

## FLEXIBLE FRIEND GETS MOBILE

### COMPANY PROFILE

Visa connects cardholders, merchants and financial institutions through the world's largest electronic payments network. Visa products allow buyers and sellers to conduct commerce with ease and confidence in both the physical and virtual worlds. Visa is committed to the sustained growth of electronic payment systems to support the needs of all stakeholders and to drive economic growth.

Visa products currently generate more than \$4 trillion in sales volume worldwide. Visa has unsurpassed acceptance at more than 24 million locations worldwide including one million ATMs.

### BACKGROUND

As a leading financial services company, Visa is committed to providing its customers with quick, reliable and simple access to payment services worldwide. Providing flexibility and assurance to cardholders is imperative; an ethos it extends to its own business, understanding the importance of providing its staff with the ability to work anywhere, anytime.

In 2005, Visa UK laid out a proposal that would aim to provide at least 50% of its workforce with home and remote working facilities by late 2006. Andrew Vorster, head of technology services for Visa CEMEA, explains:

"As a multi-national company, the majority of our employees, including myself, spend a large percentage of time out of the office. In today's environment where flexibility and productivity are intrinsically linked, we needed secure, user-friendly access to business-critical applications whether working out of a branch office, customer's premise, or on the road."

### THE SOLUTION

Working closely with Azzurri Communications, Visa implemented managed remote working service Azzuroam, including Wireless Workspace. Wireless Workspace is a bespoke solution that enables a secure WiFi enabled zone within Visa's London headquarters for use by guests, customers and contractors, as well as employees that require access to the corporate network during meetings.

Vorster continues, "We're always on the look-out for ways to increase and simplify connectivity; the more flexibility in our workforce, the more productivity gains we can achieve. The ultimate goal is ubiquitous access."



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**ANDREW VORSTER, HEAD OF TECHNOLOGY SERVICES, VISA CEMEA**

Vorster adds, "Azzurri's unique partnerships within the VNO model provide us with access to over 108,000 access points worldwide; Azzuroam is secure, easy to use and the flexibility it affords has enabled us to communicate the Visa proposition to more potential customers."

Appreciating the security-conscious nature of Visa, Azzuroam provides software and security patches to employees outside of the traditional confines of a corporate network, eliminating the threat of trusted machines introducing viruses or other undesirable content. However, with Wireless Workspace, a service that provides blanket wireless connectivity to anyone who enters Visa headquarters, security is even more imperative. Vorster explains:

"Deploying WiFi in the most obvious place, our own offices, seemed unthinkable. Concerns around the integrity of corporate data have often prohibited advancements in this area and until now, we couldn't risk the security implications. However, the lack of access was stifling productivity. Our clients, contractors and partners spend significant periods of time working from our headquarters, and, in the age of always-on connectivity, people take it for granted that they will be able to log-on and work securely – which, until now they couldn't."

Security is a key aspect of Wireless Workspace and users' activities are kept separate from other corporate traffic. Vorster continues, "The Wireless Workspace solution removes the associated security risks – traffic is kept completely separate from our corporate network, and since it's hosted by a third party, we get all the benefits, without any of the risk."

Visa's drive for ubiquitous wireless coverage is reflective of today's society that expects to be connected, wherever and whenever. "The next generation of workers that are beginning to enter the world of work are doing so assuming they can access the Internet and corporate network wherever they may be. For us, the VNO fabric and Azzurri's service wrap is helping to simplify the complexities of providing wireless access to all these users," concludes Vorster.

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