REMOTE WORKING CHALLENGES

What challenges are you facing managing remote user growth and access in today’s current and very unique environment? Below are the top 6 challenges identified by enterprise customers and best practices to address each challenge.

**CHALLENGE 01: VPN Oversubscription**

**Recommendations:**
- Analyze what your VPN Concentrator can tell you.
- Flow, packet capture, SNMP polling, and syslog messages.
- Pay particular attention to ports associated with VPN Usage.

**CHALLENGE 02: Bandwidth and Connectivity Monitoring**

**Recommendations:**
- Leverage flow-based solutions like VIAVI NetFlow or IPFIX.
- Confirm or validate QoS configurations are aligned with your business priorities.
- Leverage flow-based volumetric data like NetFlow/IPFIX.

**CHALLENGE 03: Remote Application Performance**

**Recommendations:**
- Leverage VIAVI End User Experience (EUE) scoring and Application Dependency Mapping (ADM).
- By monitoring EUE and using ADM, you can isolate the domain of network performance issues to quickly pinpoint root cause.

**CHALLENGE 04: Security and Personal Devices**

**Recommendations:**
- Revisit the security posture of the personal devices of newly remote employees.
- Double down on security and awareness training for employees and deploy anti-phishing software.

**CHALLENGE 05: Web Conferencing Performance**

**Recommendations:**
- Ensure endpoint devices and drivers are up to date.
- Make sure your organization is aware of how to collect metrics from your web conferencing tool.

**CHALLENGE 06: Split Tunneling**

**Recommendations:**
- Inverse split tunneling: If your VPN solution offers inverse split tunneling, consider letting your audio and video go direct if the server is not on your internal network to avoid IP audio and video degradation.
- Be cognizant of security issues with split tunneling.
- Leverage split tunneling to optimize traffic flow.