teridion
AnyPlace

Keeping Remote Employees Connected

A Teridion White Paper

An overnight Change

In the leadup to March 2020, only 6% of Americans[1] and 5% of Europeans[2] worked primarily from their home. COVID-19 changed that. Within days of the World Health Organization (WHO) declaring a global pandemic and political leaders urging employees to stay home, the world of work had been upended.

Enterprises were forced to react with patchwork solutions that enabled connectivity for remote and work-from-home employees while securing corporate assets from threats on the public web.

Tools and solutions like VPN, ZTNA, SD-WAN, and SASE were deployed, to support businesses tried to make their way through what they thought would be a short time before things returned to normal.

Two years later, organizations are realizing that the pandemic, which was perceived as a blip, is leading to some long-lasting changes in the workplace. In

May 2021, a Gallup poll[3] found that 70% of white-collar workers were still working remotely. Two months later research conducted by HR consulting firm Mercer[4] showed that the hybrid working model, combining remote work with appearances in the office, was here to stay.

However, internet connectivity has been a challenge for employees since the beginning of the pandemic. Video conference calls and cloud applications require high-bandwidth connectivity and enterprise-grade SLAs to ensure uninterrupted communications. Quality of service (QoS), one of the keystones of office connectivity, isn't generally available for home connections.

Enterprises need a holistic connectivity solution that seamlessly enables high-speed connections between employees' home offices with their cloud-based applications and networks.

Common Solution

To this point, organizations have relied on one of three solutions. Each solution has its own benefits and drawbacks for employees and organizations.

HOME OR PUBLIC INTERNET CONNECTION

Many businesses are relying on their employee's home internet to access the internet. They hope that home and public internet connectivity will be enough.

While this approach does enable employee connectivity to business-critical information, it presents a number of drawbacks for the organization. For starters, home and public internet connections don't offer a corporate-level SLA. Line stability and connection speeds can change throughout the day, and companies have zero visibility into their network. When things go wrong, a company's IT specialist can't support their employees or get them reconnected. Furthermore, these connections are not secured, and employees can unwittingly expose critical data on the public web.

VIRTUAL PRIVATE NETWORKS (VPN)

VPN services are frequently used by organizations to securely connect their employees to corporate resources and systems. A Netmotion survey of 750 IT leaders from around the world found that 54% of their organizations were relying on VPNs in 2020. VPNs are very common tool, providing secure connectivity for remote workers for many years.

However, VPN doesn't solve the quality of service (QoS) issues facing employees, as they are still reliant on consumer-grade – rather than corporate-grade – SLAs connectivity. The level of service is best effort, VPNs can actually slow down connectivity as multiple users try to access the same resources, leading to latency issues and interfering with productivity.

Furthermore, VPNs aren't well suited for dynamic workforces, as they require constant management, hardware installations, and don't adjust easily to changes in networks.

They make it increasingly difficult for IT teams to effectively manage hybrid and cloud-based computing architectures.

VPNs introduce a single point of failure. If the VPN server is down, all users are impacted, leading to productivity drops across the company.

VPN-AS-A-SERVICE (VPNAAS)

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> The ultimate remote access experience begins with high-speed broadband solutions that is stable, with low latency and backed by SLA.

ZERO TRUST NETWORK ACCESS (ZTNA)

ZTNA is another frequently used security tool for remote connections. In terms of security, ZTNA is excellent, providing users with access to services for which they have been authorized.

However, like VPN and VPNaaS, ZTNA doesn't address quality of service issues. Users continue to struggle with connectivity issues, including latency and slow file transfers, leading to a poor-quality experience.

Best Approach

Poor connectivity hampers remote work. It disrupts video conferences, delays work and frustrates employees who are trying to connect to cloud-based or remote servers and applications.

The ultimate remote access experience begins with high-speed broadband solutions that is stable, with low latency and backed by SLA for the end user.

SD-WAN network architecture solves many of the network challenges and quality-of-service issues enterprises are facing. It improves connectivity, agility and network flexibility as it provides employees with an online working environment that is similar to the office experience.

However, SD-WAN doesn't quite go far enough to support remote users. It lacks a guaranteed SLA, and doesn't necessarily resolve issues in highly regulated countries, like China or Russia.

As companies continue to rely on SaaS applications and utilize high-bandwidth video conferencing, they need guaranteed, high-speed connectivity. Only solutions with corporate-grade SLAs are ideally positioned to best serve the needs of organizations with remote and hybrid employees.

Teridion's Solution

Teridion AnyPlace is a secure, remote connectivity service that was designed from the ground up for today's remote workforce. Based on Teridion's renowned overlay network that sits on 25 different cloud providers with over 500 points of presence (PoPs), AnyPlace uses AI to monitor the network and determine the fastest route.

AnyPlace is a reliably fast, global WAN-as-a-Service that improves enterprise connectivity and guarantees consistently good internet performance. AnyPlace is ideal for inter-site activity, remote users, and site-to-SaaS connectivity.

Users can connect to AnyPlace through any edge device. It is a clientless deployment, and invisible to end users. There are no compatibility or management issues, enabling IT teams to easily manage the service, and simplifying the user experience for both IT administrators and end users.

DESIGNED TO MEET REMOTE WORK'S BIGGEST CHALLENGES

Teridion AnyPlace provides enterprises and end users with the SLAs they need to remain productive.

SUPERIOR INTERNET CONNECTIVITY

Teridion AnyPlace offers a service-provider-grade SLA, guaranteeing high-speed connectivity for all employees, regardless of their location. The service includes 24/7 support, as well as monitoring and reporting tools so your IT team has full visibility into the service.

ACCELERATED APPLICATION ACCESS

AnyPlace provides the SLA-driven connectivity that accelerates connectivity to your corporate sites, clouds, and SAAS application whether you use your home or public internet connection with or without tools like ZTNA, VPN, or VPNaaS.

FAST, STABLE, AND RELIABLE

Teridion AnyPlace constantly monitors the internet, looking for the best route to deliver data. It quickly adapts to changes on the internet, delivering a seamless experience for the user.

MEETING REGULATIONS AND INDUSTRY STANDARDS

AnyPlace optimizes connectivity in highly regulated countries, including China, Russia, and India. It is fully compliant with regulations in those places and uses its unique architecture and 500 PoPs to continually deliver high-speed connectivity to its users.

AnyPlace meets all the major regulatory standards, including SOC2 Type 2 compliance, NOC 24/7/365 inspection, OWASP Top-10 2021 Defense Updates, and NGFW implementations, and is GDPR compliant.

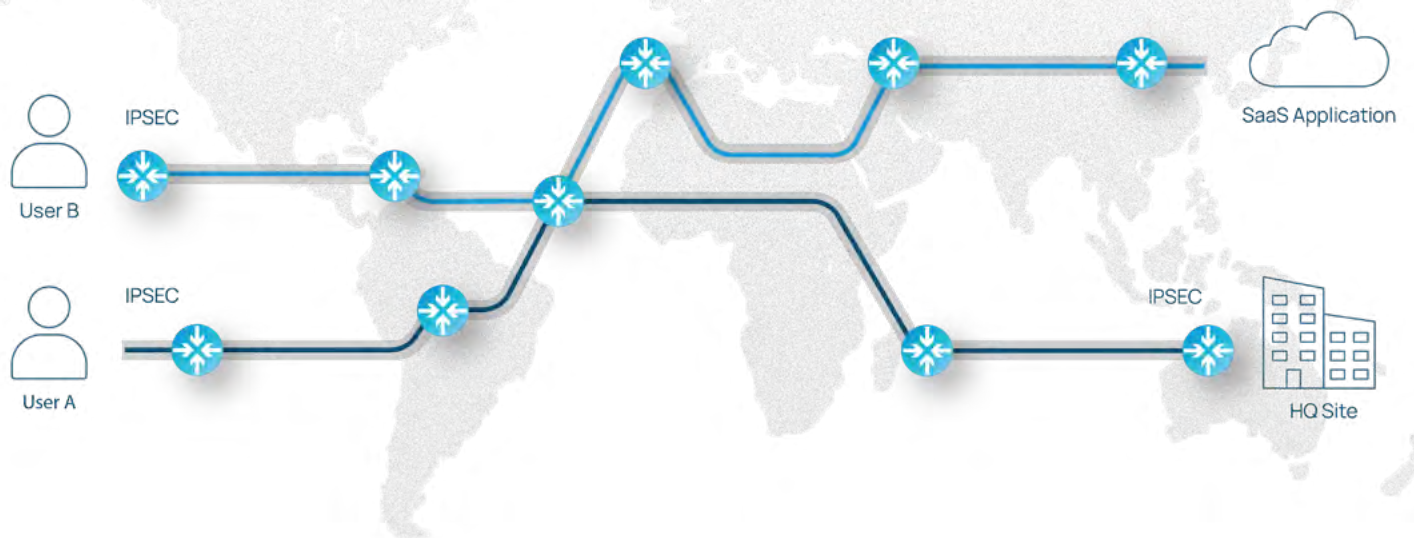## IDEAL FOR YOUR CONNECTIVITY NEEDS

Teridion AnyPlace is an optimal solution for all remote employees. It is easy to deploy and provides a flawless user experience.

Deploy Teridion Anyplace for great benefits, including:

- **Great User Experience** – Designed with end-user simplicity in mind, AnyPlace provides the simple, secure remote experience your team requires.

- **Clientless Deployment** – AnyPlace eliminates the need to add additional hardware or software onto employee devices. It eliminates compatibility and maintenance issues, as well as dependencies.

- **Hassle-Free IT Management** – AnyPlace can be managed from a central, cloud- based portal, allowing IT administrators to securely manage AnyPlace certificates for client authentication from anywhere.

- **Highest Security Standards** – Teridion AnyPlace is fully compliant and meets the industry's highest security standards.

ANYPLACE SOLUTION

User B — IPSEC
User A — IPSEC
SaaS Application
IPSEC — HQ Site

About Teridion

Teridion is a reliably fast, global WAN as a service solution that improves enterprise connectivity. It guarantees consistently best Internet performance. Teridion's solution solves for inter-site activity, remote users, and site to Cloud connectivity. Teridion network can connect to any edge device, acting as a perfect partner for system integrators, managed service providers and resellers who build connectivity packages for enterprises.

1.   https://www.ncci.com/SecureDocuments/QEB/QEB_Q4_2020_RemoteWork.html

2.   https://www.weforum.org/agenda/2021/05/europeans-work-from-home-remote-covid-coronavirus- pandemic-europe-eu/

3.   https://news.gallup.com/poll/348743/seven-u.s.-white-collar-workers-still-working-remotely.aspx

4.   https://www.hrdive.com/news/most-us-employers-with-flexible-work-plans-choose-hybrid-work-mercer-says/603304

GET STARTED

Ready to connect enterprise sites at the highest performance?

Contact us for any further questions.

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