



Pacific Supernet's Global Access Roaming Service Brings Connectivity Convenience to Travelling NEC Executives

Pacific Supernet's Global Access Service covers over 160 countries all over the world. It has over 16,000 access points and supports various types of laptop computers and PDAs. It provides 56Kbps dial-up and broadband connection services, which allow staff to work outside the office while the network is still connected via the Internet.

With Global Access Service, customers are given complete administrative control of authorized users. It allows ad hoc business travelers to be enabled with roaming capability for urgent trips worldwide. It also allows corporations to monitor roaming usage, in just a few clicks.

For customer who are looking for a fully managed roaming service, Pacific Supernet's Managed Global Access Service would be able to administer the overall network configuration and manage software user lists, roaming server, authentication and security policies. These services can save corporate resources, and improve its development and competitiveness in worldwide.

Local enterprises are increasingly venturing into the global marketplace, especially now that Hong Kong is working closer with China under the covenant of the Closer Economic Partnership Arrangement (CEPA). The company's MIS department must effectively support business administrative personnel while they are working overseas. It is with this specific objective that NEC Hong Kong Limited (NEC) chose Pacific Supernet on the quality of its Global Access Roaming Service.

New Requirements to Support Global Business Communication Management

NEC is a subsidiary of the NEC Group in Japan. The company was established in 1984. It is a renowned computer and telecommunication product manufacturer. It also provides multimedia facilities, corporate solutions and services.

NEC's corporate solutions and support team frequently take business trips to service customers. In order to keep a close contact with the company, they must be able to connect to the company's network system anytime from a remote location.

Issues on Traditional Dial-up Roaming

NEC has been using the traditional dial-up roaming service in the past. Unfortunately this is not an ideal service. Due to the different infrastructure of telecommunication systems in each country, there is no guarantee on the quality of connectivity. Data transfers are always slow, the lines disconnect frequently, and at times connections cannot be established.

"When our colleagues come across any problems with the dial-up connection, the only way to seek help is to contact our technical staff at the Hong Kong office. However they usually call back during non-office hours or on weekends due to the world time difference. This gives our Information System Department a lot of challenges", said Mr Tenny Sze at the Information System Department at NEC.

The Internet connection can be made using a modem to dial into the office's modem pool via the IDD service, but the call charges can be enormous and the budget is difficult to estimate. For this reason, Mr Sze must assign manpower and resources to take care of these issues. He then decided on Pacific Supernet' Global Access Roaming Service to address these recurring concerns.

Quality Service is the First Priority

"We put service quality as our first priority in the selection criteria. The connection must be consistent and secure. Pacific Supernet's Global Access Service is able to satisfy our strict requirement", Mr Sze emphasized.

"Global Access Service is far more convenient compared to the remote-distance dialup. The connection speed and reliability have greatly improved. In terms of management, the service is taken care by the 24x7 technical support from Pacific Supernet. A monthly connection status and individual consumption reports are also provided. This helps in our resource allocation planning process," said Mr Sze.

There is no complicated configuration on the Global Access service. A roaming server is set up, while the administrator can actually authenticate Internet connection. This option is especially good for Global Access service. It can also guarantee the security of data transfers. From the cost efficiency perspective, Pacific Supernet provides a range of monthly plans, which allows customers to choose. This makes the monthly expenditure forecasting much easier. The administrator can also download the roaming report from a designated customer web page to monitor the usage of each staff.

"Technical support is important especially when our staff are working overseas. After introducing the Global Access service, we realized that Pacific Supernet takes good care of and are have full responsibility on the service. It also provides 24x7 support. It really satisfies our requirements on service quality," said Mr Sze.

A Service that is Highly Recommended

NEC is now planning to use the VPN service in conjunction with the Global Access Service. This allows its staff to effectively use the company's resources as well as providing better support to them.

Mr Sze has recommended Pacific Supernet's Global Access service to other subsidiary companies within the NEC Group. "Our group works together frequently. We develop the most ideal corporate solutions to our customers. Therefore, all the good things should not be hidden away. I'll strongly recommend Pacific Supernet's Global Access International Roaming Service to anyone."