



QWEST SOLUTIONS FEATURING:

Qwest® Metro Optical Ethernet Service (Qwest MOE)

Case Study: University of Colorado (CU)



UNIVERSITY OF COLORADO

CUSTOMER:

University of Colorado (CU)
www.colorado.edu

BUSINESS CHALLENGE:

The network connecting the main data center for the University of Colorado (CU) with its two remote sites had aged, and CU began to look for a more reliable and scalable solution. Security was also a vital issue: the remote sites have departments that handle sensitive University data, and CU wanted a solution that did not need to traverse public, unsecured networks.

SOLUTION:

CU deployed Qwest® Metro Optical Ethernet (Qwest MOE) to connect its main data center in Boulder, Colorado, with its remote sites in Boulder and in Denver. All three sites serve staff members who perform key functions for the operation of the University.

BENEFITS AND RESULTS:

- Security is vital, and is enhanced by the ability to segregate traffic for different purposes
- The Qwest network is stable, solving the reliability problems of the previous solution
- The complete end-to-end solution saves staff resources and time
- Network performance enhances productivity for teams including Web developers
- Support costs are down with the consolidation on one Qwest-hosted service that includes hardware and operational support
- Scalability provides future flexibility when more bandwidth is needed

Founded in 1876, the University of Colorado is recognized as a national leader in education and research. Three CU campuses provide a vibrant educational environment for more than 52,000 students from across the nation and around the world. The students and more than 4,000 faculty and staff members rely on the CU network to meet wide-ranging data and communications requirements across all three sites.



FACING THE CHALLENGES

The existing network technology linking CU's main data center with its remote sites had aged, and it no longer met the University's needs in terms of reliability and scalability.

"We were looking to simplify our network environment, and a point-to-point Ethernet connection seemed like a really good way to meet that need," Dan Norman, Manager of IT, University Management Systems, CU said.

CU was also seeking to enhance security between its primary and remote sites. "All of our sites have departments that handle sensitive University data. For this reason, we wanted to avoid having network traffic traversing public unsecured networks," Norman said.

PROVIDING A SUCCESSFUL SOLUTION

As CU evaluated providers, Norman created a scorecard listing key criteria. Reliability, cost, and ease of operation were very important considerations.

"We considered Qwest and two other providers," said Norman. "We chose Qwest because the Qwest Metro Optical Ethernet service (Qwest MOE) met more of our benchmarks than the alternatives," he said.

“We were looking for reliability, security and quick computer networking: Qwest Metro Optical Ethernet provides a solution for all three.”

—Dan Norman, Manager of IT, University Management Systems

One area where the other options fell short, according to Norman, was security. “The others did not have a layer-two option available, meaning that we would have needed to use an IP network going across the public infrastructure to reach our remote sites. Due to security, we weren’t tempted to go that way—Qwest MOE was a better fit,” he explained.

“The implementation of Qwest MOE went extremely well,” said Norman. “The Qwest staff involved—and that includes sales staff, technical staff, and engineering staff—were all very expedient in providing us with the details we needed about the project such as scope and cost,” he noted.

Norman stated that what he liked best about the Qwest staff was their honesty. “They told me the sort of pitfalls that can be seen in a project like this, and they were very communicative via e-mail and phone on their particular benchmarks for the installation,” he said.

“The project completion date and turn-up of the circuit fell within the timeframe that was originally proposed. So I had good results in that area, too,” Norman emphasized.

CU is currently using Qwest MOE to connect its main data center in Boulder, Colorado, with two remote sites, one in Boulder and another in Denver.

DELIVERING RESULTS

Norman praised the focus and responsiveness of the Qwest team. “During the installation, there was a Qwest engineer assigned who contacted me directly. Our sales representative also worked with me throughout the whole process, acting as a liaison for the technical staff and helping me complete the purchasing administrative work,” said Norman.

The fact that Qwest MOE is a complete end-to-end solution saves time and staff resources, according to Norman. “I don’t need our staff to actively pursue trouble issues with any part of the circuit,” he said. “Qwest provides an end-to-end solution that includes procurement, operation of the circuit, quality of service, and any troubleshooting that needs to occur at any layer,” Norman explained.

IMPLEMENTATION ON SCHEDULE

“There were no significant delays. Qwest gave me a timeline and a timeframe of the work required to complete the installation, and each one of the milestones was matched,” Norman said.

MULTIPLE COST EFFICIENCIES

“One example of our cost savings from using Qwest MOE is the staff time saved in our Web application development environment. The very quick round-trip time between the clients and the servers makes the workday more efficient,” Norman said. “Also, our support costs are down because we have consolidated a number of older technologies into one Qwest-hosted service. We pay one fee for our Qwest MOE service monthly, and that includes end-to-end hardware support and operational support,” Norman said.

SCALABILITY PROVIDES FUTURE FLEXIBILITY

“The scalability of the Qwest MOE is very good—it gives us the option to purchase more bandwidth as needed, and that’s a very appealing feature of this Qwest technology,” Norman said.

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SECURITY ENSURED

"We have the ability to trunk multiple networks across the Qwest MOE, so we can segregate traffic for different purposes. For example, we can have a secure database at a remote site. Other users of the remote site cannot see that particular database because it is on its own separate network," Norman said.

RELIABILITY IS ESSENTIAL

"Our Qwest MOE environment includes two remote sites, both with University staff performing functions that are key to the operation of the University. So we have an emphasis on reliability, and Qwest provides a very stable solution," Norman said.

QWEST SPIRIT OF SERVICE IN ACTION[®]

"The Qwest customer service staff has been very responsive, and the Qwest technical repair staff members are competent and very professional. This includes both the local staff and also the Qwest repair staff out of Minneapolis. I don't have an example of a situation that required escalation because the Qwest technician who took my call found the problem and fixed it quickly," Norman said.

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