Up in the Air

iPass provides a cost-effective, reliable solution for enterprise inflight connectivity

One of the world's largest consulting firms came to iPass with one question: how could they keep more than 5,000 mobile workers reliably connected and productive while traveling, maintain a secure connection, retain visibility within the IT department, and still control inflight Wi-Fi access charges?

The challenges for a mobile workforce

Known globally for its audit, tax and advisory services, as well as for providing consulting services to organizations in almost 20 industries, this consulting firm has more than 80 locations in the United States alone and even more around the globe. So it stands to reason that the company's employees travel—a lot. Those employees need to stay in touch with each other, and with their clients, even while in the air.

The company was looking for a platform to help keep traveling employees engaged with each other and with customers, collaborating on proposals, presentations, strategizing, working in SharePoint, over email, and in their CRM, solving problems on the move. The company's United States IT organization needed to help ensure security, keeping online content safe and compliant within the VPN. IT was also charged with controlling costs. The individual roaming bills from inflight Wi-Fi were skyrocketing, and, with so many employees traveling so much, were difficult to track. This consulting firm turned to iPass to provide a single connectivity platform for all its traveling employees.

THE ORGANIZATION

▸ One of the world's largest consulting firms

THE CHALLENGE

▸ Keep thousands mobile workers around the world connected with each other, when traveling, in the air, and across more than 80 locations

▸ Ensure security and compliance policies

▸ Control costs

THE SOLUTION

▸ iPass for the consulting firm's mobile workforce

THE RESULTS

▸ 2,500 traveling employees deployed, trained, and extending the service to smartphones and tablets—2,500 more set to deploy

▸ Total visibility into usage and productivity using a secure, reliable network

▸ Considerable savings over data roaming and Wi-Fi day pass costs

iPass delivered customer success

iPass sounded like a good option to the organization's director of procurement from the moment he first heard about it, but before signing the contract, the company had to be sure a platform serving thousands of traveling workers was viable. iPass needed to show the company that its solution could support the company's needs, and prove that the consulting firm's IT could maintain complete control of company-owned laptops, with total visibility into usage—who, when, how much, and where. To test the solution, iPass collaborated with the customer to build a simulated test environment and ran extensive testing; followed by inflight testing. iPass showed this company that inflight connectivity for thousands over a single platform was not only possible, but it would make the technical and administrative difficulties of inflight Wi-Fi a thing of the past. The company's employees now tap into iPass partner GoGo® with a single sign-on, with no credit cards or individual receipts needed, and the company realizes real savings

The Results

iPass helped deploy its solution to the first 2,500 traveling employees, and is set to deploy an additional 2,500. iPass provided everything employees needed to get started— communication templates, quick-start guides, videos, content for the corporate intranet, and training at both the IT/helpdesk and end-user levels. The users reported feeling "special," and now see the full potential of the iPass platform—extending the service beyond their company-owned laptops to their personal or company iPhones, iPads, and Android devices, using the iPass application

Traveling employees can also use their iPass accounts to save money on the ground to connect using iPass at hotels, airports, restaurants, cafes, and while tapping into other free and iPass global mobile network hotspots. Because iPass has partnered with 150 service providers around the world, it's easy for employees to quickly locate and sign into Wi-Fi almost anywhere they go, and get reliable connections for always on communication and collaboration from almost any device.

Corporate Headquarters
iPass Inc.

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

Administratively, the company can easily account mobile workers' roaming costs. Now, the company has total visibility into usage and productivity through the iPass Portal. For further savings, the company only pays for users who are active during any month. If an employee doesn't sign on, the company isn't charged for that user. This provides extra flexibility for employees who travel only occasionally.

Conclusion

After one year of use, iPass has proven to one of the top three global consulting firms that its solution is the best choice to manage mobile roaming costs and improve productivity on a grand scale. iPass, the world's largest commercial Wi-Fi network, together with the iPass solution, provides this company with cost- effective, reliable inflight Wi-Fi that's not only secure and reliable, but helps IT gain visibility into mobile usage from an enterprise, group, individual, or device perspective. This level of visibility lets IT enforce expense policies, and helps ensure that each user is compliant with company security policies. Today, this consulting firm relies on iPass for up to 5,000 mobile workers, but could easily deploy the service to many more employees to create a truly mobile, agile workforce, connected with each other, with clients, and the rest of the world.