



Expro

Oil and Gas specialist Expro controls mobile data costs with iPass

Unlimited global Wi-Fi helps their highly mobile, international workforce to stay connected and protect profits.

As a service provider in the competitive global energy industry, Expro needs to keep a tight rein on costs throughout its operations. For over 12 years, iPass has helped Expro significantly lower mobility costs by connecting its employees to the world's largest commercial Wi-Fi network. Travelling employees can connect seamlessly to corporate applications and stay in touch with their families — even in remote locations. All of this with zero support costs to IT.

Expro is a leading provider of well flow management products and services to the global oil and gas industry. Much of its business takes place at customer sites in the world's oil and gas fields, where Expro staff install and maintain the equipment that helps optimise exploration and production. A mobility strategy is therefore fundamental to Expro's business model.

Around half of the company's 5,000 employees, including managers, sales executives and operational teams, travel for work. They need access to email, desktop applications and a travel assistance app on their mobile devices; and to Unified Communications tools including instant messaging, presence and IP telephony.

"We make a range of tools and apps available, and individual line managers select the ones that help their teams stay in touch and be productive," says Expro's CIO, Martin Ogden. "Similarly, the decision about whether to issue corporate devices or implement a 'Bring Your Own Device' policy is made locally."

Fortunately, whatever devices and applications Expro's people use, their mobile internet connectivity is underpinned by the iPass Mobile Network.



THE COMPANY

Expro provides services and products to measure, improve, control and process flow from high-value oil and gas wells, from exploration and appraisal through to mature field production optimisation and enhancement. Expro employs over 5,000 of the industry's best people, and delivers the highest standards of safety, quality and personalised customer service in more than 50 countries.

► www.exprogroup.com



Connectivity that keeps pace with the mobile revolution

iPass provides Expro's mobile employees with unlimited access to the world's largest commercial Wi-Fi network, allowing them to seamlessly connect to applications, wherever they are. Working with enterprise mobility specialist Mobliti, Ogden originally rolled out iPass in 2003, to make life easier for laptop users who were using sluggish dial-up modems to access their email while travelling.

The shift to smartphones in 2009 changed the game, and Expro's demand for mobile internet connectivity really took off. Today, almost every Expro employee has a smartphone or other smart device running on iOS or Android.

"With a smartphone in their hand, our people quickly developed an 'always-on' mentality," says Ogden. "The iPass Wi-Fi network supports that by giving them a better application experience than they would have with 3G, or even 4G, helping them work more efficiently in the field."

A cost-effective foundation for Unified Communications

iPass also makes much more economic sense for Expro than 3G and 4G networks. The competitive nature of the oil and gas industry puts every player under cost pressure, and Expro is no exception. So controlling the cost of mobility is one of Ogden's key objectives.

Expro spends hundreds of thousands of dollars a year on mobile telephony, including roaming charges. With so many applications accessible from smart devices, and the introduction of Cisco Jabber for IP telephony (which transmits voice as data), Expro is using much more mobile data than before. Data used to account for about 10% of the company's mobile roaming charges; now it's soared to around 70%.

"iPass helps us avoid 'bill shock' on mobiles," says Ogden. "The significant savings we make by using iPass instead of 3G or 4G mean it's a key part of



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.

Visit us at www.ipass.com



Corporate Headquarters
iPass Inc.

3800 Bridge Parkway
Redwood Shores, CA 94065
+1 650-232-4100
+1 650-232-4111 fx
www.ipass.com

our mobile strategy. Without it, the rising costs of ever increasing data usage would seriously compromise our aspirations around Unified Communications on mobile.”

Easy to use, all over the world

Helping new users understand what iPass is for and how to use it is a simple task for Ogden. “The iPass mobile client is invisible and easy to use, so people soon get the hang of it. What’s more, we get zero support calls about it,” he says. “It’s become a seamless piece of kit for people on the road.”

iPass hasn’t just benefited Expro’s productivity, though. Some of Expro’s people spend much of their working lives away from home, frequently spending weeks at a time in remote locations in countries like Russia and Nigeria. “Staying in touch with their families helps boost employees’ morale and wellbeing, so we allow them to make personal calls over iPass,” says Ogden. “Because iPass Wi-Fi access is unlimited, they can do so without adding to our mobile costs.”

Over the years, Ogden has been offered alternatives to iPass by mobile and network carriers. “Those services work within their coverage zones, but not at all in other places. We’ve stuck with iPass because it offers much better worldwide coverage than any individual carrier can,” he says. “For us, iPass has been a success from day one, providing high-quality connectivity that meets mobile users’ expectations, and delivering the cost control we need as a company.”

© Copyright 1996-2015 iPass Inc.
All rights reserved. iPass and the iPass logo are registered trademarks of iPass Inc. All other company and product names may be trademarks of their respective companies. While every effort is made to ensure the information given is accurate, iPass does not accept liability for any errors or mistakes which may arise.

Specifications and other information in this document may be subject to change without notice.