



MANIPAL UNIVERSITY, MANIPAL



BACKGROUND

Manipal University is one of the finest University in the country with a student's base of 28,000, located in Manipal, Karnataka, India. Established in the year 1956, Manipal University is synonymous with excellence in higher education. The University has off-campus in Mangalore, Bangalore, Sikkim and Jaipur and off- shore campuses in Dubai (UAE) and Melaka (Malaysia). It is a member of the Association of Commonwealth Universities.

BUSINESS REQUIREMENTS

Till 2007, Manipal University was providing internet to the students via wired network in a few hostel blocks and which results to lots of quandaries with regard to O&M. This is the time when student's contentment level was impecunious. With the rapid transformation in technology and "Internet" becoming the basic necessity, the complexity in connecting through wired service is gradually becoming obsolete. Penetration of smart devices directly impacted the network ecosystem of the campus. Building world class facilities and pedagogy requires seamless connectivity and the University decided to go single sign-in wireless campus forming a network web in the University premises.

In 2007, Manipal University approached I-ON to provide a robust Wi-Fi infrastructure. I-ON free EAP (Extensible Authentication Protocol) Controller allows the network administrators to easily manage the whole school network with centralized configuration options and real- time monitoring capabilities. Moreover, no special training or maintenance is required to manage the network with this platform.

I-ON offered the seamless internet connectivity to the students in the premises. Customized service including complete full proof security with no compliance and minimal billing issue is one of the foremost requirement.

SOLUTION OFFERED

Robust active and passive Wi-Fi infrastructure is always on the cards when you require a seamless wireless ecosystem and this is where I-ON is best in the field. Deploying 2500 Cisco/Motorola access points in the hostels, I-ON built an indoor Wi-Fi solution.

The strong Wi-Fi network helped the user to access multiple devices with a single sign-in across the campus and thereby 11000 subscribers are on boarded with 50% concurrency rate. I-ON also provided a flexibility in the service for the technology savvy users who want a high speed connectivity.

The standard service includes an internet speed of 2 Mbps to each student with 30 GB of download/upload data per month. The customized service is a paid model to access the high-end bandwidth. Moreover skilled onsite resources are available to address the issues and complaints of the students. This solution helped Manipal University in reducing Operation & Maintenance cost.



BUSINESS BENEFITS

This solution helped Manipal University to focus on primary business of education while I-ON manages the communication network with skilled man-power constantly interacting with students through social media forums. Students are benefited mostly as they can access e-journals etc. from their hostel rooms by connecting through Manipal University Intranet Application.

Wi-Fi coverage enhancement and technology upgrade costs are carried out by I-ON as per the compliance policy of Manipal University and which results in a shared revenue model.

Survey says 70% of the students are satisfied with the service of I-ON with 60% of the total students consuming their monthly upload/download data.

CUSTOMER FEEDBACK



"The performance of the network has been satisfactorily from its commencement date".

- Sathish Kamath
Asst. Director
IT MU Manipal



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