

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 GPRS, UMTS, EDGE, EV-DO, 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and anti-virus software so that IT managers can address network security threats caused by mobile workers using out-of-date endpoint security software.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 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:

- EVDO and 1xRTT in the U.S.
- 3G UMTS in Singapore
- EVDO in Japan
- 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.

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 valuable 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 enforce the same policies to mobile data access that you apply to connectivity over other network technologies. Through the Pre-Connect Security

and Internet Auto-Disconnect safeguards already built into iPassConnect — and the assessment and remediation functions of Endpoint Policy Management (an optional iPass service) — IT staff gain control over mobile systems.

Protect Connections: Ensure that VPN, personal firewall and anti-virus software are launched prior to making an Internet connection and are in effect for the entire session.

Force Immediate Software Updates: Ensure that out-of-compliance systems receive the latest OS security patches and anti-virus updates before they are allowed corporate network access.

Centrally Manage Devices: Automate Windows OS patch management and anti-virus updates, while receiving detailed compliance reports.

Secure Connections Without User Intervention: Update security software automatically, without user intervention, allowing mobile employees to remain productive.

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. ■

* Consolidated invoice available when service is purchased through iPass.

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