RUCKUS™
an ARRIS company

CASE STUDY

UNID
FORMANDO CON VALORES

OVERVIEW

Universidad Interamericana para el Desarrollo (UNID) is a multi-campus university system that promotes academic excellence, human development and professional leadership through an educational model that combines values, cutting-edge technology and real-world work experience, facilitating the entry of graduating students in the job market. UNID encompasses 52 locations, 42,000 students and 5,000 teachers in Mexico, from preschool to university and postgraduate levels.

REQUIREMENTS

- Powerful, high-density Wi-Fi network
- Wireless survey of each campus
- Superior technology to avoid RF saturation

SOLUTIONS

- Heat map tests to determine user density
- 227 Ruckus 802.11ac indoor access points (AP)
- Ruckus Virtual SmartZone 3.0 wireless controller

BENEFITS

- High-performing and reliable Wi-Fi network covering 52 campuses (5 to 12 APs per campus), 42,000 students and 5,000 teachers
- Increased the number of concurrent users
- 52% increase in user satisfaction

UNID UNIVERSITY SYSTEM OF MEXICO PROVIDES POWERFUL WI-FI NETWORK

Is your school's network struggling to keep up with the proliferation of devices? You're not alone. As students decide which college to attend, their first concern is often a reliable Wi-Fi connection. Students want to be assured that the school's Wi-Fi works and works well. In the life of a student, Wi-Fi plays a major role on their success in the classroom, and their experience on campus whether studying, playing or staying in touch with family. They need to be able to collaborate with their peers and teachers, turn in assignments online, sign up for classes, complete research and much more. With technology advancing at such a fast pace, IT departments need to make sure the infrastructure is reliable and future-proof. This is exactly the problem that Universidad Interamericana para el Desarrollo (UNID) was facing.
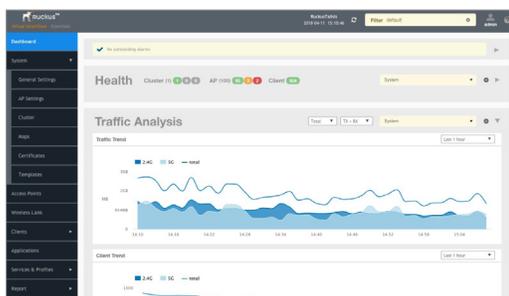
CHALLENGE

UNID is a multi-campus university system supporting 42,000 students, 5,000 teachers and 52 schools distributed throughout the country. The campuses are housed in old buildings whose large and thick walls greatly attenuate RF signals such as Wi-Fi to and from users' devices.

Many schools have encountered the same problem—a high-density situation where broadband applications being used caused poor network signal, and made worse when the environment includes thick walls. Naturally, UNID did what many other schools do in order to remedy the problem and that was to physically move the access points (APs) and point to where good coverage was needed during certain times. However, that was just a band-aid until a reliable solution could replace the legacy network.

There was also the challenge of concurrent users on the network. UNID's network was constantly collapsing during peak hours, leaving students and teachers disconnected. This led to a lot of unhappy students and teachers along with big headaches for the IT department. Daily complaints were hitting the IT's desk and frustration was mounting on not being able to support their technology trends.

"We needed technology that could satisfy our coverage and capacity needs; of course we also looked for the best cost-benefit ratio," added Carlos Granados Villanueva, IT director, Grupo Talisis. "What we had in mind was an infrastructure that could provide excellent indoor and outdoor coverage so that we could deliver excellent Wi-Fi service to our students."

> "We are happy with the results. Wi-Fi network user satisfaction increased considerably."

CARLOS GRANADOS VILLANUEVA
IT Director, Grupo Talisis

SOLUTION

UNID decided that it was time to update the network. A customized solution was required to provide a steady and powerful Wi-Fi signal to all users' devices. Working with partner, Lattice Group, three different suppliers were put to the test which took approximately one month. During this time, four Ruckus APs were deployed in hallways and common areas in the Monterrey campus as well as in the central offices located in the same city. The results regarding coverage, speed and strength of signal were excellent, allowing the institution to enjoy the high-quality Wi-Fi network they were seeking. Between the top performing products and the total cost of ownership (TCO), UNID's leadership and IT department decided to implement the Ruckus wireless solution.

Using a heat map, one Ruckus AP replaced two of the previous competitive units APs to provide the best Wi-Fi coverage and created a savings in cost. The deployment consists of 227 802.11ac Ruckus indoor access points powered by Ruckus' patented BeamFlex™ technology to enable innovation to students and staff. Managing the APs is accomplished with a Ruckus virtual SmartZone wireless controller.

"Ruckus' channel partner, Lattice Group, helped us a lot by lending us the test equipment, generating the heat maps to correctly position the equipment and training us to use them correctly, so now we can take care of everything in-house," explained Carlos Granados.

The new Ruckus solution has made a world of difference to the students and staff as well as the IT department. The help tickets have drastically been reduced and everyone is happy with the Wi-Fi. The Wi-Fi is stable, fast, reliable and simple to manage.

"We are happy with the results. Wi-Fi network user satisfaction increased considerably. We deployed a more stable and fast Wi-Fi network; we cover areas with more power and provide connectivity to more students that can complete their assignments online.", said Carlos Granados.

"We received fewer complaints about the Wi-Fi since the network is now reliable. In satisfaction surveys we had a score of 5.4 before the deployment. After the deployment, it increased to 8.2 which demonstrates great improvement. That is why we are planning to make a new deployment at another UNID location," concluded Grupo Talisis.

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18-05-A