

# Jubilant 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

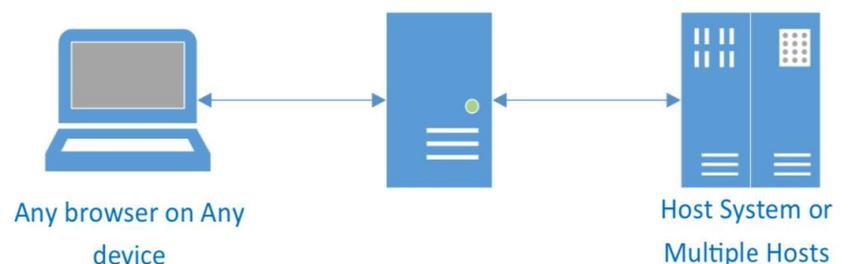
The average dropped connection takes between 15 and 45 minutes to resolve and requires an average of two employees. This has the following implications:

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

## Solution

Jubilant'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



## Conclusion

Jubilant 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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