BACKBOX
TOOLKIT

Network Automation Checklist:
10 Key Questions to Ask Vendors

Network automation reduces human error, enhances security, increases productivity, and saves costs. More strategically, it's the essential foundation for agentic NetOps.
To enhance your network automation and AI journey, ask vendors these 10 key questions.

1. **What vendors do you support?**
   Look for a vendor-agnostic solution that enables you to automate tasks for devices from a wide range of manufacturers.

2. **What type of automation do you provide?**
   A no-code approach with a library of pre-built automations, allows you to move quickly without complex scripting.

3. **How will I know if an automation is successful?**
   A platform with built-in verification of automation completion, along with streamlined troubleshooting and reporting tools, ensures smooth operation.

4. **What's the process for adding or customizing an automation?**
   Support contracts should include help with creating or customizing automations without extra fees for professional services.

5. **What level of customer support do you provide?**
   Ensure the vendor has expertise in your devices, best practice workflows, and the flexibility to help implement automation within your timeline.

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6 **Does your solution support automated OS updates?**
Ensure that multi-step updates can be automated, including easy rollback in the event of a failed update, to eliminate after-hours work.

7 **How does your licensing work?**
Prioritize vendors that offer transparent licensing with no hidden fees tied to the number or types of devices, sites, and automations.

8 **Do you support complex ecosystems?**
The solution should support multi-cloud and on-premises environments, virtual platforms, and offer a REST API for third-party integrations.

9 **Do you support centralized device management?**
Find a solution for centralized device management, covering onboarding to end of life, with scalable automation for optimal performance across your modern network.

10 **How does the solution enforce security and compliance policies?**
Out-of-the-box support for common standards and internal policies, along with proactive issue identification and comprehensive reporting, helps protect the network and reduce business risks.

For more details on what you should look for in a network automation solution, **check out a QUICK DEMO of the Kilter platform or, reach out to a BackBox expert and REQUEST A CUSTOMIZED DEMO to see our solution in action.**

About BackBox

More than 500 enterprises worldwide trust Kilter by BackBox as their preferred network cyber resilience platform. Kilter supports network devices from over 180 vendors, offering thousands of pre-built automations and a no-code way to create new ones. Kilter empowers teams with the confidence to automate critical network processes, maintain business continuity during disruptions, and recover swiftly. From backups and OS updates to configuration compliance and vulnerability management, Kilter ensures that automations deliver consistent, reliable outcomes.

To learn more, visit backbox.com or contact us