications that are not exposed on the internet so that they could leverage those applications.”

“We needed to improve application performance, secure our applications, and basically improve end-user experience while working with our applications. To do this, we needed an ADC like NetScaler because we cannot deliver good quality applications without it.”

“We did a deep dive on how NetScaler can serve the purpose with our list of 10–12 selection criteria around integration, pricing, functionalities, features, and the length and breadth of what they deliver. NetScaler stood out in our evaluation process.”

“The reason that we have NetScaler is because of the hand-in-hand relationship with Citrix solutions since it sits in front of our traditional Citrix virtual apps and desktops, which allows us to see the virtual channels, which is a unique feature on the market.”

Table 2 provides an overview of the environments that study participants run with NetScaler. It shows that they rely on NetScaler for sizable IT environments and related business activities, with the platform supporting an average of 4 datacenters and 42 sites and a median of 2 datacenters and 28 sites. In terms of where NetScaler-supported applications run, three-quarters use on-premises virtualized infrastructure (75%), with the remaining applications running in the public cloud (19%) or on-premises bare-metal infrastructure (6%).

Further, interviewed NetScaler customers reported using 36 internal-facing applications on average, serving approximately 4,843 users. The average number of customer-facing applications is 53, with 153,435 customers using and accessing these applications. These environments continue to grow, putting pressure on application performance and access, with network traffic in NetScaler environments growing by about 10.5% annually on average.

TABLE 2
NetScaler Environments of Interviewed Organizations

	Average	Median
Number of datacenters with NetScaler	4	2
Number of sites using/supported by NetScaler	42	28
Number of internal-facing applications in the NetScaler environment	36	40

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	Average	Median
Number of users of internal applications in the NetScaler environment	4,843	2,200
Number of customer-facing applications in the NetScaler environment	53	3
Number of organization’s customers using customer-facing applications in the NetScaler environment	153,435	9,000

n = 7; Source: IDC Business Value In-Depth Interviews, October 2024

Business Value and Quantified Benefits of NetScaler Application Delivery and Security Platform

Implementing the NetScaler application delivery and security platform has significantly enhanced IT and business operations for the interviewed organizations. NetScaler has enabled these organizations to reduce infrastructure costs, enhance security measures, and streamline application delivery processes by improving performance, security, and operational efficiency. The platform’s robust features have facilitated better scalability, reduced latency, and improved overall end-user experience to support business growth and operational excellence.

Organizations have experienced faster time to market, increased productivity, and reliable support for critical operations, making NetScaler an indispensable tool for their IT infrastructure:

“Faster time to market is a main benefit of using NetScaler because our applications don’t require a separate external-facing component. If the application is already developed with internal-facing components, NetScaler helps get the application to external clients.”

“We see productivity benefits for employees with NetScaler. We have higher trust in the security profile we get with the NetScaler sitting in front of our environment.”

“For every merger and acquisition process we go through, we leverage NetScaler to fulfill the transition agreements, which typically take about a year or two to allow the external partner to come in and do whatever’s agreed to at that particular divestiture.”

“Our teller and account opening systems rely on NetScaler, so it’s critical for us. It supports all our branch operations, so we couldn’t run our branches, we couldn’t give people money, we couldn’t take deposits, we couldn’t open accounts unless it works well.”

Based on interviews with current NetScaler customers, IDC calculates that they will realize benefits worth an annual average of **\$4.81 million per organization (\$99,400 per 100 internal users of IT services)** in the following areas of value:

- **Performance and availability benefits:**

Study participants benefit from more consistent application performance, thus avoiding interruptions to work and business operations associated with outages and performance degradation. IDC calculates that customers will realize net productivity and revenue gains worth an annual average of \$2.50 million per organization (\$51,600 per 100 users).

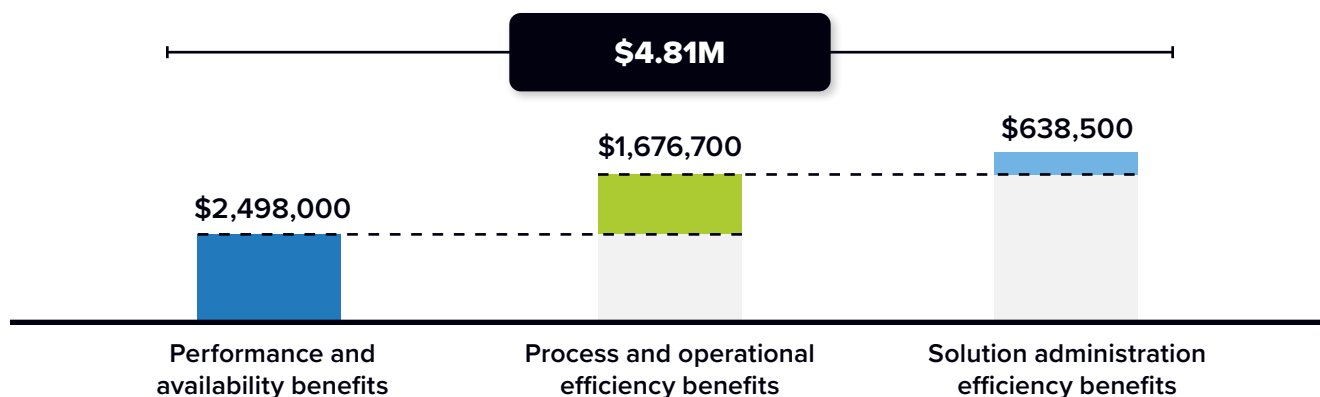
- **Process and operational efficiencies:**

Study participants gain from more efficient operations that often result from higher employee productivity levels and operational cost savings related to improved performance, agility, and availability of important applications and services. IDC puts the average annual value of higher net productivity and operational cost savings at \$1.68 million per organization (\$34,600 per 100 users).

- **Solution administration efficiency benefits:**

Study participants improve the efficiency of staff responsible for application delivery, security, and troubleshooting. IDC estimates that these efficiencies will have an annual average value of \$638,500 per organization (\$13,200 per 100 users).

FIGURE 1
Average Annual Benefits per Organization
(\$)



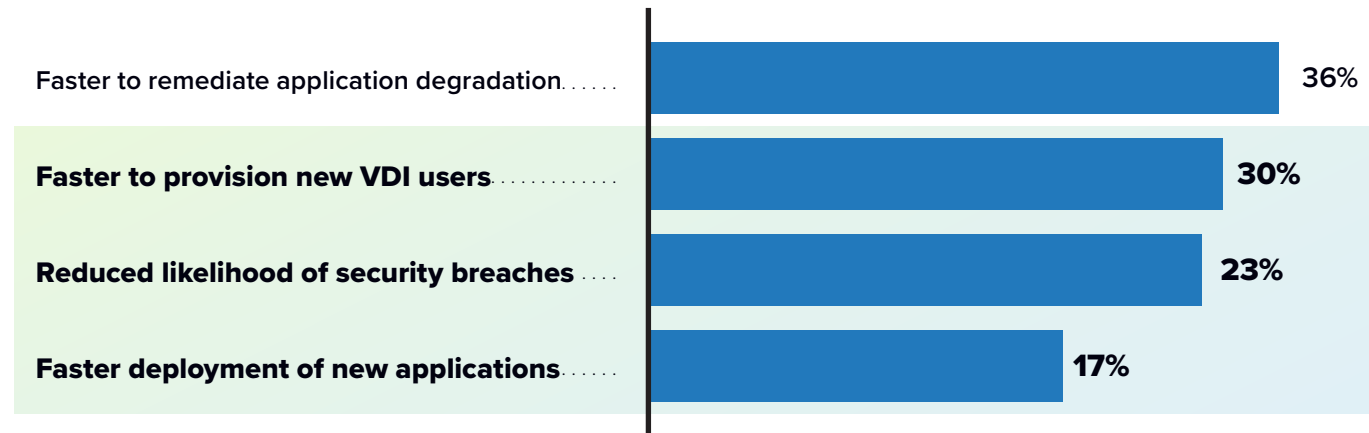
n = 7; Source: IDC Business Value In-Depth Interviews, October 2024
For an accessible version of the data in this figure, see [Figure 1 Supplemental Data](#) in Appendix 3.

Performance and Availability Benefits

Study participants consistently reported that NetScaler has significantly enhanced application performance and availability. They cited improvements in key performance indicators, such as reduced latency and increased agility for critical applications, linking these benefits to better network traffic management and streamlined delivery processes. For instance, one interviewed customer noted, *“Application latency is 25% lower with NetScaler. We had degradation issues about 2–3 times per week before NetScaler. With NetScaler, I haven’t seen any performance degradation at all.”* Reduced latency is especially important in industry sectors where real-time delivery and secure access to applications are essential. Additionally, NetScaler’s traffic optimization and security features have enabled interviewed organizations to execute faster software deployments and updates, contributing to higher employee productivity and customer satisfaction as one can use and access new functionalities earlier.

Figure 2 shows the impact of NetScaler in areas related to agility in application deployment and minimizing the impact of security events and outages. One interviewed NetScaler customer commented: *“Relative to our previous environment, we’re benefiting from lower latency with NetScaler because of traffic optimization. A big part of the benefit is increased flexibility and deploying devices anywhere to anybody.”* As shown, study participants reported important gains in agility (30% faster deploying VDI services to a new user and 17% faster application deployment), ensuring performance (36% faster to address performance degradation), and limiting risk (23% lower likelihood of security breaches). These factors coalesce to ensure that study participants have IT foundations that better meet business demands regarding agility and performance.

► **FIGURE 2**
Application Delivery and Performance Benefits
(Percentage of improvement with NetScaler)



n = 7; Source: IDC Business Value In-Depth Interviews, October 2024

While most employees benefit from better and more consistent application performance with NetScaler, IDC’s research shows that study participants identify VDI users as a group seeing substantial benefits. With NetScaler, employees gain access to VDI services earlier and see fewer issues with performance, allowing them to fully leverage VDI as a tool to do their jobs effectively. One interviewed NetScaler customer in the healthcare industry described the substantial positive productivity impact of improved performance and accessibility: *“We’ve recognized several million dollars in light green productivity savings as a result of application performance improvements and workflow performance improvements with NetScaler. A light green productivity savings is not necessarily a hard dollar savings, but allows staff to focus on other things, which is patient care.”*

As **Table 3** shows, IDC calculates that a significant number of VDI users — 654 on average — are gaining 15% productivity on average with NetScaler, reflecting the increased value they can deliver to their organizations.

► **TABLE 3**
VDI User Productivity Gains

Average per Organization	Before NetScaler	With NetScaler	Difference	Benefit
Productivity level per organization, number of FTEs	654	749	96	15%
Calculated value of productive time	\$45,750,000	\$52,449,100	\$6,699,100	15%
Value of net productivity gain, with a 15% margin	\$45,750,000	\$46,754,900	\$1,004,900	2%

n = 7; Source: IDC Business Value In-Depth Interviews, October 2024

IDC’s research shows that by ensuring a higher quality of application service and better workload balancing, study participants experience significantly fewer full outages or application performance degradation events. As a result, they have substantially reduced productivity and revenue losses associated with outages and performance degradation.

Interviewed NetScaler customers provided specific examples of performance and availability benefits:

“NetScaler has turned a four- to six-hour downtime recovery process into a 10-minute process. And it’s reduced the number of issues we’ve had, and when we have them, the impact is minimized.”

“We’ve improved on availability and risk with NetScaler because, while we still have a single point of failure in this application, we also have backups. We have far less risk of 1,700 points of failure across our operations.”

As Table 4 shows, study participants have reduced employee productivity losses by an average of 97% and revenue losses by 94%. These results show how NetScaler has helped them limit operational and business risks associated with performance and availability issues that affect important applications.

► **TABLE 4**
Impact on Unplanned Downtime

Average per Organization	Before NetScaler	With NetScaler	Difference	Benefit
Productive hours loss per user per year	4.9	0.2	4.8	97%
FTE productivity loss per organization per year	40.7	1.3	39.4	97%
Annual cost of lost productivity per organization per year	\$2,852,100	\$90,900	\$2,761,200	97%
Value of lost revenue per year	\$387,500	\$25,000	\$362,500	94%

n = 7; Source: IDC Business Value In-Depth Interviews, October 2024

Improved application performance with NetScaler benefits IT teams responsible for troubleshooting and incident management, as they are called upon less frequently to address and resolve performance issues. One interviewed customer commented: *“From a staff time–use perspective, we’ve seen that staff have a good 30% more time with NetScaler to focus on business-related activities as opposed to overhead-related activities.”*

On average, IDC calculates that study participants will benefit from 18% average efficiencies for these teams with NetScaler, freeing up the equivalent of 3.4 FTEs per organization in time no longer required for direct support (see **Table 5**).

TABLE 5
Troubleshooting and Incident Management Efficiencies

Average per Organization	Before NetScaler	With NetScaler	Difference	Benefit
Staff time required for equivalent activities, FTEs per organization	19.3	15.8	3.4	18%
Value of equivalent staff time required per organization	\$1,924,600	\$1,580,900	\$343,700	18%

n = 7; Source: IDC Business Value In-Depth Interviews, October 2024

Application Delivery Benefits

Study participants consistently reported that NetScaler has facilitated faster and easier delivery of new applications and services to employees and customers. By centralizing the management of application environments, NetScaler has enabled faster software deployments and updates, leading to higher employee productivity and customer satisfaction. One study participant noted, “*NetScaler simplifies our administrative tasks for our employees, and scaling to many more customers is easy. We set up the design and system, and it’s the same whether for 200 or a thousand customers.*” This streamlined process has allowed organizations to respond more quickly to user demand and reduce the administrative burden of delivering new applications and features.

Study participants highlighted using NetScaler as a key efficiency and value driver that reduced the time staff spent on application delivery activities by 70%. They cited strong and seamless integration across multicloud environments and the ability to readily adopt changes without necessitating reconfiguration.

► **TABLE 6**
Application Delivery Team Efficiencies

Average per Organization	Before NetScaler	With NetScaler	Difference	Benefit
Staff time required for equivalent activities, FTEs per organization	4.2	1.3	2.9	70%
Value of equivalent staff time required per organization	\$416,500	\$126,900	\$289,600	70%

n = 7; Source: IDC Business Value In-Depth Interviews, October 2024

Additionally, they cited the practical business impact of faster and more seamless delivery, with one customer explaining that NetScaler has facilitated smoother mergers and acquisitions by providing flexible and secure access to internal systems for new partners: *“With regards to M&A, scalability is one thing you look at from onboarding an entire new business unit, which means your user base is going to increase or your customer base is going to increase. The ability to easily scale using NetScaler is really where the growth driver is.”* Another organization noted that it can scale its customer-facing services efficiently, requiring fewer staff resources to support expansion efforts. These experiences show that NetScaler is a valuable tool that helps interviewed customers enable more efficient and timely application delivery.

Security Benefits

NetScaler has significantly enhanced the security of application environments for study participants, reducing the risk of breaches and ensuring compliance with industry standards without sacrificing efficiency. The platform’s robust security features, including a web application firewall, DoS protection, bot mitigation, zero trust access, authentication, authorization, and auditing, have been instrumental in protecting applications.

One participant highlighted, *“NetScaler’s features have bolstered the security of our applications, reducing the risk of security breaches and ensuring compliance with industry standards.”* Another interviewed customer noted: *“We’ve had a network breach and done penetration tests with NetScaler. Because all virtual machines are reset every night with NetScaler, there were no negative consequences.”*

This enhanced security has improved productivity and reliability, as the threat of serious security incidents has decreased, reflected in an average efficiency of 16% for security teams.

TABLE 7
Security Team Efficiencies

Average per Organization	Before NetScaler	With NetScaler	Difference	Benefit
Staff time required for equivalent activities, FTEs per organization	11.4	9.5	1.9	16%
Value of equivalent staff time required per organization	\$1,139,600	\$952,400	\$187,200	16%

n = 7; Source: IDC Business Value In-Depth Interviews, October 2024

Infrastructure and Application Delivery Cost Benefits

Study participants took different application delivery and security approaches before using NetScaler. Some relied on appliance-based solutions that often could not scale cost-effectively to meet the needs of their application environments. In contrast, others relied on a more manual-based approach that involved investing more staff time and resources. For interviewed NetScaler customers, neither approach proved sufficient in finding the right balance of cost, capabilities, and performance. As a result, most NetScaler customers, whether running applications on premises or in the cloud, have benefited from cost savings in diverse areas, such as retiring or consolidating previous ADC solutions, using more efficient infrastructure approaches, capturing network-related cost savings, and minimizing tooling requirements.

Interviewed NetScaler customers spoke about specific cost savings they have achieved:

“Purely on the networking side, our best estimate is we’ve avoided \$100,000 in annual costs because we don’t have to put in additional hardware optimization or multiple point-to-point software solution optimization because we don’t really need it with NetScaler.”

“Reducing infrastructure costs is a huge benefit of using NetScaler. We also benefit from the speed at which applications are delivered, which means greater agility in delivering these IT resources. Lower latency is also extremely important.”

On average, IDC calculates that study participants will realize annual cost savings of \$327,400 per organization for their on-premises environments and an additional \$106,900 for the cloud environments, for a total annual savings with NetScaler of **\$434,300** per organization. Additionally, interviewed NetScaler customers identified other discrete operational cost savings from more efficient, higher-performing application environments worth an annual average of \$442,800 per interviewed organization.

ROI Summary

Table 8 provides IDC’s analysis of the net benefits and investment costs for interviewed organizations using the NetScaler application delivery and security platform. IDC calculates that they will realize an average total of three-year discounted benefits worth \$11.39 million per organization (\$235,300 per 100 users) compared with all-in investment costs over the same period of \$2.34 million per organization (\$48,300 per 100 users). These benefits and investment costs would yield an average three-year ROI of 387%, reflecting the significant value study participants are realizing, with payback on their investment occurring in an average of seven months from the initial deployment of NetScaler.

► **TABLE 8**
ROI Analysis

	Per Organization	Per 100 Users
Discounted benefits	\$11,393,900	\$235,300
Discounted investment	\$2,340,800	\$48,300
Net Present Value (NPV)	\$9,053,100	\$186,900
ROI	387%	387%
Payback	7 months	7 months
Discount factor	12%	12%

n = 7; Source: IDC Business Value In-Depth Interviews, October 2024

Challenges/Opportunities

The NetScaler brand has a long and respected history for advanced application delivery functionality. It was one of the first ADC vendors and pivoted well to expand to multiple form factors required in multicloud and software (which includes cloud and containerized) scenarios. As a mature and reliable solution, NetScaler can offer deep functionality in various known scenarios and open doors for discovering the next wave of GenAI/AI-driven innovation.

NetScaler and many ADC vendors face three challenges: the commoditization of core load-balancing services, awareness among software/cloud/DevOps teams, and developing strategies to overcome the inevitable application issues that will come with GenAI/AI rollouts. The inference service edge and other requirements will be essential to ensure success for AI delivery network front ends. The GenAI/AI boom doubles as an opportunity for new or expanded NetScaler rollouts.

Conclusion

IDC interviewed organizations using the NetScaler application delivery and security platform to understand its impact on IT, security, and business operations. The organization chose NetScaler for its secure and timely access to applications, which enhanced performance and security.

After evaluating competing solutions, many customers found NetScaler the best fit due to its capabilities and seamless integration with Citrix solutions. They expanded their use of NetScaler to include advanced features such as content switching to meet diverse needs.

The implementation of NetScaler has significantly improved IT and business operations by enhancing application performance, security, and operational efficiency. Organizations reported reduced infrastructure costs, better scalability, and improved user experience. NetScaler's robust features have facilitated faster software deployments and updates, increasing productivity and customer satisfaction. Enhanced security measures have reduced the risk of breaches and ensured compliance with industry standards, making NetScaler an important tool for modern IT infrastructure.

Appendix 1: Methodology

IDC utilized its standard Business Value/ROI methodology for this project. This methodology gathers data from organizations using the NetScaler application delivery and security platform.

Based on interviews with organizations using NetScaler, IDC performed a three-step process to calculate the ROI and payback period:

- 1. Gathered quantitative benefit information during the interviews using a before-and-after assessment of the impact of using NetScaler.** In this study, the benefits included infrastructure cost savings, IT staff efficiencies, user productivity gains, and higher revenue.
- 2. Created a complete investment (three-year total cost analysis) profile based on the interviews.** Investments go beyond the initial and annual costs of using NetScaler and can include additional migrations, planning, consulting, and staff or user training costs.
- 3. Calculated the ROI and payback period.** IDC conducted a depreciated cash flow analysis of the benefits and investments for the organizations' use of NetScaler over a three-year period. ROI is the ratio of the net present value (NPV) and the discounted investment. The payback period is when cumulative benefits equal the initial investment.

IDC bases the payback period and ROI calculations on several assumptions, which are summarized as follows:

- IDC multiplies the time values by burdened salary (salary + 28% for benefits and overhead) to quantify efficiency and manager productivity savings. For this analysis, IDC has used its standard assumptions of an average fully loaded salary of \$100,000 per year for IT staff members and an average fully loaded salary of \$70,000 per year for non-IT staff members. IDC assumes employees work 1,880 hours per year (47 weeks x 40 hours).
- IDC calculated the NPV of the three-year savings by subtracting the amount that would have been realized by investing the original sum in an instrument yielding a 12% return to allow for the missed opportunity cost. This accounts for the assumed cost of money and the rate of return.
- Because IT solutions require a deployment period, the full benefits of the solution are not available during deployment. To capture this reality, IDC prorates the benefits on a monthly basis and then subtracts the deployment time from the first-year savings.

All dollar figures in this white paper are in \$USD.

Appendix 2: Quantified Benefits of the NetScaler Application Delivery and Security Platform

Table 9 summarizes specific benefit calculations organizations experienced with the use of NetScaler.

TABLE 9

Specific Calculations: Benefits from Use of NetScaler

Category of Value	Average Quantitative Benefit	Calculated Average Annual Value*
Annual savings (HW, virtualization, application monitoring, etc.)	Savings as compared to the previous environment	\$291,672
IT teams' administration, maintaining, managing application delivery	57% efficiency increase with a \$100,000 IDC annual salary assumption	\$209,177
Incident/management troubleshooting team for network-related performance issues	16% efficiency increase with a \$100,000 IDC annual salary assumption	\$262,540
Security operations teams' impact	16% efficiency increase with a \$100,000 IDC annual salary assumption	\$166,771
Unplanned downtime productivity loss avoidance	96.8% productivity loss reduction with a \$70,000 IDC annual salary assumption	\$2,459,879
Operation cost savings, annual	Operational cost savings compared to the prior environment	\$394,529
VDI supported users more productive	14.6% efficiency increase with a \$70,000 annual salary assumption	\$895,238
Unplanned downtime revenue loss avoidance	93.5% revenue loss avoidance caused by unplanned downtime, with 15% margin assumption applied	\$38,079
Via public cloud network/delivery cost avoidance	Savings as compared to the previous environment	\$95,234
Total annual benefits, use of NetScaler	\$4.8M per organization	

n = 8; Source: IDC Business Value In-Depth Interviews, September 2024

Appendix 3: Supplemental Data

This appendix provides an accessible version of the data for the complex figure in this document. Click “Return to original figure” below the table to get back to the original data figure.

FIGURE 1 SUPPLEMENTAL DATA
Average Annual Benefits per Organization

	Per Organization
Performance and availability benefits	\$2,498,000
Process and operational efficiency benefits	\$1,676,700
Solution administration efficiency benefits	\$638,500
Total	\$4.81M

= 8; Source: IDC Business Value In-Depth Interviews, September 2024

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About the IDC Analysts



Paul Nicholson

Research Vice President, Cloud and Datacenter Networks, IDC

Paul Nicholson is IDC's research vice president, Cloud and Datacenter Networks. He provides thought leadership and actionable insights on Cloud and Datacenter Networking markets and technologies. Paul has a deep understanding of the networking market along with its business and application requirements, technologies, product roadmaps, competitive differentiation, and go-to-market strategies, enabling him to provide informed guidance for vendors, cloud providers, enterprise IT buyers and practitioners.

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Brandon Butler

Senior Research Manager, Enterprise Networks, IDC

Brandon Butler is a senior research manager covering enterprise networks within IDC's network infrastructure group. His research focuses on market and technology trends, forecasts, and competitive analysis in enterprise campus and branch networks. His coverage includes technologies used in local and wide area networking such as Ethernet switching, routing/SD-WAN, wireless LAN, and enterprise network management platforms. While contributing to ongoing forecast and market share updates, he also assists in end-user surveys, interviews, and advisory services and contributes to custom projects for IDC's Consulting and Go-To-Market Services practices.

[More about Brandon Butler](#)



Ladislav Kinda

Consultant, Business Value Strategy Practice, IDC

Ladislav is a consultant in the IDC Business Value Strategy practice team. Ladislav conducts customized business value research and consulting projects for clients across various technology domains. His primary focus is assessing the return on investment (ROI) from their adoption of enterprise technologies. Ladislav's research delves into how organizations leverage digital technology solutions and initiatives to enhance efficiency and drive business growth.

[More about Ladislav Kinda](#)

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