



# *CLOUD MANAGED NETWORK SERVICES*

## **Ranger College Advances Digital Learning Environment with ADTRAN**

Ranger College is one of the oldest, continuously operating public community colleges in Texas, opening its doors in August 1925 with 30 enrolled students. Today, it has approximately 2,000 students and 200 staff and faculty members across all of its campuses. Located in north central Texas, the growing campus covers a wide area in need of broadband connectivity.

Today, Ranger College supports the needs of the digital classroom and ADTRAN has provided the means for the bandwidth needed on a modern collegiate campus. From on-demand learning to student testing and collaboration, Ranger College's classrooms are fully engaged with high-bandwidth applications. Tablets, smartphones and other mobile technologies have become integral to classroom learning, and managing the influx of devices has become a crucial component of the college's digital strategy.

### **Benefits**

- Leveraged ProCloud Wi-Fi and Switching managed services to eliminate typical operational network management costs
- Able to reduce help desk calls by 90% with new managed wired and wireless network



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## Access Points Causing Connectivity Issues

Ranger College currently has 16 different buildings that require connectivity, including classrooms and dormitories. To provide Internet access to these buildings, Ranger College had previously installed access points (APs) throughout its campus to serve students, staff and guests. As problems began to arise with these APs, the college's help desk began to receive numerous calls from students and staff about slow and failing Internet connectivity throughout the campus.

The legacy APs installed were mixed and matched and supplied by various suppliers, with the quality of the APs themselves ranging from good to poor. This caused sporadic connectivity issues across the college's network. As a result, when an AP would fail, the college's IT manager had trouble identifying which APs were causing the trouble, as using multi-vendor APs meant no one program gave the IT department a full view of the network. Another trouble spot was the APs needed to be distributed more evenly, as some areas had an overabundance of APs, while other areas did not feature enough coverage.

"We never had a good network backbone to support our APs, which hindered our ability to figure out which ones were malfunctioning to solve our connectivity issues," said Michael Beran, IT director, Ranger College. "We needed something that simply worked correctly, and could help us deploy the right amount of quality APs where they were needed."

## Ranger College Deploys ADTRAN Solutions

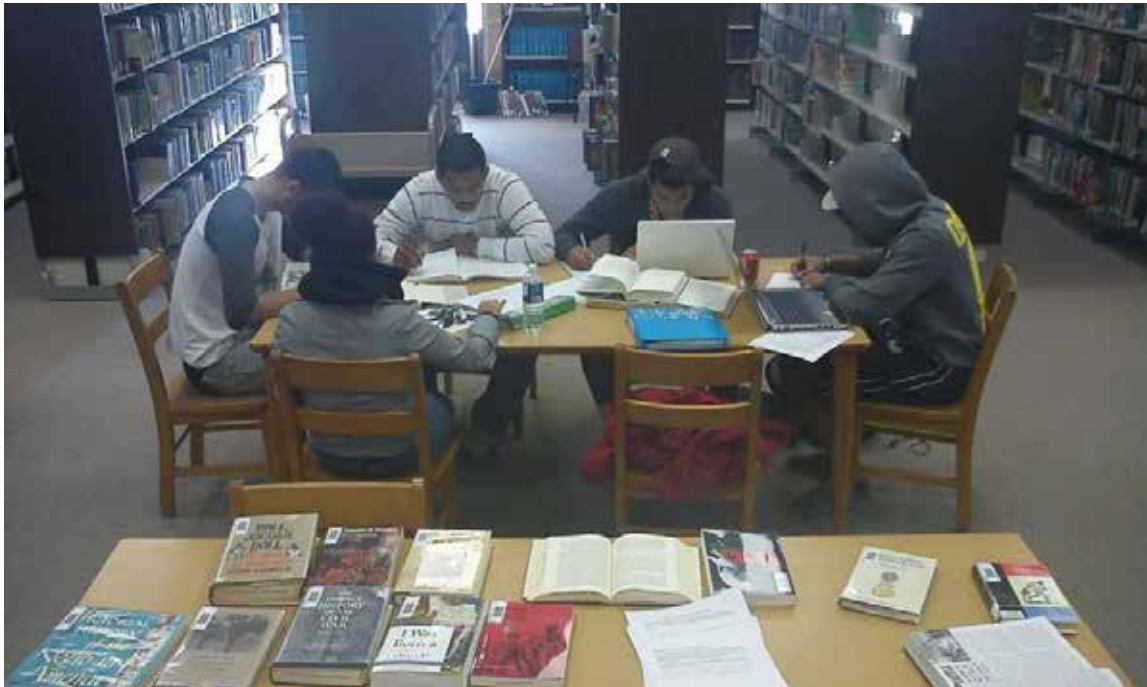
Working through its ISP, Ranger College turned to ADTRAN to help solve its network issues. Utilizing ADTRAN ProCloud Plus cloud managed wired and wireless network services, Ranger College was able to streamline its entire network infrastructure.

"We viewed several different solutions through our service provider, and decided that ADTRAN was the best choice," said Beran. "ADTRAN empowered us to eliminate our network issues, and provide quality connectivity for our students, staff and faculty."

With the installation of ADTRAN switches and APs, Ranger College was able to create a uniform network infrastructure across its campus. ADTRAN APs were strategically placed around the campus grounds to provide the greatest connectivity to all buildings and ADTRAN's outsourced managed services suite was also leveraged to offload network management and provide a complete, real-time look into the network at all times. Ranger College was able to layer on a number of professional services, including initial site surveys, installation, student and staff helpdesk, alert monitoring and full system management through the cloud.

"Overall, the installation process was very smooth. I never had any issues with ADTRAN during the deployment, and it was done in a very timely fashion, which helped limit network downtime for the college," said Beran.





## Constant and Reliable Connectivity

Since deploying ADTRAN ProCloud Plus services, Ranger College has experienced significant improvements within its network. Beran said the help desk has seen a dramatic reduction in calls by reducing service calls by over 90% per week, with almost no issues with Wi-Fi connectivity.

Utilizing ADTRAN's ProCloud Plus cloud managed wired and wireless network services allows the IT department to seamlessly support all of Ranger College's connectivity needs, from the classroom to the main office. ADTRAN ProCloud Plus services also cover the help desk queries, providing a "first response" call center to answer end-user Wi-Fi connectivity and usage questions. If problems do arise with bandwidth requirements, ProCloud Plus services enable the IT department to scale bandwidth up or down at a moment's notice. These services give Ranger College's IT department the ability to offload the management of the network paired with the latest generation technology.

In addition, ADTRAN's sophisticated network monitoring allows Beran to view the entire network from a single location and isolate specific APs that might be malfunctioning. With the AP issues solved, Beran is able to focus his attention on digital learning applications and other demands. ADTRAN's ProCloud

Plus services give Beran and Ranger College peace of mind that no matter where someone is on campus, they can connect their device to a robust network that will always be there when they need it.

"It's challenging for schools to keep up with the demand for mobility. Traditional network architecture is unable to handle the growing connectivity demands in classrooms as digital learning expands," said Beran.

For Ranger College, the ADTRAN deployment was both quick and timely, reducing downtime to a minimum, and getting the campus network up and running. Since the deployment, college management, staff, and students have been very happy with the service ADTRAN has provided.

Moving forward, Beran stated he will be looking to use ADTRAN in all campus locations, including the college's new building additions. These additions will feature more classroom buildings and learning spaces for students.

"The fact that I don't have to think or worry about the state of our network has made our lives easier," said Beran. "Students can access the network wherever they are on campus and instructors can focus on teaching instead of spending time trying to connect to a faulty AP. ADTRAN has made that possible for us."



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