

High-availability Education Network

Maintaining the high availability of a complex, heterogeneous, and distributed network infrastructure with several locations presents a formidable challenge, even to public education institutions. In order to implement professional network management, the Spanish distance university Universitat Oberta de Catalunya (UOC) opted for REALTECH's theGuard! NetworkManager. This allowed the university to successfully replace the partial solutions it had previously worked with and to future-proof its IT systems.

: success story

**Universitat
Oberta de Catalunya**



Images:
Universitat Oberta de Catalunya





About UOC

The Universitat Oberta de Catalunya (UOC), the Open University of Catalonia, was founded in 1994 with the aim of establishing its own offering as a distance university.

Due to the specific requirements of such an activity – distance learning and education based on online content – UOC is forced to maintain a very complex and distributed network infrastructure, with locations all over Catalonia.

Meeting the challenge of reliable operation

Based on state-of-the-art technology, the topology at UOC is designed for scalability, security and reliability. Every component is redundant to eliminate any single point of failure: multi-layer firewalls, load balancers, Internet accelerators, mesh networks, distributed VLANs, multi-zone networks, etc.

Due to the sheer size of the production system, it is becoming increasingly difficult to maintain reliable operation. This problem is further aggravated by the fact that only two employees are responsible for keeping it up and running.

A single solution

After several unsuccessful attempts at implementing a network management solution, UOC opted for REALTECH's theGuard! NetworkManager.



Decisive factors in favor of theGuard!

NetworkManager were its ease of use, its ample functionality, and the seamless integration of all network management environments in a single solution. This enables status correlation across all relevant sources and provides the IT department with a comprehensive overview of system availability and performance.

Rapid implementation

After an implantation period of only a few weeks, the UOC team now has a solid, easy-to-use solution at its disposal. It is fully integrated into the environment and can easily be extended.

The partial solutions which had been used before were replaced by REALTECH's theGuard! NetworkManager, which offers UOC the following functionalities:

- Topological representation of the entire network
- Detection, processing, and advanced correlation of events
- Multi-channel reactions and notification in case of events
- Integration of external management solutions
- Records of system availability and performance, published automatically on the Internet

Customer benefits

All of these functionalities combined result in increased productivity and significantly improved operation at UOC. Furthermore, the university benefits from detailed information on the capacity and utilization of network connections that helps it better plan future investments.

In a second step, an external service provider was integrated into the solution. Thanks to its 24-hour support, it is now possible to respond quickly to alerts that occur outside regular business hours. This effectively reduces the workload on the UOC administration team.