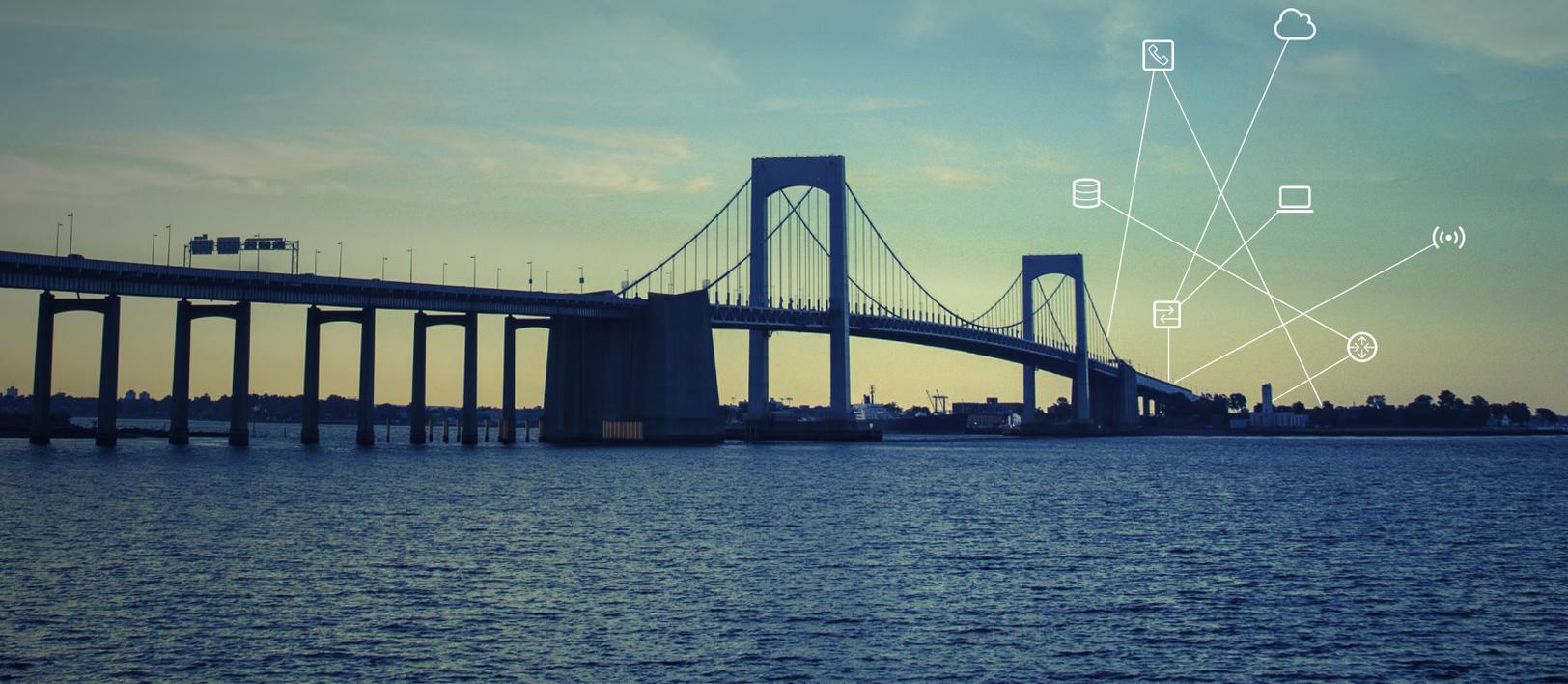# RISC Networks™

Queensborough Community College is Building Bridges to Better Infrastructure Performance

The Challenge

Queensborough Community College in Queens, part of the City University of New York, offers a rich liberal arts and science curriculum and boasts a very diverse population of nearly 15,000 students. The IT infrastructure includes about 5,000 nodes, 190 servers and 120 switches, as well as a wireless network for student access.

As the IT team looked forward at plans to implement Voice-Over-IP (VoIP), they wanted to be sure their network had the capacity and responsiveness to deliver a high quality of phone and video services. They also wanted to make sure they were getting the most out of their existing IT infrastructure, and confirm that all of their switches were up to date.

"Using RISC Networks helped us confirm our readiness for VoIP and detect bottlenecks that were easily corrected and helped us to get the most out of our entire IT infrastructure."

Olub Adewalure
Senior IT Associate, Queensborough Community College

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RISC Networks™

Visit riscnetworks.com or email sales@riscnetworks.com to connect with your account manager.

Why RISC Networks?

A leading technology provider suggested that a comprehensive assessment from RISC Networks, an independent third party, would be the best way to analyze their current infrastructure.

"We wanted to make sure our IT infrastructure could handle the additional bandwidth requirements VoIP will bring, and see where additional equipment would give us the most benefit," said Olub Adewalure, Senior IT Associate at Queensborough. "Confirming all of the iOS software updates for our Cisco devices were installed was another important goal of the assessment."

The team liked that RISC Networks would give them a complete analysis of their infrastructure. They were also attracted to its deployment simplicity and automation that minimized the impact on their resources, and easily set up the virtual appliance themselves.

RISC Networks did the infrastructure inventory automatically in two days. After confirming those results, the team let the assessment tool gather information for a week before looking at the reports. They found the implementation very smooth and non-intrusive, with no performance degradation for users.

How RISC Networks Helped

Detailed IT infrastructure analysis. RISC Networks produced an in-depth, easy to understand report that provided performance and status information on all of Queensborough's switches, servers and endpoints. This included a full summary of every device within the IT infrastructure, including Windows workstations and servers, VMware hosts and clients, as well as other virtual machines and connected devices.

Clearly prioritized actions. RISC Networks' action report clearly identified and prioritized gaps, problems and opportunities for performance improvements, and recommended solutions. "We found very detailed problems that are hard to find but easy to fix such as switch buffer errors, configuration mismatches and other bottlenecks. We were able to quickly address the issues so we can get the most out of our equipment," said Bryan Farr, Senior IT Associate at Queensborough.

Unpatched devices identified. Devices affected by PSIRTs (Cisco security alerts), where the iOS software had been updated but not yet fully installed, were identified by the RISC Networks tool. Keeping device software up to date is essential for both performance and IT security.

Validated network readiness for VoIP. "Having an independent, objective report that confirms our network has the capacity to move to VoIP validated our strategy and helped us evaluate where we can get the most bang for any additional equipment investments," said Farr.

The RISC Networks Difference

Today, Queensborough is well on its way to advancing its business technology environment to VoIP. In the short term, the team focused on implementing the most actionable items from the RISC Networks report to improve the overall reliability and performance of the IT environment.

"I would definitely recommend an assessment by RISC Networks as an effective tool for determining your readiness for upgrades, confirming everything in your infrastructure is properly configured, and making sure all the equipment you have purchased is performing optimally."

Olub Adewalure
Senior IT Associate, Queensborough Community College