

University of Alberta utilizes VitalQIP™ to support the dynamic needs of 50,000 users with highly reliable and flexible IP address management services

FOR EXTERNAL USE

University of Alberta

CHALLENGE

- Transparently provide IP address management services to accommodate the dynamic needs of over 38,000 students and approximately 14,000 faculty and staff
- Facilitate centralized view of campus, minimize operational overhead, and ensure high availability of wired/wireless services across a wide diversity of end-user platforms
- Allow flexibility for individual departments, while simultaneously imposing the rigor necessary to achieve ITIL (IT Infrastructure Library) certification

PRODUCTS & SOLUTIONS

- Alcatel-Lucent VitalQIP Appliance Manager with VitalQIP Appliance Manager Model 1200 Platform

BUSINESS & TECHNICAL BENEFITS

- High performance, highly available DNS/DHCP services fully support the volatile requirements of students and staff
- Consolidated, campus-wide view reduces complexity of managing IP addresses across a multitude of platforms, giving operational efficiencies and enhanced service quality
- Consistent foundation allows for the rapid and dependable deployment of new services
- VitalQIP is facilitating a repeatable and process-centric approach to IP address management and is proving to be an invaluable asset in the initiative to gain ITIL certification

DEAL FACTS & FIGURES

- Deal won: 2010
- Deal implemented: 2010 and 2012



“With our current initiatives, the possibility of operating without VitalQIP isn’t something I even want to think about! VitalQIP helps to bring a greater level of efficiency, consistency and predictability to everything we do.”

Rafael Figueiredo, Network Specialist
University of Alberta

CUSTOMER DETAILS

- Location: Edmonton, Canada
- Vertical: Education
- Users: 52,000