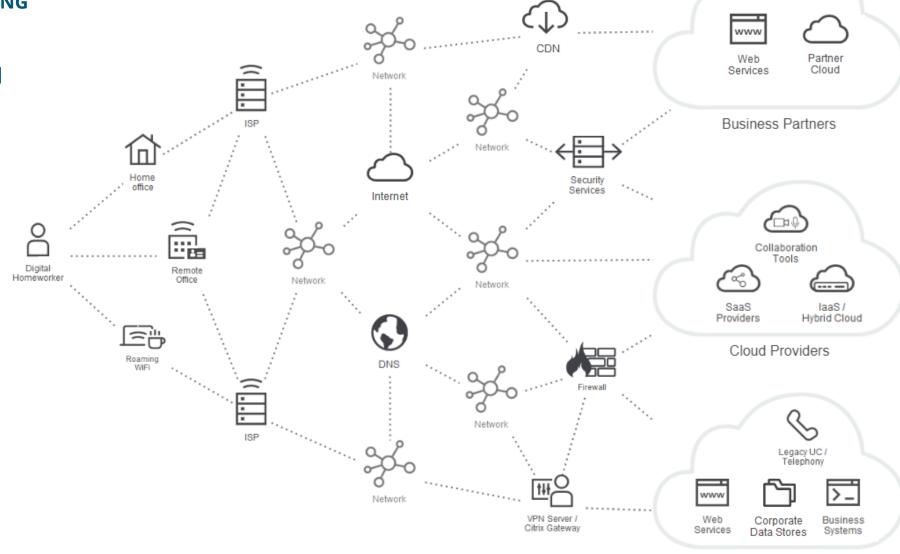


Digital Homeworking Human Experience

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DIGITAL HOMEWORKING

Overview of a digital supply chain.



Datacenters (Colo / On-premises)



Insight: CDN Insight: Security Services **DIGITAL HOMEWORKING** (Poor performance, service location) (Incorrect service selection, latency) Apply recommended traffic exclusions, Ensure internet egress matches client route traffic appropriately DNS geo-location detection. Human Experience Audit digital supply Insight: WiFi Insight: Global ISP chain insights. (Network latency, service bottlenecks) (Poor connection, contention) Improve the local environment -Reduce network latency - use local CDN SaaS or CDN to support digital services. channel, location, device contention. Services Digital Internet Digital LAN/WiFi/LTE service OLocal ISP Homeworker **Global ISP** Insight: Local ISP Insight: Digital Service Providers (Hosting performance, availability) (Poor performance, shared service) Select alternate network connection -Scale service up/out or review cloud 4G/5G or alternate WiFi. alternative, ensure appropriate network. VPN Server / DNS Citrix Gateway Insight: DNS Insight: Remote Access Services (Query performance, geo-location) Ensure appropriate DNS server selection (Network capacity, bottlenecks)

with correct geo-location configuration

Scale service up/out or review cloud

alternative, remove traffic from VPN.