

A GUIDE FOR SUPPORTING THE DIGITAL EXPERIENCE OF YOUR “WORK FROM HOME” USERS.



THE WI-FI PERFORMANCE COMPANY

REAL-TIME ENDPOINT MONITORING WITH MOBILE EYE BY 7SIGNAL KEEPS REMOTE WORKERS CONNECTED AND PRODUCTIVE.

When the coronavirus pandemic required office workers to suddenly go remote, organizations that had built their infrastructures around onsite network access found themselves in a position where they were forced to adapt quickly. In an all-hands-on-deck situation such as this, everyone from HR to I&O leaders had stakes in spinning up a continuity plan that would keep the business running and workers productive with as little frustration and downtime as possible.

These fast work-from-home solutions included Bring Your Own Device (BYOD), VoIP, virtual meetings, VPNs, cloud collaboration, team hubs and other dispersed workforce products. However, unlike an onsite network, they are only as reliable as the remote worker's internet connection — unless organizations have endpoint monitoring in place.

Easily deployable and scalable on a per user basis, Mobile Eye is the SaaS application that monitors the health of an employee's home network with an outside-in approach that allows you to analyze trends, reduce help desk tickets and solve issues faster by managing network connections, data transmission rates, channel connections and other key factors.



WITH 7SIGNAL, CONNECTIONS THRIVE

7Signal was recently recognized by Gartner, a global research and advisory firm, for its endpoint monitoring technology, Mobile Eye.*

[See the August 2020 "Market Guide for Digital Experience Monitoring" by Gartner](#)

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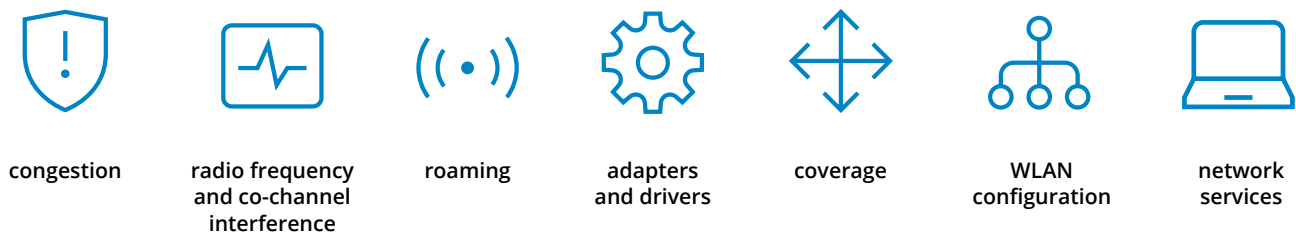


IN THE NEW NORMAL, MOBILE EYE OPTIMIZES “BRING YOUR OWN WI-FI.”

When employees work from home, digital experience monitoring (DEM) becomes nearly impossible for a company's thousands of disparate users, each using their own consumer-quality network connection. However, network health does not have to remain out of the hands of the IT department.

With remote endpoint monitoring by Mobile Eye in place, IT once again has oversight of workers' network performance. Mobile Eye provides fast and actionable root-cause connectivity data for Windows®, Android®, and macOS® devices to make managing devices and Wi-Fi possible, as well as easier.

Mobile Eye eliminates end user stress and provides best-in-class analytics and diagnostics in a SaaS tool that lives on each user's computer. It discreetly runs in the background, monitoring only the user's network in order to give IT comprehensive visibility into the top seven Wi-Fi problems as they happen, from a single pane of glass:



Having access to the depth and breadth of data provided by Mobile Eye is significant because workers are accustomed to a high-speed corporate network environment that works seamlessly. In the office, bandwidth has never been an end user's concern. However, they may now feel the limitations of their home network as a large volume of data is being sent and received, especially if bandwidth is shared by multiple people working, attending school and streaming entertainment at home.

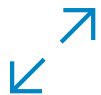
At the same time, external factors beyond the user's control have an impact on network performance and can cause frustration, including packet loss, low throughput and drops in voice, latency and jitter, or video quality. Whatever the current state of the user's network, Mobile Eye dashboards reveal the analytics so that IT can intercept a network warning or resolve a critical issue. On the other hand, perhaps a user's connectivity issue is not network related. The dashboard will reveal that as well, so that an alternate solution can be found. When you have the data, you have the power.

HOW TO BREAK OUT OF THE BREAK-FIX CYCLE



100% visibility into wireless devices

Mobile Eye provides timestamped feedback on the most common connectivity issues.



Fast and easy SaaS deployment

Scale up or scale down.



Non-invasive network monitoring

Passive and active tests run in the background on endpoint devices, with no impact on processing performance or battery life and without stepping on user privacy.



Safe and secure software

Mobile Eye runs on 7SIGNAL's secure cloud infrastructure. GDPR compliance ensures the privacy and safety of your networks, devices and users.



Network, vendor and AP agnostic

Our independent platform offers flexibility with current and future network setups.

“Properly deployed end-user focused monitoring of infrastructure, applications, and endpoint user experience will allow quick identification of trouble spots and development of remediation plans.”

Source: “Use DEM to Understand and Enhance Your Employees’ Work-from Home Experience,” Gartner.com, April 22, 2020 - Josh Chessman, Ted Corbett, Padraig Byrne

REMOTE WORK: FLEXIBILITY IS THE FUTURE

Everyone wants to know if work-from-home — along with its accompanying benefits and frictions — is here to stay. Industry surveys tell us the answer is yes.

A June 2020 Gartner survey of company leaders representing HR, Legal and Compliance, Finance and Real Estate, revealed that “82% of respondents intend to permit remote working some of the time as employees return to the workplace...Nearly half (47%) said they intend to allow employees to work remotely full time going forward.”¹ Meanwhile, some organizations are considering post-pandemic remote work as a benefit offering.²

An April 2020 Global Workplace Analytics survey of 3,000 employees provided further insight. Of the respondents, 78% believe “They are most successful when they have the tools, skills, and resources they need and they have a good place to work at home.”

Another Global Workplace Analytics finding revealed that a typical employer can save an average of \$11,000 per year, per person who works remotely half the time. Prominent companies are choosing to have less of a footprint by converting to a work-from-home model permanently.

However, this savings on rent, electric and other hard costs dissipates when you consider that nearly 80% of the hit to your bottom line comes from lost employee productivity. The average company suffers five downtime events every month — incurring total costs of \$1 million a year for a midsize business and more than \$60 million a year for a large enterprise.³ When you consider that workforce costs can account for as much as 70% of total business costs, the ROI of endpoint monitoring by Mobile Eye is significant in the downtime it saves.⁴

¹ Source: Gartner Press Release, “Gartner Survey Reveals 82% of Company Leaders Plan to Allow Employees to Work Remotely Some of the Time,” 14 July 2020. <https://www.gartner.com/en/newsroom/press-releases/2020-07-14-gartner-survey-reveals-82-percent-of-company-leaders-plan-to-allow-employees-to-work-remotely-some-of-the-time>.

² Source: “What benefit leaders predict for the future,” HRExecutive.com, September, 9, 2020

³ Source: “The High Price of IT Downtime” by Joe Stanganelli, NetworkComputing.com, January 29, 2016

⁴ Source: Society for Human Resource Management

“The organizations whose employees thrive and find new ways to do great work in this newly distributed working world will have done it through the smart application of technology. Organizations that thrive will be those that rethink the flow of work and then apply technology to make that process work as easily and seamlessly as possible for employees.”

Source: “Q&A with HR Tech Influencer: Jason Lauritsen,” HRExecutive.com, September 9, 2020

REMOTE WORKER WI-FI ISSUES DON'T HAVE TO BE BEYOND YOUR CONTROL.

The unexpected experiment that pushed most people to work from home is evolving into a new way to work. As this happens, workers will find accessing the resources to do their job may be difficult or significantly slower without their company's I&O stepping in to implement the DEM tools that will protect the connectivity they need to stay productive.

Mobile Eye is the application that organizations trust to monitor employee networks — any network — anywhere in the world. Find out more about how Mobile Eye by 7SIGNAL can improve the server connectivity, voice quality, video quality, download times and upload times for your organization's remote workforce. 7Signal has been recognized by Gartner.*

Learn more about Mobile Eye or schedule a demo at 7signal.com/products/mobile-eye