

iPass® Helps NetIQ Reduce Total Cost of Ownership

Challenge: Reduce total costs and increase overall IT control of company's wired and wireless remote corporate access

Solution: iPass® Corporate Access™ service

Results: Better service with more than 50 percent cost savings

Founded in 1995, NetIQ Corporation provides security management and IT performance optimization solutions to more than 4,000 major companies worldwide. Its business-critical solutions assure, analyze and optimize the performance, availability and security of IT infrastructures, and are sold worldwide both directly and through a network of authorized NetIQ partners and resellers.

Needing a Cost-effective Solution

NetIQ needed an enterprise connectivity solution to maintain secure and continual lines of communication for mobile employees across a number of global divisions. The company wanted to expand its use of productivity-enhancing wireless access, while decreasing the amount of money it was spending on remote access for employees. NetIQ believed its current AT&T solution was overpriced, had inadequate security measures and lacked reporting capabilities.

Putting iPass to the Test

NetIQ recognized iPass' solid track record for reducing remote access costs. However, before NetIQ would consider switching vendors, iPass first had to prove it could meet NetIQ's stringent criteria.

"Switching vendors for any business-critical service is a major decision," insists Dustin Harris, NetIQ's IT network and security manager. "We were looking for a vendor with a history of delivering secure, reliable access while containing costs."

The team at iPass quickly demonstrated superiority in the areas of ease-of-use, VPN client integration, stability, reporting, authentication and administrative effort. iPass also offered another attractive selling point: productivity-enhancing Wi-Fi connectivity and the flexibility to choose dial-up, Ethernet, wireless or wireline access.

iPass scored exceedingly well in all areas and excelled in projected cost savings and end-user ease-of-use—far outperforming NetIQ's previous remote access solution. Additionally, iPass' sophisticated reporting tools allowed NetIQ's IT department to track data and usage via specific usernames across wireless, wired and broadband connections.

Results: Gaining Control of Users and Costs

Outsourcing remote access has traditionally required IT to relinquish control to the service provider. As NetIQ discovered, these controls are tightly coupled with the ability to ensure security and contain costs.

“ The iPass service enhanced our existing systems while still allowing us to set and enforce our own security policies. It also showed us that wireless connectivity can be secure and affordable. — Dustin Harris, NetIQ's IT Network and Security Manager ”

Fortunately, iPass offers corporate customers advanced policy-based controls, service monitoring and reporting tools. For the first time, NetIQ's IT department was able to monitor usage by individuals to significantly increase control, thereby reducing costly security infringement and service misuse. These capabilities also prove invaluable in providing immediate employee assistance, allowing NetIQ to increase productivity while decreasing training and help desk costs.

Given the nature of NetIQ's business, it's understandable that they wanted an easy way to authenticate employees-another iPass advantage. iPass is preintegrated with Cisco's VPN, as well as other leading VPNs, anti-virus software and personal firewalls. The enterprise-ready iPass service let NetIQ leverage its existing IT investments and eliminated the need for extensive testing-all of which helped accelerate deployment to 600 users in just 90 days.

Harris sums up his view of iPass this way. "The iPass service enhanced our existing systems while still allowing us to set and enforce our own security policies. It also showed us that wireless connectivity can be secure and affordable."

NetIQ challenges every employee to work smarter. Thanks to iPass, achieving that goal just became a whole lot easier.

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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