



Maximize Zoom Performance with Smart Edge and SD-WAN



Zoom has become an indispensable tool as organizations have increasingly invested in a remote workforce. Assuring the best possible performance and availability of leading applications such as Zoom is more important than ever.

15% of VMware employee users experienced remote meeting performance issues**

50% variability in remote meeting performance depending on call routing**

1 Business Day per month aggregated productivity lost due to network conditions*

40% of Zoom issues caused by poor Wi-Fi***

60% of Zoom issues caused by poor internet***

Visibility + Control = Great Performance

What's required to ensure a great Zoom experience? It starts with visibility and control into the application usage.



Integration for proactive insight

VMware SD-WAN™ and **VMware Edge Network Intelligence™** enhance the virtual meeting experience for users, regardless of their location and devices. VMware Edge Network Intelligence and VMware SD-WAN work together, combining data to reveal who is having problems—regardless of whether they are working from home, in the office, or in a public space—why they are having problems, and how to fix them.



VMware SD-WAN™

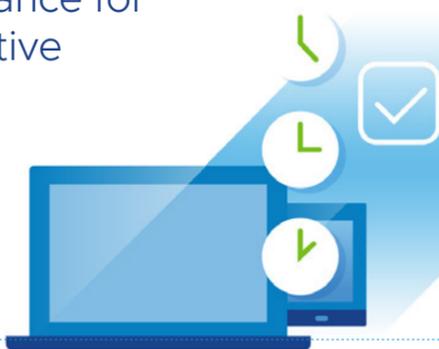
VMware SD-WAN enables cloud-delivered, transport-independent, and easy-to-use connectivity to Zoom.



VMware Edge Network Intelligence™

VMware Edge Network Intelligence provides true insight into the remote network problems that IT departments could not previously see or correct.

Three-pronged approach with VMware SD-WAN to deliver the best performance for latency-sensitive Zoom traffic



Identifies and prioritizes Zoom and other UCaaS applications



Optimizes and secures on-ramp access to Zoom data center locations



Provides actionable insights and proactive remediation

VMware Edge Network Intelligence and VMware SD-WAN can enable organizations to realize the full value of their unified communications investment, and better support an increasingly remote workforce.

Results with VMware SD-WAN in a remote work environment

88% reduction in network performance issues for users with a single WAN link*

98% reduction in network performance issues for users with dual WAN links*

0 users had persistent Zoom connectivity issues***

Learn more about how VMware SD-WAN and VMware Edge Network Intelligence can help you ensure the best possible user experience, regardless of location at sase.vmware.com/ENI.



* Based on data from more than 5K work-from-home deployments of VMware SD-WAN over a 60-day period in 1H2021. Avoided productivity loss calculated as the average per user duration of network performance issues avoided by SD-WAN per month.

** Based on VMware Edge Network Intelligence analysis of Zoom call metrics data for VMware work-from-home employees over a 2-week period in April 2021 where a "performance issue" is an issue such as packet loss, jitter or latency being poor for >5 minutes within an hour. "Variability in Zoom performance" refers to the frequency of performance issues among call routes.

*** Based on data from VMware Edge Network Intelligence including Zoom call metrics data over a 2-week period in April 2021 among a pilot group of VMware work-from-home employees who had deployed the VMware Edge Network Intelligence client application and/or a VMware SD-WAN Edge. Persistent Zoom connectivity issues defined as having 5 or more occurrences of Zoom performance issues (e.g., packet loss, jitter and latency being poor for >5 minutes within an hour) within the 2-week period.

