Flynet Vitality Brief: Dropped Connections with Remote Working

Situation

As most organizations move to support long term remote working for a significant proportion of their users, they require an emulator that can be accessed reliably from a variety of access devices and methods.

Obstacle

Unstable internet and VPNs are causing dropped connections. For the majority of emulators, especially thick client emulators, this is causing the following problems:

•Incomplete processes
•Orphaned records (purchase orders, account applications etc)
•Compromised data
•Session lock out
•Application access loss
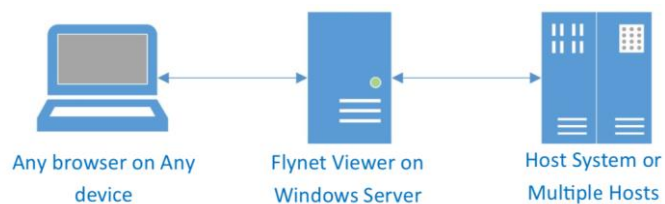•Administrative intervention

Implication

The average dropped connection takes between 15 and 45 minutes to resolve and requires an average of two employees. This has the following implications:

•Poor customer experience
•Poor end user experience
•Reduced efficiency
•Increased host system usage costs
•Increased technical support burden
•Reduced data quality

Solution

Flynet's terminal emulation has been designed and optimised to overcome the obstacle of dropped connections in the following ways:

•Server-side connection persistence
•Handshaking
•Administrative session overview
•Follow-me sessions

Any browser on Any device — Flynet Viewer on Windows Server — Host System or Multiple Hosts

Conclusion

Flynet can solve the obstacle of dropped connections impacting terminal emulation; allowing users to access their applications securely from any device with a browser.

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