iPass

J.B. Hunt Transport Services Gets Seamless Network Connectivity and Reduces Costs and Support Calls

Company

J.B. Hunt Transport Services, Inc., one of the largest transportation logistics companies in North America, is based in Arkansas and provides transportation services throughout the continental United States, Canada and Mexico. The company employs a workforce of more than 16,000 employees, operates over 11,000 trucks and has over 80,000 trailers and containers in the company's fleet. In 2011 annual revenues were $4.5 billion[1].

The company's Information Services department delivers equipment, connectivity, and support to company workers in the office, at home, and on the road across North America. It aggressively seeks out and applies the latest technologies to better serve its customers by leading the transportation logistics industry in providing solutions. After years of rapid growth at the company, 6,000 computers now have the iPass Open Mobile client installed.

Challenge

Brandon Stanley, J.B. Hunt's director of Information Services, manages client computing and IT procurement across the enterprise as the firm grows rapidly and employees' needs proliferate. "We have aggressive goals for growth in our company," said Stanley. "We also continue to diversify our capabilities, especially in our Dedicated Contracts Services segment, to provide some very unique, tailored solutions for our customers."

J.B. Hunt has used iPass to provide network connectivity from the days of the dialup modem to today's era of ubiquitous Wi-Fi access—empowering workers in the office, at home and on the road.

Among the bigger challenges today is responding to the "different configurations for public Wi-Fi hotspots whether it's hotels, airports or coffee shops—meeting the needs of users who expect to connect seamlessly with reliable network connectivity everywhere around the clock," said Stanley.

Solutions

As a longtime legacy iPass user, J.B. Hunt had choices in the market when it came time to upgrade to a best-of-class connectivity solution. They chose to go with iPass Open Mobile. "We made a decision to stick with iPass when we signed the Open Mobile agreement," said Stanley. "Originally we chose iPass because we were able to consolidate a disjointed process we had for remote connectivity. We had a different interface depending on what device you were using to connect, whether it was Wi-Fi or mobile data."

Stanley saw that getting a "unified interface for all remote connectivity" with iPass Open Mobile was a major advantage for the company. And Stanley was satisfied with the level of support iPass provided through the Open Mobile implementation: "We got the help that we needed when we asked for it...no complaints."

Results

"The switch to iPass Open Mobile was monumental. There were vast improvements in the ability to get connected, the reliability of the connection once you're online, and so many other things that made it leaps and bounds above the old iPass legacy client."

iPass Open Mobile supports his goal of "working to ensure that our end users can stay connected as close to 100 percent of the time wherever they go, if they choose to be."

"We have two different usage scenarios today, one where the individual extends their workday and takes their machine home, using iPass to get securely connected

[1] 2011 revenues for the company increased 19 percent to $4.5 billion

About iPass

Enterprises can't afford to have unproductive business travelers: there is a pressing need for a global Wi-Fi network and trusted connectivity platform. Only iPass can make you globally mobile, with the Wi-Fi network including far more hotels, airports, and business venues than any other network. Our trusted connectivity platform increases security and reduces the cost of mobility. Founded in 1996 and headquartered in Redwood Shores, CA, iPass (NASDAQ: IPAS) is setting the world on Wi-Fi. You get more network with less work anywhere you roam. Learn more: www.ipass.com; or contact iPass: www.ipass.com/contact/.

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by whatever method they choose," said Stanley. "Then you've got traveling workers who may be on the road for extended periods, working in the field and meeting with customers, and connecting from hotels or conference centers."

For every working scenario, Stanley says, "iPass connection manager provides all of our users a unified user interface," meaning not only greater convenience for users everywhere but also reduced user support calls, which translates into both greatly reduced staff burdens and IT costs.

Open Mobile also offers J.B. Hunt the ability to manage security according to their IT policy, which is integrated with the iPass installation. Information Services maintains central control over security to ensure that policies are adhered to regardless of the device or location of the connection.

How do J.B. Hunt users feel about their iPass connectivity? "It works and, importantly, it's not perceived to be difficult technology to use. It's expected to work and now it's almost a utility. In the user's mind, it should just happen," said Stanley.

Future

Looking toward the future, Stanley believes iPass is going to make his job easier over time. "It's going to reduce the number of help desk calls we get for remote connectivity," said Stanley. "Since the iPass client resides on 6,000 PCs, users can sign in at any time." He knows that he can manage this growth with exactly the same set of iPass connectivity management tools he has today, because the iPass technology scales to meet increasing demand and complexity in the user environment.

As usage grows, individual users will not perceive any change in the quality of their network connectivity, and each business unit will have control over their own costs, while IT continues to define and implement network policies from a central hub. And even as usage increases, user support burdens will not grow in any material way.

While today J.B. Hunt has deployed iPass connectivity to the PC platform, with future expansion to iOS planned, he appreciates the fact that iPass will be there to support future initiatives into a wider range of platforms and devices with exactly the same technology and network support that he relies upon today—efficient, secure and scalable for the future.