New Era Optimizes Wireless Onboarding Experience for Quincy College

Case Study

Quincy College
https://quincycollege.edu

Summary

Quincy College is a public institution serving approximately 4,000 students at two campuses located in Quincy and Plymouth, Massachusetts. Quincy College was seeking to optimize their wireless onboarding experience for incoming students and provide a more secure network for their campus.

Challenge

Recommend and deploy cloud solutions that adhered to a strict deadline, considered technology limitations, ensured an overall secure network, and simplified the onboarding experience for incoming students at Quincy College.

Solution

Based on a long-standing relationship, Quincy College turned to New Era Technology for their recommendations and expertise to successfully integrate and deploy cloud solutions that would support a more simplified and secure wireless onboarding process. Wi-Fi as a Service (WaaS) radically simplified the experience, secured Quincy's network and devices, while supporting more users at a lower cost.

Process

Quincy College connected with New Era Technology to discuss their goals and current technology limitations to ensure a smooth wireless onboarding experience and overall more secure network. New Era had an existing relationship with Quincy as New Era provided integrated technology in years prior that included phone system maintenance, network, wireless, firewall, and physical security solutions. Quincy looked to New Era as a trusted adviser for this project based on their 10-year history of working together.

During initial conversations, Quincy identified their concern for onboarding thousands of students to their wireless network securely at the same time. Quincy recognized the burden this could become for their IT department from a troubleshooting and service standpoint. Their goal was to ensure students would be able to connect to their network before arriving on campus as an incoming student.

After identifying concerns and further understanding of Quincy's existing infrastructure, New Era recommended Wi-Fi as a Service (WaaS) as a solution. This solution is recognized for its' simplified management, configuration, support, and by offering centralized visibility and control from anywhere. This solution eased Quincy's original concerns by its' ability to offer a customized cloud-based solution with security built on the wireless.

New Era recommended a branded onboarding enrollment system to grant access to incoming students before they arrived on campus. The document included a step-by-step visual presentation with instructions on how to connect. Students were emailed the document in advance of the school year and were able to register and gain access before arriving on campus, supporting Quincy's overall goal.

> "Today's college students expect the "always-on, always-available" connectivity that is robust and stable. Partnering with New Era Technology allowed Quincy College to migrate from a costly, premise-based legacy wireless system, to a dynamic cloud-based modern product." - Thomas Pham, Vice President Mission Support and Technology, Quincy College

Outcome

New Era Technology served as a trusted adviser to Quincy College by understanding Quincy's overall goal to present a customized solution that provided a simplified experience and ensured overall network security while reducing IT overhead costs for years to come.

> "New Era Technology designs and implements dependable solutions that translate into direct, long-term savings of time, manpower, and money." - Thomas Pham, Quincy College

Shiro Ando, CTO at New Era Technology shares, "In today's wireless environment, students, faculty, and guests are bringing an ever-growing variety of wireless devices to campus. It was a big challenge for Quincy's IT team to meet user expectations and provide an overall great wireless experience. New Era designed the wireless network for both security and capacity purposes to provide optimal performance for all applications."

Ando concludes, "New Era's cloud-based wireless provides a simple and secure onboarding for an ever-increasing number of IoT devices. A key benefit of the New Era WaaS solution includes the ability for students and faculty members to register and onboard the devices securely away from campus, anywhere there is an internet connection. When students and faculty members arrive on campus, their wireless devices automatically connect to the network securely using a unique encryption key for each user and device, saving significant IT resources and money for the college."

Want to learn more about this project or solution?
Call us at 877-696-7720 or send an email to solutions@neweratech.com.