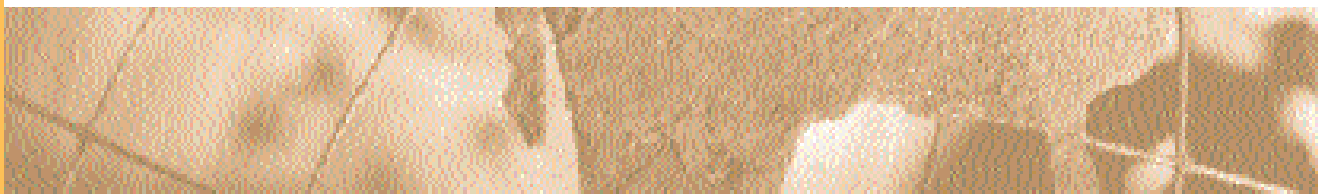


iPass® Helps Borden Chemical Achieve Significant Cost Reductions



Challenge: Reduce costs and maintain their current remote access service levels

Solution: iPass® Corporate Access™ service

Results: Costs lowered by 63 percent; help desk calls reduced by 75 percent

Borden Chemical, Inc is a rapidly growing, integrated producer of a broad range of high-performance resins, adhesives, coatings, basic chemicals and complementary products for industrial applications. Borden has 50 manufacturing plants in 11 countries in North America, Latin America, Europe and Asia/Pacific.

With annual sales of nearly \$1.5 billion dollars, Borden's products provide sticking and bonding power and other performance enhancements for thousands of end-use applications within industries, such as communications, electronics, transportation and construction.

Borden Chemical, Inc has continually worked with customers to develop innovative solutions in diverse industries, which has enabled them to expand their products and services to meet customer needs.

“ In a fairly short time, we have seen some impressive results. We see iPass as a vital partner as we look to continue our global expansion. iPass has exceeded all our remote access expectations. — Richard Wagner, Manager of Network and Applications, Borden Chemical ”

Needing Secure, Reliable Connectivity

As a global company, Borden Chemical, Inc needed a robust enterprise connectivity solution in order to maintain continual lines of communication across a number of global divisions, such as corporate, sales and production. Borden was also searching for a solution to cut costs during a challenging economic climate and wanted to significantly lower the number of calls to its support center, which were comprised of complaints regarding dropped connections and other technical glitches.

Weighing the Options

In early 2001, Borden evaluated a number of solutions based on a variety of key factors: cost savings, reduced calls to their support center, a highly secure environment and the ability to easily integrate Borden's Nortel VPN into its client software.

After several months of comparison to four other providers, including their current, in-place solution, Borden chose iPass for its demonstrated ability to reduce costs. Borden evaluated each provider based on projected cost savings, end-user ease-of-use (VPN client integration, broadband tab), total end-user disruption, dial-up performance for key applications, vendor focus and stability and administrative effort (automatic updates, troubleshooting tools, etc.).

iPass scored exceedingly well in all areas and excelled in projected cost savings and end-user ease-of-use. The results of the dial-up performance tests confirmed that iPass would perform as well as or better than Borden's present solution. As a result, Borden was eager to implement iPass to achieve the projected remote access cost reduction.

Major Cost Savings and Increased Productivity with iPass

Borden's deployment of iPass spanned three months and was integrated as planned with coordination of field IT staff.

Cost savings began immediately in dial-up expenses, and Borden saw a dramatic decline in the number of help desk tickets related to dial-up incidents - as compared to the previous year.

For the few dial-up issues, Borden maintained that iPass' online help tools have proved invaluable. In addition, Borden also cited that its diagnostic capability has improved dramatically with iPass' Intelligent Online Quality (iOQ™) tools.

As a result, since implementing iPass in April 2001, Borden's IT department has seen results as follows:

- Cost savings of 63 percent, far exceeding Borden's goal of 50 percent
- Reduction in the number of help desk calls by 75 percent
- Quick and seamless integration into Borden's VPN network

"When the iPass sales representatives presented the initial case for using iPass, they stressed the cost savings, ease of use and global presence," said Richard Wagner, manager of Network and Applications. "In a fairly short time, we have seen some impressive results. We see iPass as a vital partner as we look to continue our global expansion. iPass has exceeded all our remote access expectations."

About iPass

iPass Inc. (www.ipass.com) provides software-enabled enterprise connectivity services that give employees secure access to information and applications on the corporate network from any location in the world. The iPass global virtual network offers employees a range of Internet protocol-based connectivity technologies, including wired and wireless broadband service at airports, hotels and conference centers worldwide.

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