

iPass Virtual Office

Unified Connectivity for Teleworkers and Mobile Employees

- **Unify your mobile and home-based workforce with one seamless solution**
- **Extend broadband access to teleworkers across the United States, Canada and the United Kingdom**
- **Simplify procurement, access management, expense management and support**



Enterprise employees are increasingly working outside of the traditional office setting. These remote and mobile professionals invariably need to connect to the Internet and corporate resources to do their jobs. They work out of their homes, in cafés, at client sites, while commuting on trains and everywhere in between.

Managing all these diverse technologies and vendor relationships is an enormous undertaking. In addition, the costs, security risks and potential for connection issues can become quite high.

Enter iPass Virtual Office. This first-of-its-kind service combines managed fixed broadband in the home with iPass Mobile Office remote connectivity—both accessible through a single, intuitive interface. iPass Virtual Office provides access, support, security and cost-containment benefits that simply aren't available through cable and DSL service providers alone.

ENJOY UNMATCHED COVERAGE AND SIMPLICITY

Access to the Internet and corporate resources has a direct impact on mobile and remote workers' ability to generate revenue, support customers and make informed decisions. Until now, providing convenient access and managing the necessary vendor relationships has been an arduous task for IT staff. iPass Virtual Office simplifies the entire process—ensuring convenient service deployment, administration and user access—regardless of location.

Comprehensive coverage at home. The iPass Virtual Office service consolidates managed fixed broadband access in employee homes through more than 160 cable and DSL providers in the United States, Canada and

the United Kingdom. In addition, the iPass service includes a managed Wi-Fi gateway that provides connectivity throughout a user's home.

Unmatched coverage on the go. The Virtual Office service also includes access to the iPass virtual network in more than 160 countries via 90,000 Wi-Fi hotspots, 2,000 wired Ethernet locations, 30,000 dial locations, and leading mobile data, GSM, ISDN and PHS networks.

Seamless user experience. Virtual Office includes the award-winning iPassConnect™ mobility manager. This single interface easily connects users at home, from the road and in the office with a single username and password. iPassConnect and the Wi-Fi gateway installed in each user's home are pre-configured for automatic detection and connection* to further simplify secure home access.

Professional design. iPass works with each customer to tailor its network design, implementation plans, equipment lists, access options, security architecture, application requirements and more as part of the Virtual Office solution.

Managed deployment. Project managers coordinate deployment from service design through user provisioning and installation. A simple one-stop logistics and delivery process for hardware helps limit user frustration and downtime.

Expense management. A single integrated bill allows IT managers to more easily manage their monthly budgets and control remote access black budget costs. And with fewer resources spent on managing multiple vendors and multiple invoices, greater focus can be placed on the core business and meeting corporate objectives.

GAIN SECURITY AND DEVICE MANAGEMENT

iPass Virtual Office takes the complexity out of securing connections, whether employees require a home broadband link,



home wireless link or mobile access. iPass can also simplify the process of securing and managing remote and mobile devices.

Security. The Virtual Office service can protect corporate data and user credentials through WPA and WPA2* wireless security as well as integration with leading VPNs, personal firewalls and anti-virus software.

Managed service units (MSUs). Included with the Virtual Office service are pre-configured MSUs that function as Wi-Fi gateways to enable routing capabilities within the home and enable hardware-firewall security features. In addition, the MSUs serve as monitoring points for iPass to support home locations.

iPass Device Management. Optionally, iPass customers can integrate the Virtual Office service with the iPass Device Management service to ensure remote devices are properly updated and patched whenever they connect to the Internet.

ACHIEVE A NEW LEVEL OF SERVICE MANAGEMENT

Historically, one of the key drawbacks of remote and mobile access has been handling complex supplier relationships, including various technology configurations, fragmented support paths and multiple service level agreements (SLAs). iPass helps you simplify remote access management by reducing your number of providers to one—a single vendor that manages and automates the service for you.

Vendor management. iPass manages all vendor relationships and holds suppliers accountable. For example, iPass manages the support contracts with the MSU manufacturer. If you wanted to do this on your own, you would need to know the serial numbers of every MSU and how to log service tickets with each access provider—a headache you can probably live without.

Change management. iPass maintains a back-end system that can push out changes and software upgrades to the MSUs at your home teleworker locations. When your IT staff provision users for the Virtual Office service, they can easily perform adds, moves and changes using the iPass Portal.

Service level agreements (SLAs) and reporting. The Virtual Office service features a comprehensive SLA with metrics that are measured

HOME INSTALLATION COULDN'T BE SIMPLER:

The simplified user experience begins with service setup. iPass schedules Internet service installation with a local provider in a user's area and ships a Wi-Fi enabled gateway to the user. The user simply plugs in the gateway's power and Ethernet cables.

The gateway comes pre-configured with all the customer's specific settings, including SSID and security configurations. The next time the user launches iPassConnect from home, the client autodetects the Wi-Fi gateway and prompts the user to connect. It's that easy. Of course, technical assistance is available around the clock to guide a user through the installation and connection processes, if needed.

and reported monthly. The agreement details performance targets and offers remediation in the form of service credits. Service level management reports provide IT managers with valuable insight into network availability, performance and the end-user experience.

Support. Around-the-clock customer care, technical support and online tools provide access to consolidated ordering information, billing and customer care ticket details. The iPass Portal includes a real-time reporting tool that provides historical network reporting to IT administrators to help pinpoint potential security breaches, analyze remote access usage trends and review trouble tickets and invoices.

LEARN MORE

The iPass Virtual Office service solves a wide range of support, service and cost-containment issues for enterprises with remote and mobile professionals. To learn more, contact your iPass representative, or go to www.iPass.com today. ■

* Requires iPassConnect 3.5 or higher for automatic connection to the pre-configured home Wi-Fi gateway and for use of WPA2.

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