

iPass Mobile Office: The Natural Choice for CGNET & the World Conservation Union

Conservation Workers Access Critical Information, Scientists and Coworkers from the World's Most Remote Areas with Services from iPass and CGNET

The Challenge: Provide easy-to-use connectivity for conservation field workers in the world's hardest-to-reach locations

The Solution: iPass Mobile Office

The Result: Convenient, reliable and secure connections, even in Africa, with detailed billing that streamlines expense accounting

IUCN
The World Conservation Union

If mankind ultimately succeeds in halting environmental degradation and renewing its relationship with the natural world, much of the credit will go to the International Union for the Conservation of Nature and Natural Resources (IUCN), or as it's better known, the World Conservation Union. Established in 1948 and headquartered in Gland, Switzerland, the IUCN is the world's largest and most important conservation network; a unique global partnership that represents 83 States, 110 government agencies, more than 800 non-governmental organizations and some 10,000 scientists and experts from 181 countries.

THE CHALLENGE

The IUCN supports and conducts cutting-edge conservation science, driving the results into public policy at the local, national, regional and global levels through dialogues that engage governments, civil society and the private sector.

As its name implies, the World Conservation Union is a global organization with more than 1,100 employees and 10,000 volunteers operating from 45 offices worldwide. By necessity, it is also an extraordinarily mobile organization, with staffers fanning out to oversee water, forest, marine and species preservation projects in the most remote corners of every continent and oceanic basin.

Keeping such a mobile workforce connected and productive is a formidable challenge in and of itself. Like their road-

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IUCN IT Manager

warrior counterparts in the corporate ranks, IUCN field workers need email, Internet and application access in airports and capital city hotels, but they also need access and services in the remote and poorly served locations where much of their most important work is done.

"We try to provide access to the same resources whether our people are on the road, at home or in the office, because this is very much a 7x24 job," explains IT Manager Fayez Mikhail. "Our goal is that you'll have your office with you wherever you go, even if that's a national park in the middle of Africa."

THE SOLUTION

To connect its far-flung workforce, IUCN relies on a long-term relationship with iPass channel partner CGNET Services International, an IT consultancy and network services provider





that specializes in serving non-profit organizations. One of the firm's core offerings is Travelers Access Service (TAS), a global roaming Internet access service based on iPass Mobile Office.

"TAS is really iPass plus," says CGNET CEO Georg Lindsey. "We've provided remote access services for nearly 25 years—long before iPass existed. But we were very grateful when they began integrating local ISPs and simplifying access to difficult locations. One of the big advantages is that iPass doesn't just go after the lucrative business centers in Europe, North America, Japan and Asia: they act more like a utility, and cover places like Madagascar where no one would go to make a fortune."

The iPass global virtual network provides secure, unified access through wired and wireless networks in more than 160 countries, with Wi-Fi coverage at 89,000 hotspots worldwide and 83 of the world's Top 100 airports.

All IUCN field workers are issued a Windows laptop PC configured with the iPass client as part of the organization's standard software image. "Every machine is ready to connect when the user receives it," says Fayeze, "anywhere in the world. Our users love the service because it's easy to use and gives them three different ways to connect. With one convenient interface they can access the Internet via dial-up, Wi-Fi or ISDN. No matter where they are, there's almost always a connection available. It's more reliable than most hotel services—and less expensive as well."

THE RESULT

Together, iPass and CGNET provide IUCN's world travelers with remote access services that are easy to use, secure, reliable and globally available. An additional benefit that's particularly significant to the non-profit IUCN is granular billing that greatly simplifies cost accounting.

"This organization has a huge project and program group," Fayeze explains, "and each project has its own budget. If we can allocate costs correctly it really lightens the burden for the operations group. With iPass, all global activity is itemized by user and session on a single invoice, so chargebacks are fast, easy and accurate."

"If someone can click on something and get what they need to get their job done, that's a good thing," Fayeze concludes. "Many of our users don't know their access service is from iPass, but they know it works. They just use it, and that's the way everything should work."

Whether combating illegal logging in the Congo Basin, restoring ruined wetlands and fisheries in the Diawling Delta, coordinating action plans from an Indonesian airport, or attending environmental briefings at the United Nations, IUNC staff makes smart use of their resources. With iPass, they maintain a safe, efficient work environment anywhere in the world as they work to protect our global environment.

ABOUT IPASS

iPass helps enterprises unify the management of remote and mobile connectivity and devices. With iPass software and services, customers can create easy-to-use broadband solutions for their mobile workers, home offices, and branch and retail locations, complete with device management, security validation, and unified billing. iPass offerings are powered by its leading global virtual network, on-demand management platform, and award-winning client software. The iPass global virtual network unifies hundreds of wireless, broadband and dial-up providers in over 160 countries. Hundreds of Global 2000 companies rely on iPass services, including General Motors, Nokia, and Reuters. Founded in 1996, iPass is headquartered in Redwood Shores, Calif., with offices throughout North America, Europe and Asia. ■

ABOUT CGNET

CGNET Services International provides global information networks, communications services and consulting to nonprofit organizations and foundations in more than 130 countries. The company monitors and maintains networks worldwide from its headquarters and state-of-the-art operations center in Menlo Park California.

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