

How the Communications Experts Communicate

ArrayComm Gains Reliable Broadband Access

The Challenge: Getting reliable, high-speed access for transferring large amounts of data, anywhere in the world

The Solution: iPass Corporate Access™ service, iPassConnect™ universal client and iPass intelligent Online Quality (iOQ®) service

The Result: Successful connections increased tenfold to nearly 100 percent; support calls decreased from 300 to one per month

Founded in 1992, ArrayComm creates wireless technology and systems that give people the freedom to communicate when they want, how they want, wherever they are. The company's smart antenna technology creates "personal cells" of voice or data for people on the move, enabling dramatic improvements in capacity, coverage and service quality for a wide variety of wireless networks. ArrayComm technology is currently deployed in more than 250,000 base stations, serving over 40 million people on four continents.

THE CHALLENGE

ArrayComm is headquartered in San Jose, California, with an engineering office in Freehold, New Jersey. Yet this U.S.-based communications company does most of its business with customers outside the U.S. That means a lot of traveling—and it means a lot of data that must be transferred between corporate networks in the U.S. and temporary worksites potentially anywhere around the world. In particular, ArrayComm engineers need the ability to transfer huge amounts of raw data to perform remote simulation and analysis.

When a company that specializes in connecting people can't connect with its own remote employees, productivity suffers, customers get impatient, support costs rise and business slows to a crawl. That's the situation in which ArrayComm found itself. The problem was, ArrayComm wasn't getting reliable bandwidth from its global broadband provider and wasn't getting the worldwide coverage it needed. "People would travel to third-world countries and try to dial back internationally to check email,

send status reports, pick up engineering data and so on," says Timothy Demarest, ArrayComm's director of IT. "But it was a nightmare. It worked 10 percent of the time or less."

In 1999, ArrayComm began using a large telco, which offered broadband connectivity via frame-relay. Problems surfaced when the vendor couldn't effectively support the frame-relay technology. ArrayComm was paying too much for a service that was falling far short of meeting the company's needs.

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TIMOTHY DEMAREST
Director of IT, ArrayComm

ArrayComm needed a single vendor that offered around-the-globe coverage, with reliable, easy-to-use high-speed service. The solution had to be based on a more dependable technology than frame-relay and require minimal investment in new infrastructure. "The telco products were too expensive and were based around frame-relay, which we were trying to get away from," says Demarest. "Plus, they were very infrastructure-intensive, requiring us to buy or lease equipment on site in order to support the solutions they were proposing."

ArrayComm®

Trusted connections. No compromises.





THE SOLUTION

iPass offered everything ArrayComm needed, without any of the drawbacks. "iPass had the best coverage of any of the providers we talked to," recalls Demarest. "Plus, the service includes guaranteed reliability, usage statistics and integrated billing."

The iPass solution for ArrayComm includes: Corporate Access, iPassConnect universal client and the intelligent Online Quality (iOQ) service. iOQ helps support staff monitor the user experience end-to-end, gathering Service Quality Management data from the user's device, which can then be used to generate statistics on the connection experience. ArrayComm uses the information for IT management reports on usage and for help-desk support.

"It was actually one of the easiest implementations I've ever gone through," Demarest says, recalling the iPass deployment. "Within two weeks of choosing iPass and creating our schedule, we had deployed it to almost 100 percent of the people who were traveling."

Demarest credits iPass pre-sales, post-sales and engineering support for helping to make the deployment so smooth and quick. iPass provided a comprehensive roadmap and schedule that ArrayComm was able to use almost unchanged. The pre- and post-deployment training was easy—largely due to how easy iPassConnect is to use—and the automatic phonebook updates eliminated what would otherwise be a tedious and time-consuming task. The client was easy to push out to both local and remote users.

iPass went out of its way to support ArrayComm's unique authentication needs. "At the time, it didn't seem like there were a lot of people trying to use two-factor authentication," recalls Demarest, "and iPass worked with us to add two-factor authentication. There were a few bumps, but I'm glad we did it because it has worked out really well."

THE RESULT

When asked what benefits ArrayComm has achieved with its new iPass solution, Demarest doesn't hesitate. "Time is money," he says. "We went from approximately 10 percent successful connections to nearly 100 percent. And we went from an average of getting 10 support calls per day for remote access, which included weekends and nights, to one support call per month."

Demarest is so pleased with the iPass service, he plans to evangelize the time, convenience and cost advantages to the rest of the growing organization.

"We have a new primary investor—a large holding company—and so we're becoming part of a bigger family of companies," Demarest explains. "We've already begun discussing what we'll be doing for remote access for these other companies and I'll be pushing hard for iPass."

In any good business relationship—as in any broadband connection—reliable two-way communication is the key to success for provider and customer alike. That's the kind of relationship that iPass has forged with ArrayComm, one of the most innovative wireless technology providers in the world today.

ABOUT IPASS

iPass Inc. (Nasdaq: IPAS) delivers enterprises simple, secure and manageable connectivity services for mobile workers as they move between office, home and remote locations. iPass combines its global network of dial-up, Ethernet and the world's largest Wi-Fi footprint with support for campus wireless LANs and home broadband connections to deliver a unified and comprehensive solution. The award-winning iPassConnect user interface, centralised management, leading security features and powerful policy enforcement have made iPass services the choice of hundreds of Global 2000 corporations including BEA Systems, RSA Security and T-Mobile USA. Founded in 1996, iPass is headquartered in Redwood Shores, Calif., with offices throughout North America, Europe and Asia Pacific. ■

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