

# iPass Corporate Access Helps Palliser Furniture Shine

Canada's Leading Furniture Manufacturer Builds ROI and Employee Satisfaction With iPass® Corporate Access™

**The Challenge:** Reducing the cost and complexity of remote and mobile access to corporate resources

**The Solution:** iPass Corporate Access service

**The Result:** Cut remote access costs by 70%, while expanding coverage and increasing user satisfaction



Since 1944, Palliser® Furniture, Ltd. has followed one simple credo: Build value with values. Today, the company is Canada's leading home furniture manufacturer, employing 4,000 people. To achieve its vision of leadership in design, service and customer value in the competitive furniture industry, Palliser relies on a lean organization and informed decision-making from traveling executives and its 100-percent-mobile sales staff.

## THE CHALLENGE

Palliser was looking to reduce its remote access costs and expand its coverage. The furniture manufacturer's executives, designers and factory managers require mobile access to email, inventory, pricing, manufacturing, shipping and other business-critical information.

However, as Jason Bergeron, Palliser's IT director points out, not every user needed remote access each month. "Our previous provider charged us a flat rate for every user, regardless of how frequently they used the system. Since many users didn't use the service every month, we knew we were overpaying for remote access."

Continually adding and dropping users from the service would have been an administrative nightmare for Palliser. In addition, the company was looking to simplify the remote access process for users and help desk staff. "We really didn't want to manage separate user IDs and passwords for remote access and corporate network access," explains Bergeron.

Like many manufacturing companies, Palliser runs business-critical services on Linux-based servers. Its Novell-based enterprise network runs atop Suse Linux, with Novell eDirectory controlling user authentication, privileges and access to all corporate systems. The company was committed to Novell eDirectory and wasn't interested in supporting multiple server operating systems. The iPass solution provided technology that would work on any platform, securing the application from possible shifts in infrastructure design in the future. Palliser wanted a remote access platform that would work regardless of the infrastructure behind it.

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JASON BERGERON

Director of Technology, Palliser Furniture Ltd.

## THE SOLUTION

Bergeron turned to iRoam Mobile Solutions, an iPass Specialized - Connectivity & Security reseller to see what it could offer. After listening to iRoam's proposal, Palliser's IT team conducted a cost comparison between its incumbent remote access provider, AT&T and iPass. Bergeron's team also analyzed coverage and international access costs. "Our analysis

Trusted connections. No compromises.





indicated that iPass would cost less than half what we were currently paying for remote access," recalls Bergeron.

The closer Palliser looked at iPass, the better the picture became. "During our trials, we determined that not only was Corporate Access more affordable, it was also faster, more reliable and delivered greater coverage." iPass offers predictable and standardized pricing based on actual usage. It delivers secure connections over the world's largest virtual network—integrating more than 300 provider networks into a single service comprising over 50,000 access points in more than 160 countries. Palliser is currently evaluating Wi-Fi and wired broadband access. When the company is ready, iPass will deliver this productivity-enhancing service over the world's most extensive global broadband roaming service.

"We knew the iPass service would light up Eastern Canada for Palliser," says, Joseph Vida, Account Manager for iRoam Mobile Solutions. "In addition to cutting costs, the iPass service fixed dead spots in Palliser's New Brunswick and Nova Scotia territories."

Information technology—like furniture—must fit in with its surrounding environment. Fortunately iPass Corporate Access supports industry standards such as LDAP and open source computing. As a result, Palliser was able to run its iPass RoamServer on Suse Linux and use Novell eDirectory for authentication services. An iPass engineer tuned the system to match Palliser's environment to integrate Internet access, AAA and VPN login processes for a single sign-on experience.

For users, a single sign-on meant one less password to remember—something that also impacted corporate IT and help desk staff. "Fewer passwords means less password issues and higher user productivity, plain and simple," states Bergeron.

#### THE RESULT

The Corporate Access Service was deployed in July of 2005 and according to Bergeron, very simple to deploy and use. "It didn't require any IT or end-user training. We simply loaded the enterprise client on our server and created the deployment

package with the iPassConnect™ universal client, which was distributed remotely by our help desk." Palliser implemented the service in a matter of days, moving 100 users over without experiencing any problems.

"Our users were ecstatic. They received a better, faster service with more access points and one less password to deal with." From IT's point of view, our bill dropped from \$4,000 per month to \$1,300, and our help desk calls are way down because we no longer have remote access password issues."

Lower costs and higher quality never go out of style. Which is why Palliser Furniture should be comfortable with iPass for years to come.

#### ABOUT IPASS

iPass Inc. (Nasdaq: IPAS) provides trusted connectivity services that help enterprises maximize their return on investment in workforce mobility. With flexible iPass connectivity, security and endpoint management services, customers can build and manage their own broadband remote access solutions for mobile workers, branch offices and home offices. The iPass virtual network spans 160 countries and includes both the world's largest Wi-Fi footprint and comprehensive fixed broadband coverage in North America. Founded in 1996, iPass is headquartered in Redwood Shores, Calif., with offices throughout North America, Europe and Asia Pacific.

#### ABOUT IROAM

iRoam Mobile Solutions Inc. is a premier partner of iPass and offers Managed Access and Corporate Access services, enabling cost-effective, reliable and secure remote access to corporate email and networks. In compliment of iPass remote access, iRoam offers value-added end-point security and hard disk encryption products to provide additional layers of security to enterprise customers, small/medium-sized customers and individual users. ■

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