



# Hitachi Data Systems uses Global Wi-Fi to keep mobile workforce happy and connected

**Hitachi Data Systems Chooses iPass to Keep Their Road Warriors Connected and Their IT Environment Secure**

## Challenge

In today's mobile landscape, remote workers, especially road warriors, are expected to contribute just as much and just as frequently as their office-bound colleagues. Things are no different for the mobile professionals at Hitachi Data Systems. They need to be constantly productive outside of the office. But this hasn't always been easy. To remain productive on the go, those mobile professionals often relied on unsecured Wi-Fi hotspots, which made them vulnerable to cyber attacks via cryptolockers, phishing attempts and more.

Hitachi Data Systems needs a mobile connectivity solution, which would enable their workforce to connect easily from all over the world without compromising company security. Furthermore, because mobile professionals are so reliant on Wi-Fi connectivity, Hitachi Data Systems employees were often left with little choice but to pay exorbitant roaming and commercial Wi-Fi prices. Not only was Hitachi Data Systems paying too much for mobile connectivity, but they were also having trouble budgeting for the fluctuating mobile connectivity costs accrued by their employees each quarter.

## Solutions

Hitachi Data Systems chose iPass to provide simple, secure, always-on Wi-Fi access to their mobile workforce. They now have unlimited access on unlimited devices to more than 57 million hotspots in more than 120 countries in airports, airplanes, trains, train stations, hotels, restaurants, convention centers and local businesses.

With iPass, Hitachi Data Systems is able to secure its corporate infrastructure, taking advantage of a number of powerful security feature



## THE COMPANY

- ▶ Over 6,000 employees.
- ▶ Business in more than 100 countries.
- ▶ Customers include more than 80% of the FORTUNE® Global 100.
- ▶ Broad portfolio with cloud, data analytics, data protection, infrastructure and applications.
- ▶ Industry solutions for communications, financial services, government, healthcare, retail, media and energy.
- ▶ A vast network of partners and alliances.
- ▶ Repeated recognition for product excellence, ethics and company culture.
- ▶ Wholly owned subsidiary of Hitachi, Ltd.



## ABOUT IPASS

iPass is a leading provider of global mobile connectivity, offering simple, secure, always-on Wi-Fi access on any mobile device. Built on a software-as-a-service (SaaS) platform, the iPass cloud-based service keeps its customers connected by providing unlimited Wi-Fi connectivity on unlimited devices. iPass is the world's largest Wi-Fi network, with more than 57 million hotspots in more than 120 countries, at airports, hotels, train stations, convention centers, outdoor venues, inflight, and more. Using patented technology, the **iPass SmartConnect™** platform takes the guesswork out of Wi-Fi, automatically connecting customers to the best hotspot for their needs. Customers simply download the iPass app to experience unlimited, everywhere, and invisible Wi-Fi.



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included in the iPass offering, like the Last Mile VPN and one-time password. While the Last Mile VPN acts as a high security gateway between a user's device and the hotspot they are trying to access, one-time password ensures that that user won't be required to enter sensitive login credentials every time they access the internet. By implementing these two measures in conjunction, iPass has helped improve the overall security of Hitachi Data Systems' Wi-Fi environment.

In addition to securing the company environment, iPass removes alternate connectivity costs that are associated with gated public Wi-Fi and roaming. In doing so, iPass offers predictable costs to Hitachi Data Systems employees, even those in the most far-flung locales. In the words of a field engineer based in South Africa: "Mobile Internet access in South Africa is costly and iPass automatically and effortlessly connects me to Wi-Fi networks. This gives me the freedom to access information from the internet when I require it. I can respond to any email requests that require my attention, including downloading attachments, without having to worry about excessive mobile bills at the end of the month."

## Results

While Hitachi Data Systems employees can remain productive wherever they go and access company data without worrying about corrupting the HDS security environment, it is the convenience and simplicity afforded by global Wi-Fi that has been the greatest benefit of the iPass service.

"IT has changed a lot over the years, but the same basic principles have always applied: we must outfit our employees with the tools necessary to be productive and successful," said Theodore Lamour, director of IT infrastructure support at Hitachi Data Systems. "And really what that comes down to is customer satisfaction. We have 60 users that swear by iPass, that have told me they require iPass to get their work done. As an IT guy, renewing our contract with iPass was a no-brainer."

Whether working from the sky or at their local cafe, HDS employees now rely largely on iPass to connect them wherever they are, on all mobile devices.