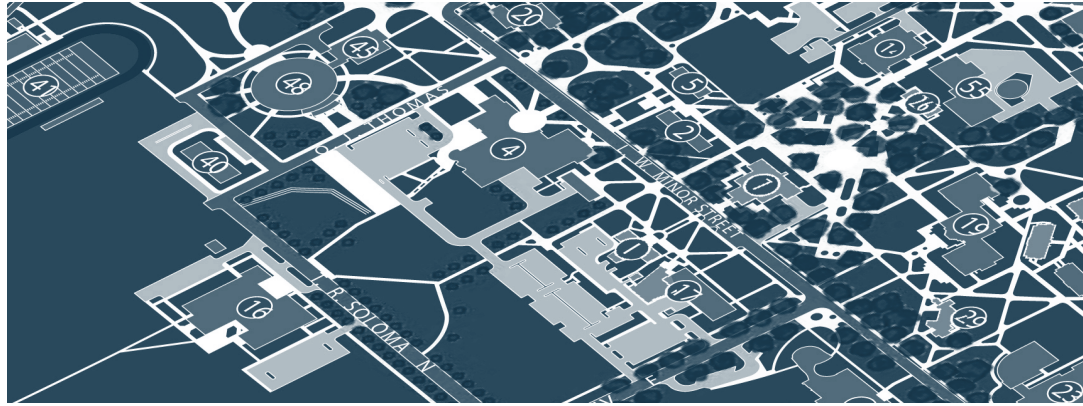**HIGHER
EDUCATION**

CUSTOMER PROFILE

Prairie View A&M University, the second oldest public college in Texas, is a comprehensive public institution of higher education that is part of the Texas A&M University System.

KEY BUSINESS BENEFITS FOR PRAIRIE VIEW A&M

▶ Increased employee productivity

▶ Reduced operational costs

▶ Less network downtime and degradation

KEY TECHNICAL BENEFITS FOR PRAIRIE VIEW A&M

▶ Increased network efficiency

▶ Better availability and service levels

▶ Improved accountability and security

CURRENT CHALLENGES

Prairie View A&M University faces a number of challenges in managing their large and growing campus and wide area network (WAN). Their network covers roughly 30 buildings connected through three core sites spanning approximately 60 miles. With only a small team of administrators covering the entire multi-site network they are challenged to stretch their resources.

Like many organizations utilizing a distributed infrastructure, Prairie View's IT group struggles with three core challenges:

▶ Improving network services
▶ Increasing service availability
▶ Lowering operational costs

During a typical week the IT group splits its time between proactively making changes to the network and reacting to service outages or performance problems. Network changes, such as migrating to new equipment or staying up-to-date with configuration and service patches, require careful planning. Their standard practice for making configuration changes through traditional network-based sessions is inefficient and unreliable. Planning and executing changes on the network is juggled with recovering from outages either caused internally during the change process or externally in conjunction with service connections or carriers. In either case, efforts to maintain basic connectivity are a major drain on an administrator's time, and often requires a physical visit to the network site in a different building, or a different town, to resolve the problem. In short, inefficient management and recovery practices can equate to unnecessary time and expense.

With limited personnel resources, Prairie View needed a cost-effective remote management solution that could improve network performance by extending management services and interaction throughout the network. Most importantly, they needed a solution that could automatically diagnose and recover device and network service failures, and relieve the pressure of competing support priorities.

UPLOGIX SOLUTION

Uplogix Automated Remote Management (ARM) appliances are designed to reduce the frequency and duration of network service outages while improving overall network management efficiency. ARM appliances are ideal for Prairie View's distributed environment, as they can protect against change-related errors, provide secure remote access to make configuration changes, and reduce the time the IT group spends recovering from service outages. Furthermore, Uplogix' granular authorization schemes and activity logging ensure compliance with security and audit policies.

Prairie View deployed ARM appliances across their network as part of a new, proactive agenda to implement a structured network system and more effectively plan network projects. Within one month the Prairie View network administration team recognized a major impact from the Uplogix solution.

At a fraction of the cost of adding new people, the Prairie View team realized an immediate increase in management capabilities and an extended reach across the network. Uplogix' automatic diagnosis and recovery procedures have reduced the number of service failures and the time it takes to restore service when an interruption does occur. Additionally, Uplogix is providing complete control and visibility over their remote locations. Network administrators are spending less time resolving service outages and more time proactively improving the network.

The most immediate benefits delivered by Uplogix cited by Prairie View include:

Automatic Recovery from Change-Related Outages

Uplogix' automatic diagnosis and recovery procedures immediately addressed the risks of making changes remotely. Previously when errors were made while executing changes an administrator had to physically visit the site to address the problem, often adding hours to the resolution of an issue. With Uplogix' transaction-based change framework and automatic configuration recovery features, if an unforeseen error occurs, the changes are instantly rolled back to the previous system state, restoring connectivity in minutes while saving the IT staff unnecessary time and travel.

More Efficient Network Operations

Uplogix' automated support procedures provide Prairie View increased operational efficiencies. As the network staff updates older devices and installs new infrastructure equipment, the ARM platform provides automated procedures for standardized OS upgrades and patches, modifying configuration elements, and password updates and recovery. These standardized procedures minimize human errors and reduce the burden on network staff. Fewer and less frequent service outages means less administrator time spent reactively firefighting, and more time spent proactively improving and upgrading the network.

Improved Service Visibility

Deploying ARM appliances throughout their network also provides Prairie View with better visibility into the state of the network. Soon after the initial installation to one of their edge routers, an Uplogix ARM appliance diagnosed a data connection problem with a service provider that was causing latency and quality of service issues that was not visible using their previous network management system. This type of granular management data, available even if the network is down, allowed their IT administrators to prepare an event analysis and performance report for their service provider, who then initiated a resolution.

> " I can't always leave our main campus and drive to a remote site when we have a problem. With Uplogix on duty, now I don't have to. "

ABOUT UPLOGIX // Uplogix provides the first fully-integrated remote management solution. Our co-located management appliances automate routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management requires multiple tools, relies on the network, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas with European offices in London. For more information, please visit **www.uplogix.com**.