



SASE UNDERLAY VISIBILITY FOR TECHNOLOGY ADVISORS

**How to reduce troubleshooting delays,
improve user access reliability, and stay
useful after the SASE rollout**

WanAware Technology Advisor Playbook Series

Executive Overview:

SASE can make it easier to apply access and security policy across users and sites.

But it does not make the connections underneath any easier to manage.

Users still depend on local internet access, site connectivity, backup links, carrier handoffs, and edge hardware to reach the applications they need. The records for those services are often spread across provider portals, contract files, spreadsheets, and site notes.

For Technology Advisors, that makes it harder to determine whether the real issue is policy, connectivity, or local site setup.

When users report slow application access, dropped sessions, or repeated login problems, the issue may have little to do with policy itself. It may come from the local link, the backup path, the carrier handoff, or the way that site is connected.

Without one current record of the underlay, it takes longer to separate policy issues from connectivity issues, troubleshoot user complaints, and spot contract or resiliency problems.

WanAware helps advisors build one trusted record of the SASE underlay across carriers, links, contracts, sites, and edge devices.

That gives advisors a clearer way to support clients after the initial SASE rollout and a stronger base for ongoing service.

Partner outcome

- Build one current record of the access layer behind SASE
- Reduce user-facing issues and renewal surprises
- Give clients clear monthly actions on links, contracts, and backup readiness

The Challenge

Clients adopt SASE because they want more consistent access and security across branches, remote users, and cloud applications.

But the access layer underneath often remains inconsistent and harder to manage.

A single client may depend on several types of connectivity:

- Primary internet access for branches and offices
- Backup wireless connections for failover
- Fiber at higher-traffic locations
- MPLS at legacy sites
- Specialty access for remote locations
- Different carrier contracts and escalation paths by region

SASE can standardize policy.

It cannot fix weak links, uneven carrier quality, or poor local access design.

This is where support issues become harder to diagnose.

Clients may have one place to view access policy, but the details behind local connectivity are still buried in carrier portals, contract files, site notes, and spreadsheets.

Questions advisors should be able to answer quickly

- Which access links support this site?
- Which carriers are involved?
- Which locations have weak backup coverage?
- Which contracts renew this quarter?
- Which users or sites may be affected if this link fails?

What the SASE Overlay Hides

From the top, a SASE deployment can look clean and controlled.

Clients see policy dashboards, identity controls, and a simpler way to connect users to applications. Below that policy layer, the advisor still has to manage:

- Branch and remote locations with very different access quality
- Provider quality that varies by region
- Backup coverage that is stronger at some sites than others
- Different contract terms and renewal calendars
- Different hardware and local setup from one location to the next
- Support paths that change depending on carrier and site

As a result, troubleshooting, renewal planning, and resiliency reviews still depend on how well the advisor understands the underlying connectivity.

To diagnose issues quickly, advisors need to know:

- How each location connects today
- Which path is primary and which is backup
- Which provider supports that connection
- What hardware sits at the edge
- What contract or renewal limits apply

Without that visibility, too much time is spent sorting out the access path before the real issue can be addressed.

What WanAware Discovers and Organizes

WanAware helps Technology Advisors keep one usable record of the access layer behind SASE.

WanAware Asset Inventory Management continuously discovers and organizes underlay information across carriers, locations, and edge infrastructure.

That record can include:

Access links

- Cable broadband
- Fiber
- DSL
- MPLS
- 4G and 5G wireless
- Satellite
- Microwave or specialty access

Circuit records

- Carrier name
- Circuit ID
- Bandwidth
- Location
- Status

Network hardware

- SASE edge devices
- Routers
- Switches

- Firmware details
- IP addressing details

Carrier contracts

- Renewal dates
- Service levels
- Support contacts

Site-level underlay details

- Primary and backup link structure
- Access mix by location
- Dependencies that affect resiliency and troubleshooting

With that record in place, advisors can quickly see how each location is actually connected and where the access layer is weaker than it appears from the policy dashboard.

How an Advisor Isolates the Real Issue

A branch reports unstable access to a cloud application.

At first, the issue looks like a SASE policy problem. Users are seeing dropped sessions and inconsistent performance.

But when the advisor reviews the underlay record, the issue becomes clearer:

- The site is relying on a broadband circuit with weak recent performance
- The backup path exists, but it is undersized for failover
- The edge hardware at that location is on older firmware
- The carrier contract is nearing renewal, which creates a decision point

Instead of escalating the issue as a policy problem, the advisor can separate the likely causes and guide the next action.

That changes the conversation from:

“Is SASE failing?”

To:

“Which underlay issue is affecting the user experience, and what should we fix first?”

This is the practical value of underlay visibility. It helps the advisor isolate the real issue faster and ground the client conversation in facts.

What the client sees

- Dropped sessions
- Slow app access
- Repeated complaints

What the advisor finds

- Weak primary broadband path
- Undersized backup link
- Older edge firmware
- Contract nearing renewal

Recommended next actions

- Validate circuit performance
- Review backup capacity
- Update hardware / firmware plan
- Prepare renewal decisions

What You Can Deliver Once the Underlay Is Visible

Once the access layer is visible in one place, the advisor can move beyond the original SASE rollout and help manage what users actually experience.

WanAware's [Actionable Observability](#) turns that visibility into clear actions advisors can review with clients each month.

You can help the client with practical follow-through such as:

- Identifying locations where access quality no longer matches user needs
- Finding backup paths that exist but are undersized for failover
- Spotting provider contracts that need attention before renewal
- Reviewing whether branch and remote access patterns still match link design
- Flagging locations where weak connectivity may be mistaken for policy issues
- Speeding support when users report unstable application access

This is how the advisor stays relevant after rollout.

Instead of getting called only when users are frustrated or a contract is up, you can help the client improve the connectivity that secure access depends on every day.

Advisor Value After SASE

- Faster troubleshooting
- Better renewal planning
- Stronger site resiliency
- Clear monthly actions

What a Technology Advisor Can Deliver Each Month

A useful monthly rhythm can stay simple.

Start with a brief review of the access layer and a short list of actions that matter now.

Month 1: Build the current underlay record	Monthly: Keep it current and flag issues	Quarterly: Plan ahead
Help the client establish a trusted record of: • Active access links by site • Carrier assignment • Bandwidth and service details • Key hardware • Renewal dates and contract basics	Provide a short list of actions such as: • Renewal watchlist • Backup-path review • Locations where users are feeling the weakest experience • Provider issues that need follow-up • Site exceptions that may affect secure access consistency	Guide larger conversations such as: • Bandwidth right-sizing • Site resiliency gaps • Provider consolidation • Hardware refresh timing and Asset Lifecycle Management • Contract strategy before renewal

This gives the client a reason to keep the advisor involved after the SASE rollout is complete.

Monthly advisor deliverables

- Renewal watchlist
- Access issue summary
- Site resilience review
- Provider follow-up list
- Priority fixes for this month

Why This Creates Stickiness

Clients are less likely to replace an advisor who helps them keep secure access working well across real-world sites, providers, and edge conditions.

The underlay affects everyday work:

- User access quality
- Support speed
- Site resilience
- Provider decisions
- Renewal planning

When you help clients make sense of that layer and improve it over time, your role becomes much harder to displace.

Your role no longer ends with the original design decision. You become part of how the client keeps secure access stable and usable over time.

Stickiness drivers

- ☐ Trusted underlay record
- ☐ Fewer surprises
- ☐ Better renewal planning
- ☐ Useful monthly actions

Why WanAware Fits Technology Advisors

WanAware fits a practical advisor model: start with one client problem, make the access layer clearer, and build from there.

You do not have to start with the full environment. Many advisors begin with one region, one group of sites, or one access problem the client already feels.

From there, you can build a current record, help the client act on it, and expand the relationship over time.

Most clients are not looking for a large new process on day one. They need a clearer picture of the access layer that secure access depends on.

WanAware gives advisors a practical way to deliver that without overcomplicating the first step.

Deliver It Under Your Brand

WanAware can be delivered as a white-labeled experience, so partners can offer the platform under their own brand.

That helps keep your name in front of the client during reviews, reporting, and ongoing service discussions. It can also strengthen the client experience by tying your advisory role to the platform they rely on.

For partners building a recurring service offer, that branded experience can become an important part of how clients understand and remember the value you provide.

How to Start with Your First Client

Start with one client location set, one region, or one part of the access environment that already needs attention.

Here is a simple way to begin:

Step 1	Step 2	Step 3
Build a current record of site connectivity, provider contracts, backup paths, and edge hardware.	Find one provider or renewal issue, one weak point in local connectivity, and one problem that is affecting user access quality.	Use those findings to set up a simple monthly review with clear actions for the client.

That keeps the first engagement focused and easier for the client to understand.

It also gives the advisor a manageable way to show value early.

First-client quick start

- Map the access layer
- Find one user-impact issue
- Find one provider or renewal risk
- Set a monthly review cadence

Common Questions

“The client already has a SASE dashboard.”

That may show policy and access activity, but it usually does not serve as one current record of all underlay links, contracts, hardware, and renewal details across carriers.

“We already have carrier portals.”

Carrier portals show one provider at a time. WanAware helps you keep one record across providers and sites so you can manage the underlay as a whole.

“If SASE is already in place, why do we still need this?”

Because the underlay still affects user access quality, site backup readiness, renewal planning, and troubleshooting. The SASE layer does not remove those dependencies.

“Do I need to start with the full environment?”

No. Most advisors start with one client, one region, or one set of important sites, then expand from there.

Conclusion

SASE can make access policy more consistent.

But users still depend on the quality of the links and edge conditions underneath it.

When those records are split across too many places, user issues take longer to sort out, provider decisions get weaker, and weak points in local connectivity stay hidden longer than they should.

WanAware helps Technology Advisors keep one current record of the connectivity, contracts, edge hardware, and site dependencies that secure access still relies on.

That gives advisors a clearer role after rollout: improve access quality, support clients more consistently, and turn underlay visibility into an ongoing service.

Next Steps

New to WanAware?

Join the [Technology Advisor Partner Program](#) to learn how advisors use WanAware to build recurring service offerings.

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