



THE COMPANY

Founded in 1951 in Minden, Germany, the medium-sized company, which trades as WAGO Kontakttechnik GmbH & Co. KG, manufactures components for electrical connection and decentralized automation technology. Around 3,000 of the 5,800 employees and independent marketing agents in 25 global offices are based at two locations in Minden and Sondershausen. In addition, the company runs production facilities in Switzerland, India, China, Poland, Japan, France and the US.

From dial-up to mobile connectivity

WAGO relies on iPass for global connections to work smarter

It takes the right tools for mobile employees to work effectively, and productivity is critical to the component manufacturer WAGO. Providing sales reps with mobile Internet access so they have all the data they need, at any time, using secure, high-quality networks anywhere in the world, was crucial.

Challenges

Traditionally, WAGO sales staff and division managers have been equipped with laptops. "We have had our server environment centralized via Citrix for a long time," said David Kreft, head of system management at WAGO. "That way, employees can access all the applications that they need even when they're on the move. They can work comfortably with Microsoft Office applications, for example, as well as being able to query data from the SAP system." Since 2005, the company has used dedicated dial-up software for analog and ISDN connectivity to provide 400 users with online access, but they were also paying high prices for the necessary UMTS cards. "We decided to put a system in place that would spare employees the cumbersome dial-up system, and give them better, more secure access to the company's back-end processes," Kreft explained. "Having this kind of on-demand access from almost anywhere, using a more secure Wi-Fi network, is so much faster, it's more cost effective, and it makes employees more productive."

Solution

The search for a supplier very quickly showed iPass to be the right one. With the largest global commercial Wi-Fi network connectivity platform, the company helps ensure that users get secure and affordable Internet



ABOUT IPASS

iPass is the industry pioneer in global, mobile connectivity, ensuring unlimited access to unlimited content on an unlimited number of devices. Founded in 1996, iPass is the world's largest Wi-Fi network, with over 20 million (soon to be 50 million!) hotspots in airports, hotels, airplanes, and public spaces in more than 120 countries and territories across the globe. Our hosted Wi-Fi-as-a-Service solution is easy, convenient, secure, and always on.

Expanding on its already established reputation as the premier provider of global Wi-Fi hotspots, iPass connects customers with the people and information that matter most. We are dedicated to delivering the highest quality, most cost-efficient solution on the market today.

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access anywhere in the world. This eliminates the need for users to enter sensitive information such as credit card data. What's more, it's also no longer necessary to buy expensive one-time Wi-Fi day passes for Internet access at hotels or airports. To make offering iPass easier for IT, iPass provides users live email support and maintains a complete online knowledge base. Employees are now able to connect directly to WAGO back-end services, something they couldn't do previously. "For us, iPass offered the ideal solution: the iPass and VPN client is installed on each device, so users get connectivity through one simple interface," commented Kreft.

Results

Having extensive coverage through a wide network of global hotspots enables mobile workers at WAGO to be continuously productive. They can access all of their business-critical applications with a laptop anywhere in the world, just like they would in the office. Users only need to authenticate once, instead of having to repeatedly log in to local hotspots, which can be troublesome and costly. iPass offers a single login every time, no matter where they are. It's also now possible to manage costs more effectively—the bills are standardized and manageable. "We're charged on a per-user, per-day basis," Kreft explained, "so we only pay for the services actually used."

"Another advantage we see is that we no longer need to be concerned with the specific network technologies in use in different countries – they're all supported by iPass. This means that users can work anywhere," Kreft added.

Now that WAGO traveling employees have iPass, they can access any corporate resources from anywhere. The employees rely on the iPass Hotspot Finder to quickly locate high-quality iPass networks near them, rather than having to resort to any free, slow, or insecure hotspot they can find. Because of the success of the program on laptops, WAGO is preparing to enable employees to use iPads with iPass installed, for even greater mobility and convenience. iPass is working closely with WAGO to ensure a smooth transition. "With iPass, WAGO employees are always able to work quickly and efficiently, no matter where in the world they are, and they're always fully supported, Kreft enthused." "All this without any complicated dial-in or authentication procedures. We feel that with iPass, we are being well and reliably served."