



AUTOMAKER ENHANCED CONNECTIVITY WITH INCREASED REMOTE ACCESS SPEED

LEADING AUTOMAKER

/// CASE STUDY



This leading automaker wanted expansive Internet-based remote connectivity to better link its worldwide operations with corporate resources. EDS, an HP company, delivered a best-of-breed solution that ensures swift, secure and simple connectivity in more than 150 countries, including high-speed broadband and wireless capabilities.

CLIENT PROFILE

Industry: Manufacturing

Business Needs Addressed:
Productivity

iPass offered a flexible virtual network, providing mobile workers with quick, reliable and secure connections to corporate networks while leveraging emerging connectivity technologies.

Automaker wanted to improve global remote communication

One of the world's largest vehicle manufacturers, this company sells 15 percent of all the cars and trucks on the planet. An operation of this magnitude simply cannot function or flourish without the employees working on the front lines - in this case some 340,000 worldwide - many of whom are highly mobile and depend on remote access to the automaker's corporate resources to complete daily tasks. Recognizing the value of its human capital, the automaker believed that the key to maximizing productivity and profitability was clear cut: optimize connectivity between employees around the world and corporate networks.

The company had been using a dial-up remote access server (RAS) that it purchased in the 1990s, which effectively served its purpose. But to communicate in today's highly globalized business culture, the automaker realized it needed a more cost-efficient and expansive Internet-based remote connectivity solution. What it did not need was the influx of Internet worms and viruses that often come with this enhanced connectivity. Ironclad network security was critical. So in early 2002, the automaker enlisted IT partner EDS to investigate the gamut of hardware and software offerings for a best-of-breed remote access solution that promised maximum network and equipment security, lower usage costs, as well as next-generation high-speed wired and wireless broadband connectivity.

EDS' successful pilot program led to global roll-out

After extensive research and comparative analysis, the automaker's IT managers chose iPass Corporate Access™. The key business driver: widespread remote connectivity at a price that could potentially generate substantial savings. On the technology side, IT managers found that iPass offered a flexible virtual network, providing mobile workers with quick, reliable and secure connections to corporate networks while leveraging emerging connectivity technologies.

Services featured

- Mobile Applications Services
- Network Management Services
- Workforce Enhancement Services

Where the automaker's legacy remote access solution cost approximately \$1 million per month, iPass costs only half as much.

EDS successfully implemented a 30-day pilot program, which armed more than 100 of the automaker's IT employees with unparalleled remote connectivity. Extremely satisfied, the automaker engaged EDS to implement the solution on a global scale. This involved configuring and tightly integrating the iPass solution with the auto company's user directory, VPNs and firewalls. The new enterprisewide network security architecture employs encryption technologies and strictly controlled user-defined security policies to protect the integrity of communications and business transactions via the Internet. That means administrators can restrict access to data, protect processes from expanding beyond defined security privileges and apply global attributes to processes more safely.

Where necessary, EDS customized features to the automaker's business needs, ensuring swift, seamless and simple connectivity in more than 150 countries. EDS also customized connection types according to user needs, developing one version of the iPass Corporate Access for dial-up connection and another that allows dial-up, wired and wireless broadband connections.

Company saved \$500,000 per month and dramatically improved productivity

Today, more than 25,000 of the automaker's mobile workforce rely on iPass Corporate Access. Connecting to corporate networks has never been quicker or more far-reaching. Initially linked by two centralized U.S. servers, the solution is now supported by a third global hub with more currently in development.

The automaker benefited from optimum network performance and greater flexibility with less overhead and technical costs. Where the automaker's legacy RAS cost about \$1 million per month, iPass cost only half as much with lower usage rates and a reduced user base the primary factors. EDS also maximized iPass' state-of-the-art security policies and encryption tools to protect connections, computers, mission-critical data and the corporate network.

In addition, user satisfaction dramatically improved with simpler, streamlined connectivity procedures ensuring employees could easily access up-to-date corporate data and tools no matter where in the world they were. The ultimate impact was on productivity, which improved dramatically with the introduction of iPass.

The next step: enhanced wired and wireless broadband features and ironclad remote security. Together, the automaker and EDS are working to integrate additional connectivity options like a report-generating function. As the company continues to grow, it can do so with confidence, knowing that its new remote access solution will keep pace and keep its global operations connected.

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