



HIGH PERFORMANCE WI-FI NETWORK

ADTRAN Enables Edward Waters College's Transition to eBook Learning for Millennial Students

Founded in 1866, Edward Waters College is a private college located in Jacksonville, Florida and is the oldest private institution of higher learning in the State of Florida. Today, the college has an enrollment of 933 students and 220 staff and faculty members dedicated to providing the tools necessary for its students to advance in the modern digital world.

To remain digitally current, Edward Waters College transitioned to support eBooks to match the learning expectations of the 21st century millennial student. With both students and faculty bringing their own devices on campus and into the classroom, having a strong wireless network to support such demands became an integral part of the college's digital strategy.

Wi-Fi Connectivity Causes Classroom Headaches

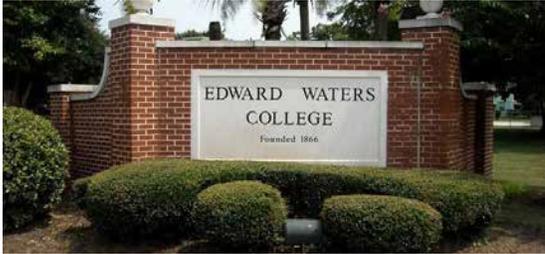
The Edward Waters College campus spans 31 different buildings containing labs, classrooms, residential halls and offices, which is crisscrossed by city roads and private housing. To provide connectivity to such a sprawling campus environment, the college connected all the buildings via fiber and had a commercial grade Wi-Fi management system. Issues began to arise as students did not want to connect to the Internet with an Ethernet cable and began experiencing connectivity issues with the college's spotty Wi-Fi.

Benefits

ADTRAN empowered Edward Waters College to support the modern classroom and campus networking environment. Through ADTRAN's ProCloud managed wired and wireless services, Edward Waters College received the following benefits:

- Ability to scale bandwidth up or down as needed to support the demands of students, staff and faculty
- Seamless, worry-free mobility throughout every location on campus
- Reduced burden on the College's IT department by providing ADTRAN management of the network to identify where problems may be occurring and outsourcing the help-desk to provide 24-hour support for students, staff and faculty.

HIGH-PERFORMANCE WI-FI



“We discovered that the wired environment we currently used for 21st century students was unacceptable. This generation of students are a mobile population and are accustomed to having a stable Wi-Fi connection to rely on,” said Randolph Mitchell, VP business and finance for Edward Waters College. “Students began to complain about the lack of coverage across campus and we knew we had to make a change.”

The connectivity issues came to a head when Edward Waters College began to use eBooks as learning tools and students began using tablets instead of laptops to access the material. As the students and faculty tried connecting their devices to the wireless network, the infrastructure could not handle the demand and became unwieldy for the College’s IT staff to manage. Additionally, once connected, Wi-Fi access would be lost when traversing the campus from one building to another. Even during the students’ downtime, the network could not support the multiple phones, tablets, laptops and video gaming devices students expected to use.

“The College didn’t have the network in place to support the multiple devices that students and faculty were using. It became a strain on the Wi-Fi network and difficult for both students and instructors as they were constantly “losing connection to the network,” said Mitchell. “We knew we needed a better solution and began our search for a quality vendor.”

Edward Waters College Turns to ADTRAN ProCloud Managed Services

After working with its IT solutions partner, Edward Waters College discovered ADTRAN. Utilizing ADTRAN ProCloud Plus managed wired and wireless services, Edward Waters College was able to finally have the robust Wi-Fi network needed for the modern day classroom.

“What ADTRAN brings to the table gets us really excited. ADTRAN’s ProCloud managed services provides 24/7, 365 days-a-year coverage for our network,” said Mitchell. “This reduces the pressure on our IT team as well as providing the Wi-Fi network required to support the needs of our students, staff and faculty.”

After installing ADTRAN switches and access points (APs), Edward Waters College was able to have seamless mobility across its campus, providing crucial access for all the devices connecting to the network. The College was also able to reduce operating costs thanks to ADTRAN’s outsourced managed services suite that provided a complete and real-time look into the college’s network at all times. A 24-hour help desk was also available for students, staff and faculty to call should a problem arise, further taking the burden off the IT department, allowing them to focus on fixing any hardware issues that may arise.

“The ability to reduce labor and operating costs while meeting the connectivity needs for all those on campus made ADTRAN an easy choice,” said Mitchell. “ADTRAN gives us the ability to scale our services up or down as needs dictate, which was something none of the other vendors could offer. That feature is a big deciding factor in us choosing ADTRAN, and gives our IT department the flexibility it needs.”

Scalable and Manageable Connectivity

After deploying ADTRAN’s ProCloud managed services, Edward Waters College has seen a dramatic improvement across the board for its network and for those using it. Thanks to the improved connectivity, the college is now able to support the devices and applications that are running on its Wi-Fi network. Mitchell stated that students on campus have given positive feedback regarding the new network as well.

EDWARD WATERS COLLEGE



The new cloud-managed switches and indoor/outdoor APs enable students, staff and faculty to go from classroom to classroom and building to building without experiencing any interruptions in their connectivity. ADTRAN's ProCloud managed services takes the burden of help desk inquiries off of the college's IT department, and allows them to further scale services when needed at any time thanks to the real-time system management. The entire college now has peace-of-mind when it comes to the network, from the students, staff and faculty being able to stay connected, to the IT department being able to focus on solving any potential hardware issues that may arise.

"We are looking to build up our enrollment to above 1,000 students. We needed to be sure we had a solution that could grow with us," said Mitchell. "ADTRAN provides the vital scalability needed to address any issues we may have when it comes to bandwidth allotment for our student body, and to support any events we have on campus grounds."

When it came to the deployment, Edward Waters College needed to have its new ADTRAN network in place for the Annual Black Heritage Weekend, where approximately 3,000 people attend the event on the campus grounds. With only one week till the event, the "College was able to have all of the ADTRAN equipment installed and ready for use within the week.

"We were so pleased with the turnaround to get this deployment up and running on such a tight schedule. The launch was extremely successful and we heard no complaints about the connectivity from the event," said Mitchell. "This showed us ADTRAN's commitment – that they would work with us no matter how tight the schedule is. No excuses were given; they simply got the job done for us."



ADTRAN, Inc.
901 Explorer Boulevard
Huntsville, AL 35806
256 963 8000

General Information
800 9ADTRAN
www.adtran.com/contactus

**Canada Headquarters—
Toronto, Ontario**
+1 877 923 8726
+1 905 625 2515
sales.canada@adtran.com

Canada—Montreal, Quebec
+1 877 923 8726
+1 514 940 2888
sales.canada@adtran.com

Mexico and Central America
+1 256 963 3321
+1 52 55 5280 0265 Mexico
sales.cala@adtran.com

South America
+1 256 963 3185
sales.brazil@adtran.com
sales.latam@adtran.com

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