



Case Study

Higher Education Win

Client

The client in this case is a higher education organization that serves thousands of students, faculty members, and researchers through a network of facilities. This client is navigating a fast-changing educational environment and must support sophisticated multimedia-based educational content and multiple student, faculty, and guest smart devices via a network that provides 24x7x365 connectivity.

Challenge	CBTS solution	Results
<ul style="list-style-type: none"> • The client requires a network that will support its students, who, on average, bring seven connected mobile devices to campus. • The client had an outdated network that didn't support its user's connectivity. • Complaints from students, faculty, and guests about the failed network increased. • The client's IT staff lacked the bandwidth to maintain, manage, and upgrade its network. 	<ul style="list-style-type: none"> • Radio and network surveys of the client's residence halls. • Updates and re-work of old network closets. • Installation and setup of new Aruba switches and APs in the residence halls. • Configuration of ClearPass network access security software so that students can securely connect multiple devices to the new network. 	<ul style="list-style-type: none"> • Network access, speeds, and connectivity that are best-in-class and providing an exceptional student experience. • Guest network that allows for secure connectivity to the university network. • A fully managed solution, which allows the client's IT Organization to focus on strategic initiatives that deliver business outcomes.

Challenge

The client requires a network that will support all of its students, who on average bring seven connected devices to campus. The client had an aging network and wireless infrastructure that was insufficient for providing the required connectivity, leading to complaints from students and faculty who rely on the network. Additionally, the legacy client's network did not support guest access, impacting its ability to provide a positive customer experience for guests and visitors. Finally, the client's IT organization lacked the bandwidth to maintain, manage, and upgrade its network.

CBTS solution

The client engaged the CBTS Infrastructure practice to help deliver a solution that would provide the necessary connectivity, security, and flexibility to support its students, faculty members, and visitors. CBTS started with a deep-dive into the client's existing infrastructure, and worked closely with the client's Associate CIO and IT employees to fully understand its needs.

CBTS then recommended and delivered a series of technical services and process improvements to address the client's network shortcomings. Radio and network surveys were performed on the client's various residence halls to pinpoint areas for improvement. The client's network closets were also updated and re-worked to utilize more modern server technology, and new Aruba switches and access points were installed around the residence halls to ensure stronger and more reliable connections. Lastly, Clearpass network access security software was installed and configured so that students could secure connect to the network with multiple smart devices.

Results

After the consultation process and implementation of the customized solution package outlined above, the CBTS Infrastructure practice was able to deliver several significant results for the client's shareholders, students, clients, and guests.

The client's network access, upload and download speeds, and connection strength metrics are now among the best in the industry, providing an exceptional student experience. The guest network also now allows for secure connectivity on the university network. Lastly, this higher education organization also benefits from a fully managed network solution, meaning that the newly-upgrade network is monitored and supported by the CBTS specialists. This allows the client's in-house IT team to focus less on day-to-day network management and more on the organization's long-term strategic business initiatives.



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