

J.D. Edwards Case Study

J.D. Edwards Selects iPass Corporate Access for Worldwide Dial-up and Broadband Internet Roaming

Challenge: Reduce remote access costs and increase quality of service

Solution: iPass Corporate Access

Results: Reliable remote connectivity and up to 40% cost savings

Introduction

With approximately 6,000 customers, 5,000 employees and \$1 billion in revenue in fiscal year 2000, Denver-based J.D. Edwards & Company is the leading provider of agile, collaborative e-business solutions for the Internet economy.

What most distinguishes J.D. Edwards in its industry is its collaborative "Freedom to Choose" business strategy. "Customer-centric" was also a key benchmark phrase when the company began its search for a way to improve global network access and communications among its own employees working and traveling around the world.

"We currently have about 5,000 employees worldwide, and more than 4,000 of those require remote network access in some form, from a couple of times a month to eight or ten hours a day," said Mark Endry, senior vice president and CIO of J.D. Edwards. "We have teleworkers accessing documents and information from various locations, sales executives and support people traveling all over the map, and systems managers who need to monitor, troubleshoot and respond to customer problems at all times of day or night."

In the early days of the Internet, a leading U.S.-based corporate remote access company provided J.D. Edwards with hundreds of local numbers that could be used by employees to access the corporate network through a dedicated circuit terminating to the Denver headquarters.

Local dial coverage was spotty outside major U.S. cities, and the long distance telephone network was unreliable and expensive. Catherine Miller, IT team lead at J.D. Edwards, was searching for a better way to remotely connect.

Discovering True Global Access

In February 2000, Miller learned about the Corporate Access™ Service from iPass, which delivers high-performance connectivity by combining over 170 networks throughout the world. By aggregating the networks, iPass offers coverage in 150 countries as well as network redundancy in every major business center.

Miller initiated an evaluation of the iPass service with help from J.D. Edwards' field IT staff in the U.S. and internationally, home office workers, and road warriors.

The IGNITE team, which had regularly experienced many problems with the company's previous remote dial access provider, created their own shortlist of what they needed from a new provider. At the top of the list was the ability to initiate reliable connections and use the Internet for product demonstrations, evaluations and secure access to network resources.

The positive feedback from field employees along with exhaustive performance testing and cost analysis surveys performed by J.D. Edwards' IT department resulted in the selection of iPass as the new company-wide, worldwide roaming access provider.

Miller initiated the first iPass system deployments in Asia, Australia, and Latin America because they had historically experienced the highest connectivity costs and connectivity problems. Deployment of the iPass service to employees in Europe, the Middle East, Canada and the U.S. followed. All new employees, regardless of geographic assignment, had their systems immediately configured with iPass capabilities.

J.D. Edwards personnel can now gain access to the Internet with a local phone call from anywhere in the world using the exclusive iPassConnect™ client software that supports laptops, desktops and PDAs over dial-up, ISDN, PHS, and broadband connections.

Quick responses and a positive, proactive attitude by iPass support representatives led to a seamless transition during the iPass deployment, according to Miller. The J.D. Edwards' help desk personnel are typically besieged with questions and problems when a company-wide changeover is made in software or technology. Throughout the change to iPass, they received fewer calls than expected during a major deployment.

"Getting the iPass software into the hands of thousands of people who were anxious to get up and running seemed like a challenging task at first but it was one of the easiest deployment projects I've ever been involved with," Miller indicated. "With iPass, the deployment was completely automated through an e-mailed link that we sent to each user. It was a breeze, which is very unique for a deployment of this size."

Integrating with the Cisco VPN Client

J.D. Edwards also implemented the Cisco Secure VPN client with IPSec support, DES and Triple DES encryption and authentication with digital certificates to provide secure connections into the corporate network. Since the iPassConnect client software integrates seamlessly with the Cisco VPN client, users can initiate VPN sessions with a single mouse click.

Monitoring Connectivity Information

Using iPass' exclusive Intelligent Online Quality (iOQ™) service capabilities, J.D. Edwards' support analysts are able to collect and evaluate detailed information on end-users' online experiences. With iPass' iOQ functionality, reports can be quickly generated to uncover and resolve potential trouble areas, before they become major problems.

iOQ has been a helpful tool for the J.D. Edwards help desk, Miller said. "We can support our people better because iPass can present us with detailed information about network integrity, details about specific regions users are calling in from and what parts of the world pose potential connection challenges."

Global Savings for a Global Enterprise

All of J.D. Edwards users are now equipped with faster, more reliable connections and company managers are enthusiastic about the potential savings on telephone tariffs, hotel telephone bills and International network connection charges. The results of their analysis of iPass traffic compared to the company's previous assortment of carriers and providers project expected savings of 30% to 40% on worldwide Internet roaming costs.

About iPass

iPass Inc. (www.ipass.com) provides software-enabled enterprise connectivity services designed to give employees secure access to information and applications on the corporate network from virtually any location in the world. As a virtual network operator (VNO), iPass offers enterprise employees a range of Internet protocol-based connectivity technologies, including wired and wireless broadband service at airports, hotels and conference centers worldwide. The iPassConnect™ smart client can be easily deployed across multiple computing devices and operating systems within an enterprise. Once deployed, the iPass service gives the corporate IT department complete control over how network resources are accessed. Founded in 1996, iPass is headquartered in Redwood Shores, Calif., with offices throughout North America, Europe and Asia Pacific.

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