

Northeast Wisconsin Technical College (NWTC)

Organizational Overview

Northeast Wisconsin Technical College (NWTC) is a nationally-ranked, two-year public college serving approximately 42,000 students annually, with:

- ➔ 700 full-time employees
- ➔ 1,000 adjunct instructors
- ➔ 3 campuses (Green Bay, Marinette and Sturgeon Bay)
- ➔ 5 regional learning centers (Crivitz, Luxemburg, Niagara, Oconto Falls, and Shawano)
- ➔ 3 locations providing resources for high school students, community members and entrepreneurs

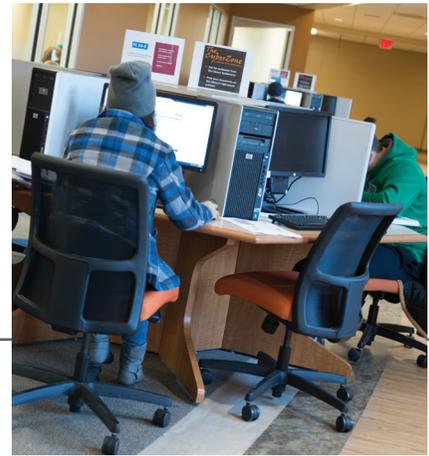
Project Overview

NWTC requested bids for upgrading its network services and Nsight Telservices was selected based on Internet speed capabilities and cost. NWTC signed a five-year contract with Nsight in December 2013 for a multi-location, Multiprotocol Label Switching (MPLS) network to:

- a. Tie the 11 multiple locations together;
- b. Give all locations access to the Ethernet network at the Green Bay campus and the ability to access Green Bay's servers and data;
- c. Increase Internet speed; each location had a different speed ranging from 20 to 100 Mbps.

Issues

- One of the greatest challenges NWTC experienced with its previous provider was very slow Internet speeds at some of the regional learning centers.
- Bandwidth needs at the technical school are constantly growing. Video conferencing was recently added and the Internet is used almost daily in every class. These demands led to constraints on NWTC's ability to deliver adequate bandwidth to the multiple sites.
- Scheduling classes was difficult and in some cases courses had to be cancelled due to the lack of bandwidth that today's learning environment requires.
- At the Luxemburg location, the existing speeds were 4 Mbps, which was insufficient for running a classroom of videos



NWTC invests in its backbone communication network supporting the institution's ever-growing data-access needs.

or accessing day-to-day materials. Limited classes were offered for this geographic area and students had to drive long distances to get to the next nearest regional learning center or campus to complete coursework, making for a less than ideal situation.

- Shortly after project implementation began for the upgraded network, NWTC hired a new IT director and also experienced additional turnover with IT staff. The team reviewed and re-evaluated the plans outlined in the Nsight contract, and discovered they had a different vision for project outcomes. NWTC's IT team needed flexibility to make necessary changes to the contract without impacting go-live dates for the network at the various sites.

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Customer Spotlight (Continued)

Northeast Wisconsin Technical College (NWTC)

Solution

- After identifying current bandwidth needs and anticipating needs two years out, an updated project plan was established to achieve optimal results at the present time and in the future.
- The signed contract included 100 MB of Internet. A decision was made to move to Ethernet to increase bandwidth and add the capacity needed to offer additional services at other sites. The project modification was also another step toward future-proofing the network.
- As the NWTC and Nsight teams further reviewed plans and discussed how to best utilize the network for voice services, a new VoIP-based phone system was selected. Based on the low-latency needs of VoIP, a Virtual Private LAN Service (VPLS) infrastructure was chosen over the MPLS network outlined in the contract to allow for quicker and easier routing of traffic. The end result was the creation of secure, reliable VoIP connections over a multi-site enterprise network.
- The last site on the schedule for the new Nsight Telservices network was the Luxemburg location; it was also the most critical site. Due to lack of functionality in Luxemburg, NWTC contemplated cancelling classes at this location for the fall 2014 semester. However, Nsight was able to expedite a network upgrade and splice the fiber two months ahead of schedule. The upgraded cell site and fiber access addressed all of the bandwidth-related issues, giving NWTC the ability to offer fall semester courses and host local high school classes without interruption.

Summary

NWTC's five-year network services contract with Nsight Telservices included a 12-month implementation timeline. Nsight's ability to complete the project in nine months, despite numerous project redesigns, opened up opportunities for the start of the school year that previously didn't exist.

Nsight Telservices served as a strong partner for NWTC's new network services. The company offered the necessary flexibility and responsiveness to modify and upgrade services to provide the optimal solution to meet current and future needs.

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