



Forescout Recognized for

2021

Customer Value Leadership

Global Network Access Control Industry

Excellence in Best Practices

Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Forescout excels in many of the criteria in the NAC space.

AWARD CRITERIA	
<i>Business Impact</i>	<i>Customer Impact</i>
Financial Performance	Price/Performance Value
Customer Acquisition	Customer Purchase Experience
Operational Efficiency	Customer Ownership Experience
Growth Potential	Customer Service Experience
Human Capital	Brand Equity

Relevance of Products to Customer Requirements will Enhance Growth in the Global NAC Industry

Founded in 2000, Forescout has more than 20 years of experience in the NAC industry; with 70% of its clients categorized as large enterprises, it has significant presence in this customer segment. The

“The automation capabilities of the Forescout platform enable an efficient and effective system, one that can perform across the entire spectrum of activities and stay ahead of bad actors. The reliance on an intelligent system rather than on humans is especially important in a rapidly evolving risk environment”

- Deepali Sathe, Senior Industry Analyst

company has 300 engineers, and research and development (R&D) facilities in Israel, the Netherlands and the United States (US) – this gives Forescout the potential to ensure regional relevance for its clients. Forescout’s platform enables automated discovery and assessment of customer devices across IT, OT, and IoT infrastructures. Automation is a critical element, ensuring an effective system that combats the sophisticated and automated tools used by bad actors. The platform then segments devices using both in-house and third

party threat intelligence capabilities, enables governance policies based on zero trust, and orchestrates integrations. The company has hundreds of partnership including agreements with leading infrastructure providers. These partnerships and the ability to leverage a single platform for the entire process, contribute to an efficient and effective NAC system.

The Forescout platform is enriched with multiple components:

- **eyeSight**, which owns the discovery, classification, compliance and risk assessment of every device type and user on the network, with more than 20 different discovery techniques. eyeSight is also a policy decision point (PDP) as part of the Zero Trust architecture that Forescout facilitates,
- **eyeInspect**, which has advanced visibility, operational risk and threat detection capabilities for IIoT, IoMT and OT device types,
- **eyeSegment**, which enables device behavior analysis and segmentation policy modelling to drive risk reduction based on enterprise segmentation,
- **eyeControl**, which enables a real-time, network controls abstraction layer that integrates with various policy enforcement points, and
- **eyeExtend**, which orchestrates, extracts and shares data with the network and wider cyber ecosystem to drive automation and workflow-enhancing security operations.

The platform can ensure complete and continuous visibility in real-time for every connected device. This enhances control and risk management across the enterprise attack surface.

Forescout works with a multitude of partners that includes industry-leading system integrators, OEMs / resellers, service providers, value added resellers (VARs), and technology partners. These collaborative, bi-directional partnerships, created within the realm of Envision Partner Ecosystem, are harnessed to meet specific client requirements and not just as part of go-to-market efforts. The company's focus and success in using this strategy is reflected in the plethora of use cases that it has developed with its partners. Many providers such as CrowdStrike and ServiceNow, rely on Forescout's platform to provide visibility and device intelligence to their customers, and the company is constantly working towards adding new integrations. Forescout's eyeExtend Connect is an app store leveraged by its technology partners to build their applications. The magnitude and success of this approach is made evident by 100+ integrations that the company has achieved since the launch of eyeExtend Connect in 2020.

One of the primary reasons behind Forescout's growth potential is its agile platform, which is able to support customers as they adjusted their environments to meet regulations imposed because of COVID-19. Whether clients moved to the Cloud, or started to use virtual private network (VPN) for access control, Forescout was able to secure their 'network reality'.

Forescout's vision of continuous visibility of devices and users in its existing hybrid infrastructure resonates with new customers. Without relying on the capabilities of customer's infrastructure, Forescout leverages multiple data sources to define the new system, identify assets and provide 100% visibility to all IT, OT, IoT, IIoT and IoMT devices. Its leadership in integrating IT, OT and IoT has already been well recognized¹. Following discovery of assets such as open ports, the system proactively assesses them, recognizes abnormal behavior, and establishes context so that there is no unnecessary communication or access.

Frost & Sullivan's recent research on the Global NAC industry indicates that the digital transformation initiatives of enterprises and evolving infrastructures will result in higher adoption of growth for virtual

¹ <https://www.forescout.com/blog/forescout-recognized-by-frost-sullivan-for-smart-building-cybersecurity/>

appliances and software across different NAC products. Given Forescout's focus on these two segments, it is poised for consistent growth over the next 4-5 years. It is also well placed to garner a significant advantage from its NAC solution, which offers Zero Trust Access as part of Forescout's Modern NAC solution to meet the demand for different types of networks, users and devices.

Forescout's NAC Solution Delivers in Heterogeneous Environments to Assure Customer Satisfaction

Forescout's ability to support heterogeneous networks with networking equipment from different

"Forescout has incorporated NAC capabilities to accommodate the heterogeneous environments of its customers, developing a unique solution that is difficult to replicate. This flexibility allows customers to deploy it with ease and gain insights by using functionalities that fit with their systems."

- Deepali Sathe, Senior Industry Analyst

vendors is especially important for large enterprises as few will possess a homogeneous environment. Customers can retain existing systems and integrations they have installed over the years, and benefit from the segmentation capabilities offered by Forescout. These systems may vary – from a patchwork created with a multitude of different and siloed capabilities from different providers, to a system that has assets that are old and may not have the ability to

support some of the more sophisticated functionalities like deep packet inspection (DPI). Forescout has built its platform capabilities over a long period of time, making it difficult for competitors to replicate.

The ensuing flexibility allows enterprises to deploy Forescout's NAC platform and opt for functionalities that provide visibility and control of devices. In its endeavor to discover, assess and govern without gaps, Forescout plans to continue to focus providing pervasive visibility of customer environment so that requirements for zero trust can be adhered to. The company is now working towards enhancements across administration, discovery, assessment, and governance that will reduce the cost of ownership, enable working in SASE environments, improve device classification, and upgrade RADIUS, among many others.

One of the topics that has evoked a lot of interest in the NAC industry is the use of a zero trust network access (ZTNA) approach. Forescout offers the flexibility and breadth of support needed to enable ZTNA for its customers for devices across their corporate perimeters. It helps customers convert static visibility into dynamic insights relating to what a device is doing, what it is communicating with, and what protocols it is using. This in turn enhances policy management and ensures least privilege when governing devices. The company is able to help customers to deploy zero trust / least privilege rapidly, which is extremely valuable for customers that are looking to secure the highly sensitive portions of their networks. The company's move into the Cloud – with improved data collection tools, more access to computing resources, ability to extract better insights, and use of third party intelligence – enhances value for customers. Client inputs are fed into vision, roadmap and strategic planning. Engaging with customers pre- and post-sales to understand their requirements and a feature tracking system offers strong guidance to the R&D team.

Forescout is one of the leading vendors in the Global NAC industry and caters to companies across verticals. Already a well-recognized brand in the industry, it is focusing on educating and creating more awareness around threats to connected critical infrastructure with its own research project - Project Memoria. It continues to interact with clients via events and other marketing initiatives to leverage its brand and build a more robust framework for its plan going forward.

Conclusion

With its long history in the NAC industry, Forescout has developed a strong customer base that relies on its tools and platform to meet its NAC requirements. With a platform that offers dynamic visibility, least privilege capability, and utilizes ML enhanced tools, Forescout is working closely with customers across verticals and with large enterprises to add value to insights derived from NAC implementation. For its strong overall performance, Forescout is recognized with Frost & Sullivan's 2021 Global Customer Value Leadership Award in the NAC industry.

What You Need to Know about the Customer Value Leadership Recognition

Frost & Sullivan's Customer Value Leadership Award recognizes the company that offers products or services customers find superior for the overall price, performance, and quality.

Best Practices Award Analysis

For the Customer Value Leadership Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Business Impact

Financial Performance: Strong overall financial performance is achieved in terms of revenues, revenue growth, operating margin, and other key financial metrics

Customer Acquisition: Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

Operational Efficiency: Company staff performs assigned tasks productively, quickly, and to a high-quality standard

Growth Potential: Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

Human Capital: Commitment to quality and to customers characterize the company culture, which in turn enhances employee morale and retention

Customer Impact

Price/Performance Value: Products or services provide the best value for the price compared to similar market offerings

Customer Purchase Experience: Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

Customer Ownership Experience: Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

Customer Service Experience: Customer service is accessible, fast, stress-free, and high quality

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty

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- **ROI & Margin:** Implementation Excellence
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The Innovation Generator™

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Analytical Perspectives:

- **Mega Trend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

