

Hay Group Empowers Business Results with iPass® Mobile Office

Leading consulting firm gets down to business anywhere with Wi-Fi and Mobile Broadband Service.

The Challenge: Managing costs while providing secure, anytime, anyplace computing

The Solution: iPass Mobile Office service, including iPass Mobile Broadband Service

The Result: Improved consultant responsiveness and productivity while reducing costs and strengthening security

HayGroup®

Hay Group is a global management consulting firm focused on helping people and organizations realize their full potential. The company has 85 offices in 47 countries, serving clients in the private, public and not-for-profit sectors. For over 65 years, Hay Group has been renowned for the quality of its research and business insights. You may recognize Hay Group from its **America's Most Admired Companies** and **World's Most Admired Companies** studies for **FORTUNE** magazine. The company also publishes the **WSJ Executive Compensation Report**.

THE CHALLENGE

It's difficult to imagine a company with greater mobility needs than Hay Group. More than 60 percent of the company's 2,600 employees are mobile users who spend most of their time outside the office, serving clients. "It's not uncommon for our consultants to spend weeks at a time working remotely at a client's office," states, Daniel Little, Director of Customer Support at Hay Group. "And while they're out of the office, they must remain connected and responsive to several clients at a time."

Hay Group faced several challenges in supporting its mobile workforce. "Our ultimate goal is to provide anytime, anyplace connectivity. Our consultants need to connect the minute they wake up at home, as they drive to the airport, while waiting for flights, and as they work remotely at client sites and from their hotels," states Little. The company was concerned about

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DANIEL LITTLE
Director, Customer Support, Hay Group

rising mobile access costs, which at the time was provided by a major carrier. In addition, limited access options caused users to connect anyway they could find, often purchasing access day passes at hotels and coffee shops. "When users would try to connect to our VPN, we would have problems. It looked like a valid connection, but we weren't always sure," recalls Little.

THE SOLUTION

In 2006, Hay Group chose the iPass Mobile Office service, provided by iPass partner Global Crossing. Mobile Office provides remote and mobile workers with secure broadband access via the world's largest virtual network of mobile broadband options, including more than 130,000 Wi-Fi hotspots, hotel Ethernet and dial-up access points in more than 160 countries. The service also includes optional 3G mobile broadband access in more than 130 countries.*

"With iPass, the connection and security process is completely automated. If a consultant is anywhere that remotely resembles civilization, they can easily connect." The iPass Mobile Office service uses the iPassConnect™ mobility manager client,





which makes it easy for mobile workers to connect using a variety of devices and wired and wireless access technologies.

iPassConnect also provides a simple, effective way to enforce security compliance. "iPassConnect ensures that security applications, such as McAfee antivirus software is up to date and that all Microsoft security patches are current—before allowing the user to connect into our VPN," states Little. In addition, iPassConnect streamlines the VPN login process, eliminating the need for users to remember a second password, a common source of help desk calls.

THE RESULTS

"iPass service has made it much easier for our consultants to stay in touch and productive. With iPass, we've turned airports and trains into productivity areas. It's also helped our IT group strengthen security and save money." Little can't determine the amount of savings on Wi-Fi day passes, which historically were billed back to the company on expense reports. But he's confident that iPass has all but eliminated this practice.

A good IT organization must always look for ways to improve support and the value they deliver to their internal customers. Little's customer support organization is no different. "In 2008, we analyzed our iPass usage and noticed that we sometimes had fewer users connecting than we were actually paying for. At first glance, the obvious solution would have been to reduce our service and save some money." However, Little realized that cutting a strategic service wasn't necessarily the smartest decision. Little sat down with his iPass representative to explore options. "iPass showed me how we could gain greater mobility while maintaining our current monthly budget. We were able to provide 3G wireless cards to 100 users in addition to their global broadband roaming, while maintaining the same iPass Wi-Fi and hotel Ethernet connectivity for the rest of our user base."

Little used Mobile Office's reporting tools to analyze usage patterns and determine the 100 most qualified

users for 3G cards. He then sat down with the business leaders in each group and discussed which users could derive the greatest benefits from 3G mobile broadband cards, while also saving the company money.

"Implementing the 3G cards was very smooth," Little recalls. "It was as painless as any technology implementation I've been involved with. We simply sent users a quick-start guide and talked them through installation. We also provided users with links to the iPass tutorials."

So has Hay Group noticed a difference in support calls since deploying iPass? "There are no support calls," insists Little. "It just works. iPass is a joy."

Today, more than 1,500 Hay Group employees have access to the iPass global virtual network—including the company's 100 3G Mobile Broadband Service users. "International 3G roaming can be very expensive. iPass allows us to avoid these fees, as consultants use Wi-Fi to connect during international travel. "Today, whether in Minneapolis, Madrid or anywhere in between, our users have secure, readily available access," concludes Little.

ABOUT IPASS

iPass unifies mobility management for global enterprises. Our services combine worldwide remote and mobile broadband access with comprehensive management control over connectivity, devices and costs. iPass customers benefit from a single global solution that easily integrates with existing systems, simplifies IT management and reduces overall connectivity expenses. More than 3,500 enterprises and more than 370 Global 2000 companies rely on award winning iPass services.

iPass is headquartered in Redwood Shores, California, with offices in North America, Europe and Asia. ■

* 3G international roaming fees may apply.

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