# Supporting a Work from Home Network with ControlUp

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## Abstract

In this white paper, we highlight the features and capabilities of ControlUp Edge DX to enable IT organizations to better monitor and manage remote workers with networks and devices who often work from various locations.

## Introduction

ControlUp Edge DX is a purpose-built monitoring and management tool for organizations needing to manage employees inside and outside the company network. With specific capabilities for Unified Communications, physical and virtual endpoints troubleshooting and remediation, and synthetic testing across the entire compute landscape, ControlUp offers a complete DEX solution from a single product, Edge DX.

This document highlights the benefits of Edge DX for the following situations:

- People are working from home
- Home networks have problems
- ControlUp makes troubleshooting easy
- ControlUp for physical desktops
- ControlUp for virtual desktops

## People Work from Home

With the rapid growth of work-from-home employees, IT organizations face significant new challenges to ensure high-performance application access, performance, and support. Moving from internal, secure networks to home networks with unknown security and bandwidth variability requires new technologies and processes to deliver the expected quality and availability of applications.

"We want to hire and retain the best people in the world. If we limited our talent pool to a commuting radius around our offices, we would be at a significant advantage" - Brian Chesky, Airbnb Co-Founder and CEO

According to a recent Zendesk blog, average weekly support requests have been up 20 percent since 2022 as IT teams spend more time and money to deliver high-quality support to remote employees. ControlUp Edge DX reduces the time to close support requests and the ability to identify problems before they impact employees with preemptive monitoring and visibility into home network performance.

## Home Networks Have Problems

Internet connectivity problems such as network latency at employees' homes are a well-known problem that is unacceptable when working with corporate applications or unified communication tools like Zoom, Teams, etc. An article in the New York Times listed the number one work-from-home technology issue, internet connectivity from unreliable Wi-Fi signals and slow internet speeds..

This challenge is difficult as consumer-grade, unmanaged equipment is not visible directly to IT for troubleshooting and updating. Edge DX overcomes this by providing remote assistance with remote desktop, remote shadow, and remote shell onto the employee's computing resources

## ControlUp Makes Troubleshooting Easy

Edge DX exposes last-mile networks for physical and virtual desktops in remote employee locations. This ability establishes the foundation for our Digital Employee Experience management platform, collecting network metrics of endpoint devices running virtual sessions on Citrix, VMware Horizon, Azure Virtual Desktop, or physical endpoints like Mac, Linux, IGEL, and Windows devices.

Some of the metrics captured by Edge DX:

| | |
|---|---|
| Wi-Fi signal strength | Network latency |
| Wi-Fi access points | Wi-Fi mesh identification |
| GEO location | Device location history |
| GEO location from ISP | Remote IP |
| Country from IP | Network adapter type |
| MAC address | Name of ISP |
| Hourly network usage (MB) | Network usage (MB/s) |

# ControlUp for Physical Desktops

With a broad set of networking challenges for remote employees, ControlUp's Edge DX management dashboard for physical devices offers a detailed view into the health of an employee's digital experience. The data collected offers IT solutions to issues based on Edge DX's real-time information. For example, a Wi-Fi signal strength of about 60% can reduce overall performance by 80%. Edge DX can detect this measurement and provide immediate recommendations to remote employees.
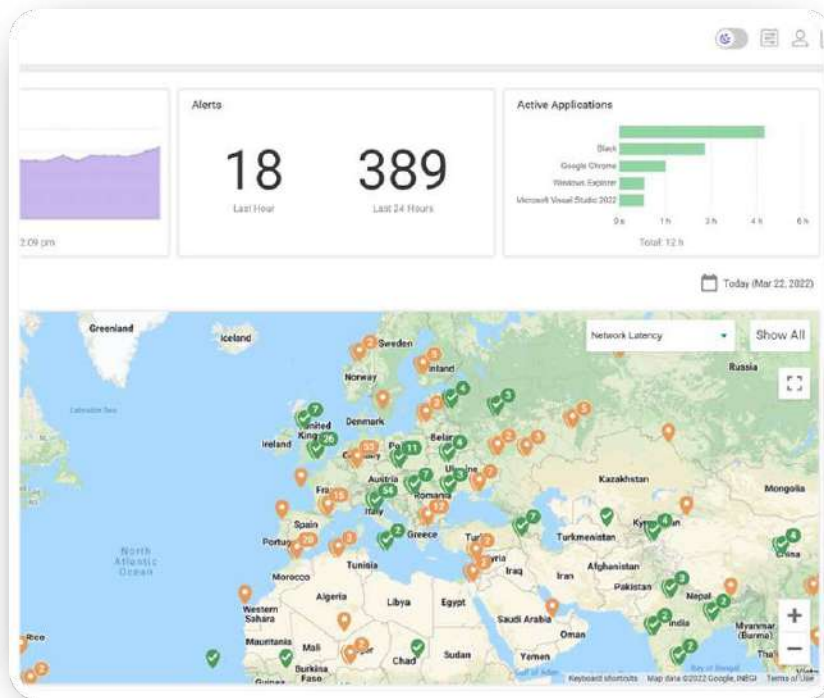


Additionally, Edge DX monitors network latency with traceroutes to definable targets displaying them in a graph providing more visibility into the latency source. The screenshot shows a block of time during which the Wi-Fi signal was weak, causing spikes in latency. Using this information, IT can assist remote workers in improving network performance.

# ControlUp for Virtual Desktops

The virtual desktop infrastructure (VDI) continues to grow with an anticipated rate of 20% by 2028. With a heavy reliance on network performance, VDI usage in home networks requires constant monitoring and support, ensuring stable connectivity and consistent uptime for a positive digital experience

The screenshot provides the data available in Edge DX from the client to the VDI gateway.



## Conclusion

While working from home gives employees the flexibility to enjoy a healthy work/life balance, it also makes it possible for businesses to hire and keep top talent in the market. However, home networks pose a support challenge for IT staff.

This is where digital experience management solutions like ControlUp Edge DX, for physical endpoints, and Real-Time DX, for VDI and DaaS environments can help. They give IT increased visibility and control and simplify supporting home networks for virtual and physical devices. That way, employees have assured a positive digital experience wherever they work on whichever device they use!

Want to give ControlUp a try? It is easy. ControlUp can run in your environment in less than 10 minutes!