

Remote Access Mobility Solutions

Empower your “nomad” workers



Turnkey Solutions

We enable you to provide a seamless, secure environment for remote users, while still allowing them to use the most cost-effective access method.

We provide a turnkey, end-to end service, including:

- _ Solution design, ordering and implementation
- _ Performance and change management
- _ Billing and customer contact management

Product Features

Global Capabilities

We offer more than 65,000 qualified access points across 150 countries. We integrate multiple network operators, including leaders such as BT Openzone, T-Systems and China Telecom, into a single, high-performance virtual network.

Single Agent for Multiple Access Methods

Our client software supports 65 data card models and all popular protocols and access technologies, including dial-up, ISDN, broadband, WiFi, 3G, GPRS/UMTS, CDMA, and PHS.

Cost-Effective

Our Nomads platform collects detailed connection and cost data for customers. Reports on network usage and costs enable you to track and analyze connectivity expenses and identify high-cost practices. According to the company policy, some access types can be blocked. We offer flat-rate billing, including mobility costs, to help you anticipate and control costs.

Customized

We provide a customizable user interface that can be used to automatically implement actions such as launching or integrating a VPN layer, launching a firewall, executing an automatic disconnection after a timeout period, providing for the input of usage codes for invoicing, or displaying branding or contact information for technical support.

Easy, intuitive user interface



Remote Access Mobility Solutions



User-Friendly

We provide an easy and intuitive user interface that automatically detects all available access points. We enable one-click connection to all major network types, using the same user ID and password for remote and on-site network access.

24x7 Customer Call Center

Key Features

Definition

- _ Inventory of customer environment and needs
- _ Creation of project team and customer account management team
- _ Solution design, including security features
- _ Service Level Agreement (SLA) specification

Implementation

- _ Project plan development
- _ Software integration
- _ Integration and compliance with existing authentication systems
- _ User training
- _ Provision of user guide at application launch

Operation Management

- _ Flat-rate billing
- _ End-to-end network monitoring and incident detection and resolution
- _ 24x7 Customer Call Center
- _ Performance management with monthly reports
- _ Security management
- _ Contract management

For more information on Remote Access Mobility Solutions, please visit:

www.tatacommunications.com/contact

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