

iPass[®] Mobile Data Service

Connect Your Users With Confidence Over Wireless WAN

- Gain a consistent user experience across access technologies
- Get one bill for mobile data and all other access types*
- Enforce the use of endpoint security products over mobile data connections
- Monitor actual end-user connection experiences to lower help desk and troubleshooting costs



Today's workers need access to their data while on the move from almost everywhere — not just when a dial-up port is convenient or when they're within range of Wi-Fi hotspots. More and more companies are looking to 3GSM, CDMA2000, FOMA and other emerging mobile data technologies to find the answer.

Mobile data is yet another point of entry to the enterprise network that must be effectively managed if you want to get the most out of new trends in mobility. What's needed is a solution that merges the various remote access platforms and security technologies into one easy-to-access, easy-to-manage service. That's exactly what the Mobile Data Service from iPass does.

UNIFIED MOBILE AND WIRELESS CONNECTIVITY

Mobile Data Service easily and securely connects users to corporate resources through cellular network technologies. Remote and mobile workers can use the iPassConnect™ universal client to access a range of wireless WAN networks that provide high-speed data connections, including HSDPA, UMTS, EDGE, GPRS, EV-DO, Rev A., EV-DO Rev 0 and 1xRTT.

iPass brings users mobile data through the single interface they are familiar with for other access technologies. In addition, Mobile Data Service includes integration with leading endpoint security tools such as VPNs, personal firewalls and anti-virus software so that IT managers can address network security threats caused by mobile workers using out-of-date endpoint security software.

UNIVERSAL ACCESS THROUGH ONE CLIENT

With the iPassConnect universal client (versions 3.3 and above), mobile data networks can be accessed from the

SERVICE OPTIONS

Purchase Service from iPass: iPass supplies the network, mobile data cards, one consolidated bill and quality of service reporting. Nationwide service in five countries—including two networks in the U.S.—is available today and iPass is adding additional mobile operators regularly.

Bring Your Own Network: To give customers the broadest set of mobile data options, iPass offers integration with non-iPass networks and iPassConnect support for dozens of mobile data cards. Users benefit from a consistent connection experience over the service from your mobile operator of choice and IT receives service quality data to help with troubleshooting.

same simple and intuitive interface that users and IT staff trust for all their remote connectivity needs. iPass has integrated the mobile data infrastructure of several providers into our virtual network and supports scores of mobile data cards for use on non-iPass networks.

Regardless of the network used for connecting, the result is a consistent user experience which helps remote and mobile employees get the access they need to stay productive while reducing support costs. iPassConnect with Mobile Data also provides the following features that make mobile data easy to use:



Automatic Device Detection: Give users the ability to “plug and play” without needing to know the name or type of the supported mobile data card.

Automatic Network Detection: Know instantly what mobile data network options are available at any point in time and get connected easily. A balloon tip in the system tray notifies users that mobile data networks are accessible, iPassConnect presents all detected networks first and a signal strength meter makes it easy to know which network will provide the best connection experience.

Automatic Network Card Configuration: Eliminate the hassle of card configuration. Once a user with a supported mobile data card selects an available wireless network, iPassConnect does the rest.

CONSOLIDATED INVOICING*

Not only do your remote and mobile users get all of the benefits of having a consistent user interface for all network types, you get the added benefit of one consolidated invoice. iPass has integrated the following services into our family of over 300 network providers:

- EV-DO Rev 0 and 1xRTT in the U.S. (Network A)
- EV-DO Rev. A, EV-DO Rev. 0 and 1xRTT in the U.S. (Network B)
- HSDPA in the U.K.
- 3G UMTS in Singapore
- EVDO in Japan
- 3G UMTS in Hong Kong
- 1xRTT in China

When these services are purchased from iPass directly, iPass supplies the mobile data cards and one consolidated invoice. In this way, iPass is aggregating mobile data operators and adding value across mobile data in the same way that iPass unifies network providers of all types. With iPass as the sole provider for remote connectivity, including mobile data services, IT departments gain the advantage of being able to track expenses and control costs more easily.

* Consolidated invoice available when service is purchased through iPass.

QUALITY OF SERVICE REPORTING AND TROUBLESHOOTING

One of the key challenges facing IT staff is the ability to improve the quality of service for mobile data connections. Mobile Data Service collects a substantial amount of information about each connection including success or failure, card details and signal strength. This valuable data is available to helpdesk staff through the intelligent Online Quality (iOQ®) tool. This component of the iPass Mobile Office service provides detailed reports to facilitate troubleshooting, improve customer service and proactively address many user connectivity issues.

ADDITIONAL IPASS SERVICES EXTEND DEVICE MANAGEMENT

iPass enables IT to apply the same policies to mobile data access that you apply to connectivity over other network technologies. The Pre-Connect Security settings that allow iPassConnect to launch VPN, personal firewall and anti-virus software and the and Auto-Disconnect features that takes down connections if these safeguards are not in place help IT staff gain control over mobile systems. In addition, when used in conjunction with the optional Device Management service from iPass, software updates, patch management and routine administration tasks can be performed over mobile data connections.

CONNECT WITH CONFIDENCE

With Mobile Data Service, your mobile workers have a wide range of connectivity options over the large geographical area — more productivity without compromising enterprise security. Discover how easily you can extend your enterprise connectivity strategy to include wireless WAN. A full list of supported mobile data cards is available from your iPass account manager. To learn more, visit www.ipass.com today. ■

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