

UMass Dartmouth Moves To The Top Of The Class With 24/7 Network That Balances Academic, Administrative and Social Applications

The University of Massachusetts Dartmouth is a public university located in Southeastern Massachusetts with more than 9,000 students, half of which live on campus full-time. UMass Dartmouth strives to provide a 24/7 world-class user experience for its students, faculty and administration. With students' use of multiple devices and high bandwidth Internet applications on the rise, UMass Dartmouth knew that continually increasing its bandwidth capacity was not a sufficient long-term solution. When the university's legacy packet shaping tools couldn't scale to meet the campus network's growing needs, UMass Dartmouth turned to Exinda for help.



Guaranteed Performance for ERP application



Controlled Netflix and Hulu Streaming



Identified Unclassified Traffic

The Challenge

Every fall 4,500 live-in students move into the dorms at UMass Dartmouth, bringing multiple new devices and high-bandwidth academic and social applications to power their college experience.

UMass Dartmouth must also protect its critical ERP applications used for human resources, payroll, grading and scheduling, and deliver reliable access to academic applications for the university's 375 faculty members.

Rising popularity of Netflix and Hulu streaming forced UMass Dartmouth to upgrade from a 400 Mbps connection to a 600 Mbps one. The school quickly realized that continually upgrading bandwidth was not sustainable.

“We simply needed a major change in technology and we could not afford to wait an indefinite number of months for our legacy provider to catch up. University networks are different. Your window of opportunity to make changes is two months in the summer and a few weeks in the winter between semesters. In one day, thousands of people show up and the first they do before they unpack is plug in. If you crash and burn, you lose so much.”

— **Andrew Darling**

Director of IT Infrastructure,
UMass Dartmouth



The Solution

After evaluating solutions, UMass Dartmouth selected Exinda's 8760 appliance with 2.5 Gbps of throughput to replace its legacy packet shaping technology that simply could not scale to meet the new bandwidth requirements the university faced.

IT staff was able to ensure predictable performance of ERP applications for university staff and learning applications for faculty by setting policies for those users during peak business hours.

Exinda was also able to expose the large volume of unidentifiable traffic on the campus network and provide recommendations for better bandwidth management

"Without Exinda, we would not have had an idea what was going on. The solution allowed us to break out applications and see what was being used. Netflix and Hulu jumped to the top of the list and we were able to set policies to control that."

— **Andrew Darling**
Director of IT Infrastructure,
UMass Dartmouth

The Results

UMass Dartmouth can now balance the competing needs of students, faculty and staff on campus. With Exinda in place, IT staff can protect critical ERP application performance during the day while providing a fair share of bandwidth to each student. During prime time evening hours, the IT team allows students to consume all available bandwidth for streaming video, delivering the type of high quality social experience all students expect.

"Without Exinda, we do not have a functioning network. It's what saves our bacon every day."

— **Rich Pacheco**
Network Systems Manager,
UMass Dartmouth

