

Reuters Crosses the Wire with iPass

iPass Provides Global Coverage to World's Largest Multimedia News Agency

The Challenge: Mobile workers and journalists needed secure, high-speed access with reliable coverage anytime, anywhere, across multiple access technologies

The Solution: iPass Corporate Access™ service

The Result: Boosted productivity and lowered connectivity costs while significantly increasing remote access usage



As the world's largest multimedia news agency, Reuters has built its reputation by providing trusted, accurate and fast global information to professionals in the financial services, media and corporate markets. With headquarters in Canary Wharf, London, the company has operations across five continents and employs over 15,000 people across 91 countries.

Delivering news and content as it happens and ahead of the competition is critical to Reuters' success. Having access to the Internet and corporate resources at event sites all around the world is essential for journalists to deliver content as quickly as possible; being left stranded is not an option.

THE CHALLENGE

Reuters recognized that its existing remote access provider was not providing journalists and support teams the seamless connectivity they required and was becoming an impediment to productivity. Having slow and unreliable access was hampering journalists' efficiency as well as creating a lot of frustration.

In addition, the system was not cost-effective as it did not provide comprehensive coverage, meaning that Reuters had to take out many separate accounts with local Internet Service Providers.

Keith Mitchell, Global Head of Shared Infrastructure for Reuters, is responsible for ensuring that Reuters' global staff can get access to the resources they need. He saw that in order to meet journalist and support teams' demands, Reuters needed to embrace a broader range of connectivity methods. In particular, Keith identified the need to provide employees with wireless access, which is becoming increasingly predominant in developing countries ahead of traditional wired networks.

Reuters' key objectives for a remote connectivity provider included:

- Highly reliable global coverage
- Support for both existing and future connectivity methods
- A consistent user experience
- Centralized billing and reporting capabilities

After conducting extensive testing with journalists in multiple locations to find an easy-to-use, reliable system, Reuters chose iPass.

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KEITH MITCHELL

Global Head of Shared Infrastructure, Reuters

THE SOLUTION

"Reuters' employees work in some of the most difficult and uncompromising situations and the last thing they want to worry about is getting connected," said Keith. "We identified iPass as having a technically robust service with a large coverage network that could offer us the service and security we needed. Protecting the integrity of our networks with so

Trusted connections. No compromises.





many remote workers is difficult; iPass integrates seamlessly with our VPN, personal firewall and anti-virus software to ensure that remote workers are as secure as their office-based counterparts. In addition, iPass showed a real willingness to work with us to identify new points of presence as it expanded its virtual network.”

The iPass Corporate Access service was rolled out to 8,000 employees in Reuters’ Editorial and Internal Messaging Environment (IME) divisions across EMEA, North America and Asia-Pacific. The teams, which comprise journalists and support staff, now benefit from access to the iPass Global Roaming Network providing increased connectivity in regions with poor communications infrastructure such as the Middle East and Africa. This network covers more than 150 countries around the world and includes the world’s largest Wi-Fi network with more than 35,000 hotspots in over 62 countries, including high-speed Internet access in over 200 airports and 7,000 hotels thus giving journalists broader access and greater flexibility. iPass is also working closely with Reuters to react to its changing requirements as it expands its global roaming footprint.

THE RESULT

Since deploying iPass, Reuters has seen a sharp rise in the number of employees connecting remotely. Within the first 18 months, Reuters saw a substantial increase to 600-700 concurrent users logging on at any given time. That number has now risen up to 1,000 users and reaches peaks during large news events such as natural disasters where it is essential to have multiple connectivity options and the ability to integrate with satellite connections.

Reuters has attributed the rise in remote connections to the ease of use of the iPass service. The single user interface across all different access methods and locations ensures the user has a consistent experience wherever and however they are connecting. The greater reliability and quality of service also means that remote access is a lot smoother than it used to be – with the average log-on time reduced from several minutes to just 20-30 seconds - so employees are not tempted to wait until they get back to the office to get a good connection.

iPass’ centralized management capabilities provide Reuters with greater visibility into who is using the system and their usage levels. This has been crucial to determining access policies, better controlling costs and ensuring that high volume users receive the support they need.

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“Reuters has some of the most challenging remote access requirements we have encountered and it’s really exciting to help them achieve their goals,” commented Paresh Modi, Managing Director, iPass UK & Ireland. “They understand the benefits of taking an access-agnostic approach to connectivity and recognize that the best way to provide access is to maximize user choice both now and in the future.”

Reuters is looking to expand the iPass service to cover 3G and other new and emerging technologies to further simplify remote connectivity.

ABOUT IPASS

iPass Inc. (Nasdaq: IPAS) delivers enterprises simple, secure and manageable connectivity services for mobile workers as they move between office, home and remote locations. iPass combines its global network of dial-up, Ethernet and the world’s largest Wi-Fi footprint with support for campus wireless LANs and home broadband connections to deliver a unified and comprehensive solution. The award winning iPassConnect user interface, centralized management, leading security features and powerful policy enforcement have made iPass services the choice of hundreds of Global 2000 corporations including General Motors, BEA Systems and Reed Elsevier. Founded in 1996, iPass is headquartered in Redwood Shores, Calif., with offices throughout North America, Europe and Asia Pacific. ■

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