

CUSTOMER EXPERIENCE REVIEW

Enterprise Digital Portal Journey

Analyzing the end-to-end flow from secure onboarding to infrastructure configuration.

| Executive Summary

Security & Trust

The onboarding process prioritizes business verification through DUNS numbers and email validation, establishing a high-trust environment essential for enterprise-grade access.

Self-Service Power

The "Mobile Internet Solutions" dashboard empowers users to configure complex data center requirements independently, utilizing robust search and filtering tools to manage global infrastructure.

| The User Journey

1

Authenticate

Secure login via User ID
or new account creation.

2

Verify

Business identity
validation via DUNS &
Email.

3

Discover

Search & Filter Data
Center locations.

4

Configure

Select port speeds and
cross-connects.

Phase 1: Unified Entry Point

Clear Segmentation

Distinct paths for "Sign in" versus "New User" ensures immediate direction for different user personas.

Corporate Identity

The interface reinforces the brand through consistent typography and minimal visual noise, focusing the user on the task.

Frictionless Recovery

Prominent "Forgot User ID/Password" links reduce support ticket volume during entry failures.



| Identity Verification Protocol



Personal Details

Collection of standard contact information (Name, Email) establishes the individual user profile within the system.



Business Validation

Integration of the **DUNS Number** field ensures that the user is tied to a legitimate business entity, preventing unauthorized access.



Loop Closure

Mandatory email verification with a time-bound link (10 mins) secures the communication channel before granting access.

Service Configuration

Navigating the "Mobile Internet Solutions" Dashboard

Infrastructure at a Glance

The user lands on a sophisticated dashboard designed for managing physical network assets.

Key Action: Selecting a Data Center for configuration.

The interface effectively bridges the gap between digital management and physical infrastructure (Server Racks, Ports, Fiber Lines) through a clean, list-based UI.



| Search & Discovery Mechanics

Global Search

The "Search by data center, name or address" field allows experienced network engineers to bypass browsing and jump directly to known assets (e.g., "NYC-DC01").

Granular Filtering

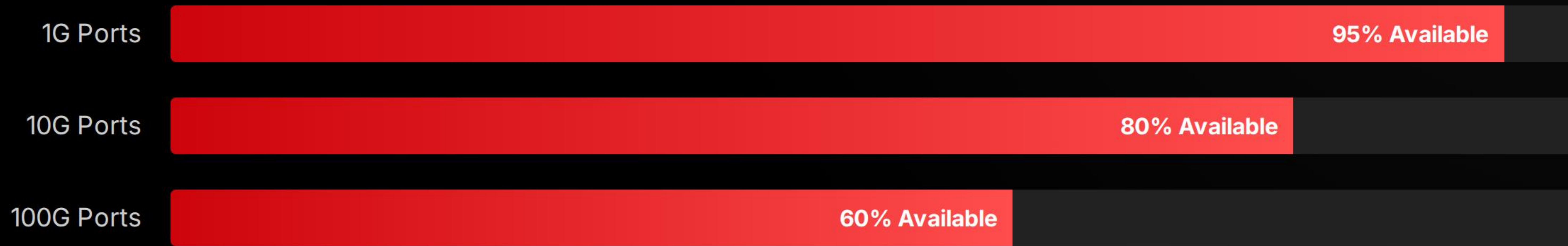
Users can refine the massive list of 50+ data centers by specific technical requirements, such as "Available port speeds," ensuring compatibility before selection.

Data Organization

Name	Address	Port Speeds	Cross Connect
NYC-DC01	2000 Fiber Optic Drive, Ashburn	100G, 10G, 1G	✓ Yes
DAL-East-AZ	77 Megawatt Lane, Quincy, WA	100G, 10G, 1G	✓ Yes
SFO-West-P	Building 5, Digital Park, Swords	10G, 1G	✗ No
CHI-DR	4400 Gigahertz Avenue, Suite 100	100G, 1G	✗ No

*Data replicated from portal screenshots for analysis.

| Port Speed Availability



High-speed (100G) ports are a premium asset, available in approximately 60% of displayed data centers.

UX Heuristics Observed



Visibility of Status

The interface clearly marks selected items with checkmarks and active states, reducing user uncertainty during configuration.



Match System & Real World

Using familiar terms like "Data Center" and "Port Speed" speaks the language of the network engineer.



Error Prevention

Filters allow users to hide incompatible locations (e.g., those without 100G) before they attempt configuration.

Q&A

Thank you for reviewing the customer journey.

| Image Sources



<https://static.vecteezy.com/system/resources/thumbnails/071/518/985/small/man-logging-in-to-secure-online-account-on-laptop-digital-security-concept-modern-workplace-cybersecurity-photo.jpg>

Source: www.vecteezy.com



https://images.stockcake.com/public/d/3/9/d39407f9-0595-4eb6-bd38-8930155f79ed_large/data-center-aisle-stockcake.jpg

Source: stockcake.com