

Wireless Panel

Remote Access Study Findings

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The Details Behind Wireless Remote Access

Remote access has become extremely important over the past several years, as the number of telecommuters, remote office workers and business travelers has continued to increase. Most remote access, today, is conducted over wireline communications, such as analog dialup, Digital Subscriber Line (DSL), and cable modem service. Although still limited today, usage of wireless data services (including both cellular and wireless LAN – 802.11 networks) to remotely access corporate computers and networks is steadily growing.

The availability of hotspot services is nowhere near as great as that of wireless WAN data services, which are primarily provided through cellular carriers. For this reason, more people on the panel wirelessly access corporate computers and networks remotely through wireless WAN connections, rather than through public WLAN hotspot connections. Cellular phones and laptops are used more often than any other device to wirelessly access the Internet.

On average, users remotely access corporate computers and networks about 19 times per month; however, the frequency of access varies significantly by device type. Laptop/notebook users access corporate computers and networks an average of 20 times per month, while two-way messaging device users remotely access corporate computers and network most often – on average, 25 times per month.

It's not only the frequency of remote access sessions, but also the length of these sessions, that vary by device. For example, while two-way messaging device users remotely access corporate computers and networks most often, their sessions are much shorter than that of a laptop user (29.6 minutes versus 73.4 minutes, on average, respectively).

Respondents were given the following table to use as a guide to estimate their usage of wireless data:

Data Application	Size
1-page E-mail	1 KB
5 - page Word Document	40 KB
Basic Web Page	45 KB
Low-resolution Digital Photo	100 KB
Data File Transfer	500 KB
20- Page PowerPoint Presentation	1,000 KB (approx. 1 MB)
MP3 Audio File	4,000 KB (approx. 4 MB)

E-mail is remotely accessed more than any other application, for both business and personal reasons. Since e-mail is a fairly “light” application, even heavy e-mail users estimate that they do not upload a significant amount of data per month. Half of the respondents upload less than 2.5MBs per month (the median).

Respondents tend to download more data than they upload. They download an average of 41.3MBs per month, compared to the 30MBs that they upload (averages, or means). Additionally, half of the respondents download more than 7.5MBs (the median).

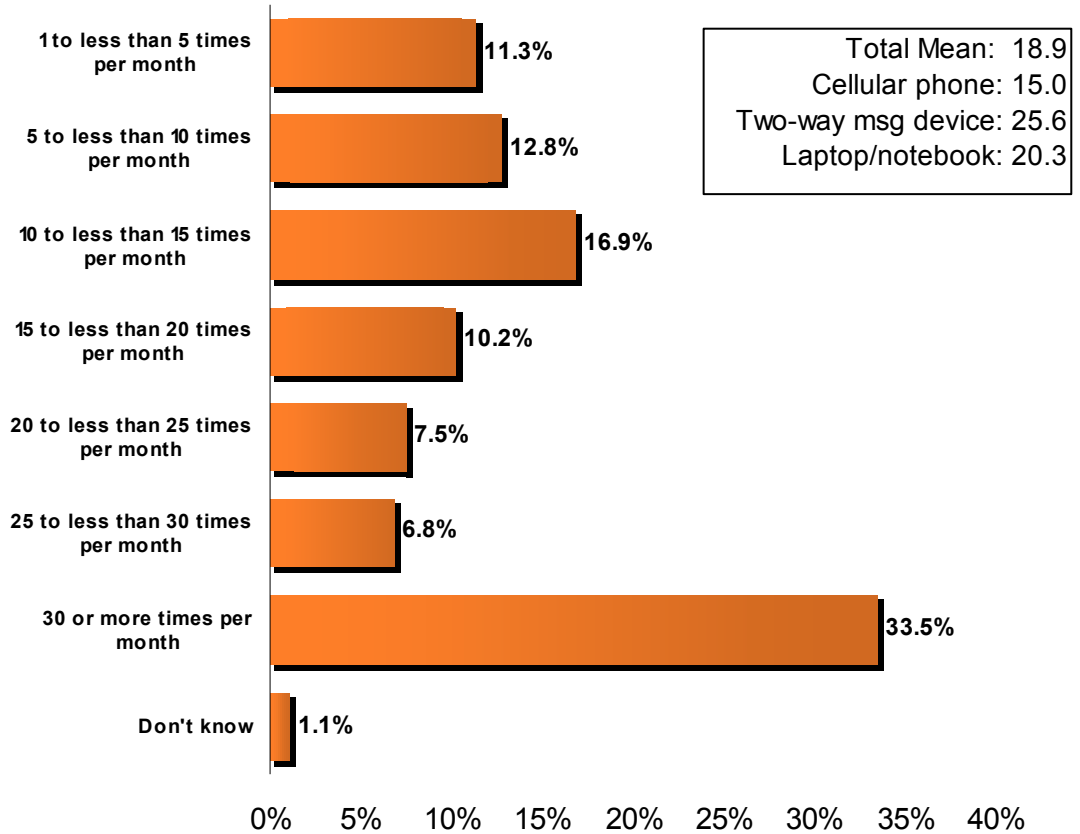
Current wireless data users that are knowledgeable about their bills say that they average more than \$50 per month. By increasing subscriber usage of wireless data services, carriers can greatly increase their Average Revenue Per User (ARPU).

About the Panel

In-Stat/MDR’s Technology Adoption Panel (TAP) is a dynamic online group of thousands of technology users and decision-makers interested in contributing opinions and insights about technology usage and issues in the workplace. The panel is recruited from many different sources and is composed of a diverse group, representing a wide range of company sizes, industries, and expertise.

Data for this report was collected via a brief Internet survey. Participants — members of In-Stat/MDR’s Technology Adoption Panel that use devices such as cellular phones, two-way messaging devices, laptops and Personal Digital Assistants (PDAs) with wireless modems (the Wireless Internet Panel) — were e-mailed invitations to participate in a Web-based survey conducted from March 24th – 28th, 2003. Responses from 266 people are included in this research. If you are interested in joining the Technology Adoption Panel and/or learning more about it, please go to <http://www.instat.com/panels>.

Approximately, how many times per month do you use your mobile device to remotely access the Internet, or corporate computers and networks using a wireless connection?



Source: In-Stat/MDR's Wireless Panel - 6/03

n = 266