

iPass® Surprises Mellon Financial with Quality of Service, Ease of Use and Significant Cost Reductions



Challenge: Reduce burden on Mellon Financial help desk, lower remote access costs and provide a quick and painless implementation process

Solution: iPass® Corporate Access™ service

Results: Problem-free implementation and rollout to 500+ users in less than 30 days; overall cost per user lowered by 36 percent

Founded in 1869 as 'T. Mellon and Sons' Bank, Mellon Financial Corporation today is a global financial services company headquartered in Pittsburgh, Pennsylvania, with approximately \$3.1 trillion in assets under management, administration or custody. Mellon provides a broad range of financial products and services for businesses, non-profit organizations and individuals-everything from investment management and employee benefits consulting to loan underwriting and private asset management. In addition, Mellon became a leading global provider of human resources outsourcing and consulting services in 2002 with the acquisition of Unifi Network, a PricewaterhouseCoopers subsidiary.

Mellon Financial Corporation's well-defined strategy of providing a wide breadth of financial solutions to its customers-what they need, when they need them and how they want them delivered-is the key to its success in the marketplace and the foundation for continued growth.

The Need for Secure, Reliable Connectivity

As a Fortune 500 global company with a strong commitment to the security of its customers' information, Mellon Financial required a bulletproof enterprise connectivity solution in order to maintain secure lines of communication between its corporate, sales and consultant teams, and across its global customer base.

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Mellon Financial's IT managers specified that the technology solution they were looking for must adhere to a tight timeline. The process of deployment, testing, integration and training had to be quick and seamless. At the same time, costs were an issue-upfront and ongoing. With a limited investment, Mellon wanted to substantially reduce the amount of money it was spending on remote access for its more than 22,500 employees.

As an additional challenge, Mellon Financial was in the midst of a VPN conversion, switching from Nortel to Cisco. Mellon needed to ensure an easy integration process with its new VPN client.

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Easy to Deploy and Use

Deployment of the iPass service went smoothly, and iPass met all of Mellon Financial's target dates and goals. The iPassConnect™ service interface was easy to install and configure, and Mellon appreciated the

simplicity of the installation, configuration and administration of iPass RoamServer™ software. Deploying the operating system also proved to be problem-free. In fact, it was ready for production in less than a day.

Following a short pilot period, Mellon rolled out the iPass solution to roughly 500 of its employees. This initial deployment took less than 30 days. Afterward, Mellon continued to roll out the service to roughly 50 additional users per week. Today, more than 2000 Mellon Financial employees depend on iPass for their remote access needs.

The ease of integration of iPass and the Cisco VPN client helped ensure a trouble-free transition from Mellon's previous VPN provider and a successful rollout of the service. Mellon users literally raved about the 1.5-click auto-launch feature of the iPassConnect™ service interface, which launches the Cisco VPN client once the connection is made.

Results: Higher Productivity and Lower Help Desk Calls

Since implementing iPass one year ago, Mellon's help desk staff has been unanimous in its praise of the iPass solution. Mellon employees have had no problems with installation or configuration, and have found the documentation on the service simple and easy to follow.

After implementing the iPass solution, Mellon experienced a dramatic decrease in help desk calls and an increase in employee productivity. What's more, the company realized a 36 percent reduction in its monthly cost per user for remote access services.

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.

The award-winning and user-friendly iPassConnect service interface is easily deployed across multiple computing devices and operating systems within an enterprise. Once deployed, the iPass service gives the corporate IT department complete control over how network resources are accessed. iPass counts among its enterprise and service provider customers many of the most recognizable corporate brands and Global 1000 companies. Founded in 1996, iPass is headquartered in Redwood Shores, California, with offices throughout North America, Europe and Asia Pacific.



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