

# Mobius Gains Mobile Access at Customer Sites

Records and Content Management Software Leader Upgrades Its Remote Connectivity With iPass®

**The Challenge:** Gaining connectivity at client sites for presenting online demonstrations

**The Solution:** iPass Mobile Data and Mobile Office service

**The Result:** Sales personnel and other employees are more connected and productive than ever

Mobius Management Systems, Inc. is a leading provider of comprehensive software solutions for records and content management. More than 60 percent of the Fortune 100 use Mobius software to store, index and distribute diverse documents, reports and images. Mobius employs approximately 450 people in 17 offices worldwide.

## THE CHALLENGE

Employees at Mobius have been using the iPass Mobile Office service since early 2001, and are very accustomed to connecting to the Internet and corporate network through the iPassConnect™ universal client. "Our employees use iPassConnect to access the Internet and our network via a myriad of connection types: our corporate LAN, public Wi-Fi hotspots, hotel Ethernet and even home cable and DSL connections," informs Dan Feeley, IT Director, Network Services at Mobius.

Mobius employees are very "wired," with all of them having Internet access. The vast majority have remote access to the corporate network and half of them have notebooks and handhelds. However, even with all of this connectivity, sales reps and sales engineers were finding it difficult to get Internet connectivity at client sites. That was a big problem, as these sales folks depend on remote Internet access to show prospective clients an online demo of the company's solutions.

The problem stemmed from the fact that many of Mobius' prospects are large banks and other financial institutions, which would rather not allow an open connection to the Internet through their networks. Even when clients did provide an Internet connection, it was often heavily protected by firewalls

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and other such measures—preventing Mobius' sales personnel from successfully running the demo.

Mobius needed a way for its sales engineers and reps to gain unfettered Internet access while on customer premises.

## THE SOLUTION

In November 2005, IT staff at Mobius began looking for a mobile data solution to connect its workers to corporate resources over cellular networks. They had briefly considered signing up independently with a major cellular network provider for mobile data service, but then they learned that they could bundle mobile data connectivity with the iPass Mobile Office service for a single solution.

"By going with iPass, we'd maintain a single method of Internet and network access, and still enjoy a single sign-on experience in a nicely packaged and managed solution," explains Feeley. "And we wouldn't have to educate end users about using multiple interfaces to get various types of connectivity."





In February 2006, Mobius rolled out the service to 50 of its sales personnel, top executives and a few support personnel. The implementation consisted of simply handing out the Sierra Wireless cards and instructing everybody to download and install the new iPassConnect 3.4 universal client. When they did, the installation script automatically installed the updated client as well as the Sierra Wireless software and rebooted their PCs. Users just had to insert their wireless cards and they had Mobile Data service. Since most users were already using iPassConnect, there wasn't any need to train them further.

An added benefit of upgrading to the iPassConnect 3.4 client was that Mobius' broader user base could now easily and securely connect to the corporate wireless LAN through the same interface. Again, no additional training was required.

"Today, our sales people use the Mobile Data service from iPass to connect to the Internet and network whenever they're on the move—on trains, in taxis and at customer sites when running our online demos," states Feeley. "In essence, they're now able to bring their own Internet connections to those meetings. Our senior managers use the Mobile Data service to stay connected when they're traveling. Our on-call support people keep a card with them if they need to connect in a pinch. And as people within the company hear of this service's usefulness, more and more of them are making the case for their groups to adopt the Mobile Data service."

#### THE RESULT

According to Feeley, "In my line of work, no news is good news. If someone is calling the IT help desk, they are most likely facing an issue. We get almost no calls on the iPass Mobile Data service."

Feeley does recall one interesting story. "Mobius held a user conference this spring in Prague. The auditorium was filled with technical people struggling to get an Internet connection. A senior, very non-technical marketer walks in, launches the updated iPassConnect client and immediately connects to the Internet. Everyone was suddenly asking the same question: 'How did you connect while the rest of us can't?' To which she replied, 'I just got this new iPass Mobile Data thing—and it works.' Yes it does."

Equipped with Mobile Data service from iPass, Mobius Management Systems has simplified connectivity for its mobile workers, with a single interface providing virtually any connection type across a continuous network of worldwide coverage.

#### 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. 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. ■

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