The State of Network Security in Business and Professional Services

How IT Leaders Are Balancing Cloud Agility, Security Visibility, and GenAI Risk

Aryaka Research Brief 2025

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Executive Summary

As Business Services organizations pivot toward digital-first operations—offering finance, legal, consulting, and HR solutions delivered through the cloud and remote work—they face intensifying network and security demands. New attack surfaces emerge. Applications decentralize. IT teams are pushed to scale with limited resources.

Aryaka's FY26 Q2 executive survey of 100+ North American IT and infrastructure leaders in this vertical reveals that:

1. **Cloud migration and SaaS reliance** are surging

2. **Performance and observability** are now board-level concerns

3. **Edge security** and **GenAI readiness** still lag

4. Many are eyeing **SASE** to regain control and simplify operations

Cheers,

Team Aryaka

Modernization Drivers in Business Services

Business Services is accelerating its network evolution—not just to support hybrid work, but to ensure consistent service quality across cloud-native applications and client-facing platforms.

⊙ Top Strategic Priorities:

72% Improve Application and SaaS Performance

68% Gain Security and Network Observability
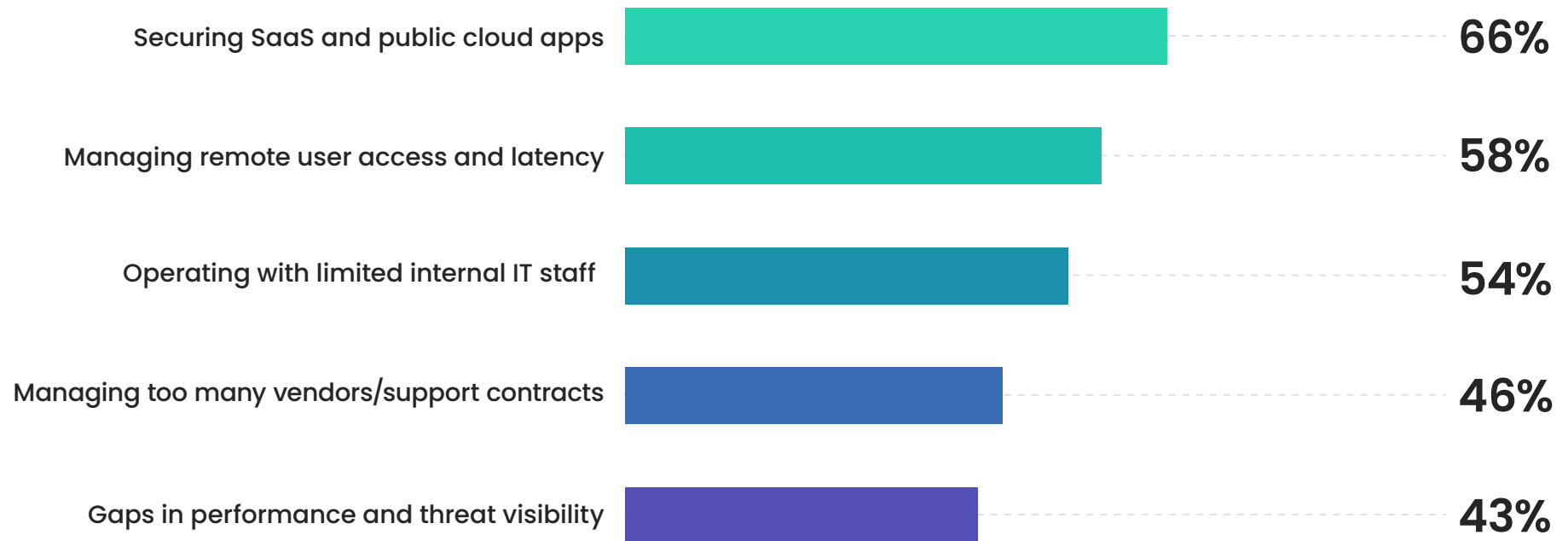
48% Simplify Operations and Reduce IT Burden

Insight: These priorities underscore a sector optimizing for user experience and operational agility.

Operational Pressures on Lean IT Teams

Day-to-day networking challenges reflect the reality of a fast-moving, resource-constrained environment:

Challenge	Percentage
Securing SaaS and public cloud apps	**66%**
Managing remote user access and latency	**58%**
Operating with limited internal IT staff	**54%**
Managing too many vendors/support contracts	**46%**
Gaps in performance and threat visibility	**43%**

Insixght: SaaS complexity and staffing gaps are creating blind spots that affect both performance and protection.
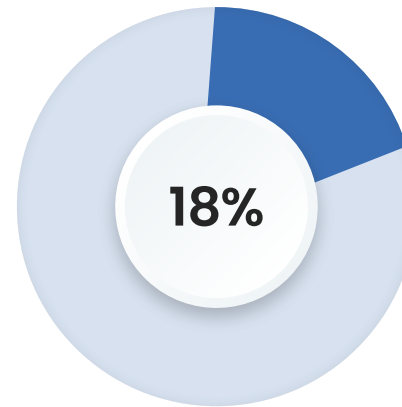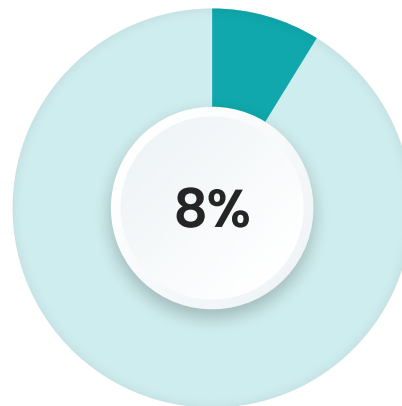
Cloud Hosting & Migration: A Hybrid Core

Business Services firms lead their peers in embracing hybrid cloud strategies.
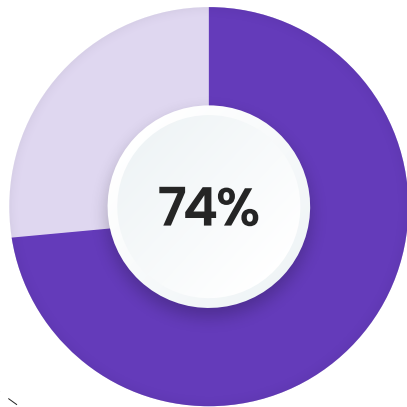
74% Host apps in hybrid environments

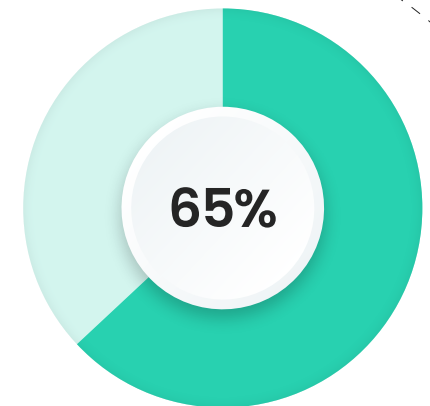**18%** Are cloud-first (primarily IaaS/SaaS)

8% Remain on-premises only

65% Are actively migrating legacy apps today

Insight: This hybrid-first reality demands consistent security and performance enforcement across all environments.

Security at the Edge: An Overlooked Risk

Despite SaaS dominance and remote work, only **38% of Business Services leaders view edge security as "mission-critical."**

Top Concerns at the Edge

Data leakage from SaaS platforms
62%

58%
Policy inconsistency for hybrid/remote users

Unmonitored Shadow IT activity
49%

Implication: While cloud maturity is rising, edge-layer protections—ZTNA, SWG, NGFW—are often fragmented or under-deployed.
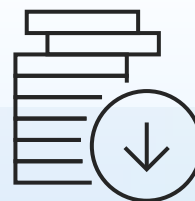
GenAI Readiness: Ahead of the Curve, but Vulnerable

With 34% of Business Services firms **actively evaluating or implementing GenAI,** this sector is well ahead of Manufacturing and T&L. However, most teams are underprepared for the performance and security implications.

⟩ Top GenAI Concerns:
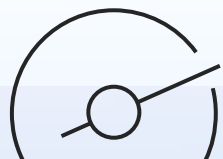
Bandwidth saturation

Latency degradation
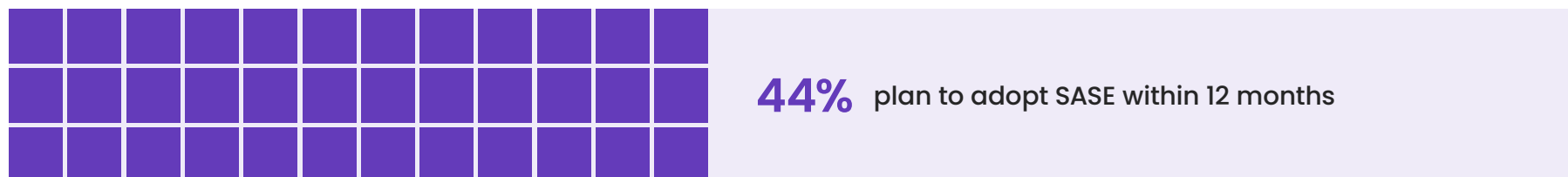
Data exfiltration from unmonitored AI tools

Poor visibility into app-layer activity

Implication: Proactive observability and traffic shaping are essential for GenAI success.

SASE Adoption: A Convergence Path Forward

The push for performance and simplification is converging toward Secure Access Service Edge (SASE).

44% plan to adopt SASE within 12 months

▶ Main perceived benefits:

Unified security and network policy enforcement

Improved user experience across SaaS and cloud

Reduced burden on internal IT teams

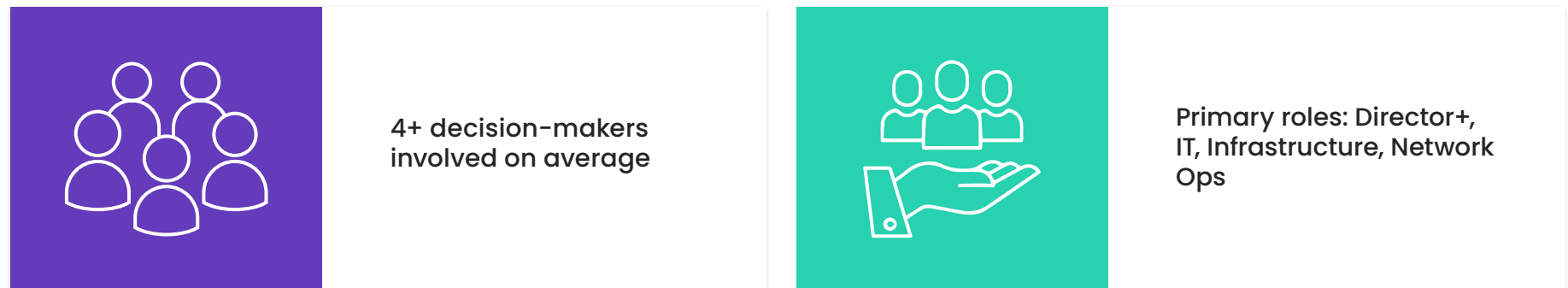**Implication:** However, adoption is not without barriers...

Buyer Reality: Budget, Bandwidth & Bureaucracy

Aryaka's BANT analysis highlights key blockers to modernization:

❯ Top Barriers:

39% Budget limitations	**32%** Internal IT resource constraints	**21%** Fear of disrupting legacy environments

❯ Buying Landscape:

4+ decision-makers involved on average

Primary roles: Director+, IT, Infrastructure, Network Ops

Takeaway: Winning business services requires showing quick time-to-value, reduced operational strain, and safe legacy integration.

Industry Comparison: Where Business Services Stands

Metric	Business	Services	Manufacturing Transportation & Logistics
Cloud Migration in Progress	65%	52%	53%
GenAI Preparedness (Deploying or Evaluating)	34%	22%	28%
Edge Security Viewed as Mission-Critical	38%	40%	40%
Planning SASE Rollout (12 months)	44%	24%	30%

Interpretation: Business Services is more advanced in cloud and GenAI evolution, but must elevate its edge security posture to match.

Customer Spotlight: Kleinfelder

Industry
Engineering, Environmental Consulting & Business Services
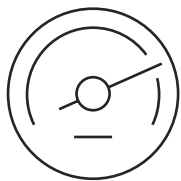
Use Case
Multi-Cloud SaaS Acceleration & Global Workforce Enablement

The Challenge

Kleinfelder grew from 1,000 to 3,000+ users through M&A, creating network strain across global offices. SaaS performance dipped, and IT was overwhelmed by growing support demand.
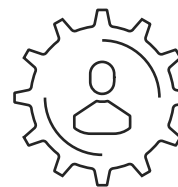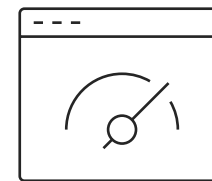
The Aryaka Solution

Unified SASE deployment with TCP optimization

Direct cloud onramps for Microsoft 365 and Azure

Fully managed delivery offloaded IT tasks

SmartLink and WAN acceleration ensured app consistency

The Results

Seamless app performance across global users

Enhanced IT focus on strategic initiatives

Higher employee satisfaction and productivity

Kleinfelder Deploys Aryaka Regional Solution to Improve Application Performance and Provide Flexibility to 70+ U.S. Sites

Case Study

Read Full Case Study ››

Strategic Recommendations

To stay competitive and secure in a fast-evolving landscape, Business Services leaders should:

✓ Advance Observability Across Cloud, SaaS, and AI	✓ Secure the Edge with Zero Trust Controls	✓ Converge with SASE, Powered by OnePASS™	✓ Adopt Flexible Delivery Models
› Detect issues before they impact service delivery	› Extend protection to devices, branches, SaaS edges	› Simplify operations with integrated networking + security	› Choose from self-, co-, or fully-managed service
› Enable real-time, policy-driven remediation	› Deploy ZTNA, SWG, and NGFW as a unified fabric	› Deliver better experiences while cutting vendor sprawl	› Scale securely without overburdening internal IT

About Aryaka

Aryaka delivers Unified SASE as a Service through its OnePASS™ architecture and global L2 backbone. With built-in Zero Trust WAN, observability, and multi-cloud connectivity, Aryaka enables business services firms to Modernize. Optimize. Transform.

For more on Aryaka, please visit **www.aryaka.com**

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