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NYS Community College Increased the Density of its Wireless Footprint with a Fully Managed ResNet Solution

Project Summary

Colleges and universities across the country are not only investing in greater coverage and capacity to meet ever-increasing bandwidth demands—they are bundling their residential network (ResNet) services with cable TV and dedicated Internet to provide students with a seamless, connected experience both on and off campus.

Recognizing that Wi-Fi is quickly becoming commoditized, a local community college which ranks among the top 10 in New York State, realized that outsourcing its wireless and Internet services to an experienced IT solution provider would alleviate the burden placed on the internal technology team—comprised mostly of students—to upgrade, maintain, and troubleshoot their residential network. Collaborating with their IT partner, current cable TV provider, and Campus IT teams, the Director of Housing for the College was able to deploy Cisco Meraki switching

with one wireless access points and one hard-wired port (per the College's request), throughout every dormitory suite, to afford students with greater choice and flexibility when accessing both educational and recreational resources in their dorms. Additionally, the College was able to allocate a separate Internet connection for managed firewall capabilities that they did not previously have. This dedicated connection enables them to enhance their campus safety protocols by running surveillance cameras over their managed services network to better segment traffic and streamline administrator visibility and control.

Coupling this initiative with 24x7x365 help desk support, the Community College gained back valuable IT resources and enjoys greater peace of mind knowing that their students' are equipt with the right ResNet needs and are supported around the clock.

Campus Environment

- 1,800 students
- 9 dormitory buildings

Challenges

- Help desk staffed mostly by students during the day creating a void for after hour support and advanced troubleshooting expertise
- Needed a partner who was flexible enough to work with their current cable TV provider to provide a seamless, end-to-end student experience

Benefits

- Robust, reliable Wi-Fi paired with a hard-wired port, per suite, offers students greater flexibility and full connectivity
- 24x7x365 help desk support for students, allowing the College's internal resources to focus on more mission-critical activities

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