



## **CenturyLink Solutions Featuring:**

CenturyLink Metro Ethernet

**Case Study:** Central New Mexico Community College



**Customer:**

Central New Mexico Community College  
www.cnm.edu

**Business Challenge:**

The College runs mission-critical applications over a wide area network (WAN) linking five campuses. Vast growth in the use of these systems outstripped the bandwidth throughput of the existing WAN.

**Solution:**

IT managers implemented a 100 Mbps CenturyLink Metro Ethernet circuit at each of the school's five campuses. The solution supports data services across the Albuquerque, New Mexico metro area.

**Benefits and Results:**

- The reliability of the CenturyLink solution significantly reduced the number of help-desk tickets
- The high-bandwidth solution enables storage and server consolidation projects to save significant sums on storage arrays and servers
- Metro Ethernet enabled WAN deployment of student registration systems to all five campuses to increase online registrations
- The new solution enables the deployments of: a cost-saving VoIP system; new, bandwidth-intensive educational applications and a mirrored disaster recovery solution

## Central New Mexico Community College

Central New Mexico Community College (CNMCC) occupies five campus locations throughout the Albuquerque metro area. The school offers a wide range of certificates, associate degrees and college-transfer courses. From business to healthcare to engineering and more, the school's 26,000 students can choose from a far-ranging assortment of specialties.

As a vocationally-oriented higher education institution, leaders pride themselves on a job placement rate in excess of 95 percent for graduates. One reason for this success is the school's commitment to relevant coursework that leverages the use of technology.

Professors and students access state-of-the-art technology to supplement their education. These include computer laboratories and streaming video solutions for classroom instruction.



### FACING THE CHALLENGES

The school's wide area network (WAN) provides administrators access to enterprise resource planning (ERP), student information and learning management applications. Dramatic growth in the use of these systems overtaxed the College's existing network.

"We were in trouble; we were out of bandwidth," said Joe Gieri, executive direct of the office of information systems for CNMCC. "That impacted the performance of our enterprise systems as well as our ability to deliver educational applications to the classroom."

In addition to bandwidth shortages, the schools network had reliability issues. "I have a small staff dedicated to network support, so we needed a circuit solution that was just reliable and wouldn't require me to run people from campus to campus on a regular basis," said Gieri.

“We knew from previous experience that Qwest would meet our needs for service, support and total cost of ownership. They’ve been a good business partner, and that’s what helped drive our decision in choosing the QMOE service.”

—Joe Gieri, Executive Director of Information Technology, Central New Mexico Community College

## PROVIDING A SUCCESSFUL SOLUTION

In accordance with the school’s procurement process, Gieri’s team issued an RFP. “Our criteria included increased bandwidth that we could easily scale when we needed more capacity,” said Gieri. “We also wanted a reliable solution that was easy to manage by my small team. And because we’re a public entity, we needed something that was affordable.”

After weighing proposals against their criteria, the CNMCC IT team selected the CenturyLink Metro Ethernet. “From previous experience, we knew that Qwest would meet our needs for service, support and total cost of ownership.”

With the decision made, CenturyLink technicians worked with Gieri’s staff to implement a 100 Mbps Metro Ethernet circuit to each of the school’s five campuses. “Qwest delivered the Ethernet hand-off to our doorstep and our technicians hooked it up to existing network equipment and we had service,” said Gieri. “It was simply that easy.”

The College’s administrators use the new network to access the school’s ERP and student information systems. Educators are using it for distance learning, on-line content access, and other in-class-room applications.

As for the future, “Now that we have the QMOE circuits, we’ve been planning and preparing to deploy several new technologies,” said Gieri. “These include a voice over IP (VoIP) solution, a security system and building out our disaster recovery site.”

## DELIVERING RESULTS

For CNMCC, the Metro Ethernet service provided the bandwidth, reliability, scalability and affordability that Gieri’s team was looking for. Consequently, the school has the communications infrastructure to support its educational mission into the future.

## COST-EFFECTIVE, HIGH-VALUE SOLUTION

“The QMOE service gives us the bandwidth we needed at an economical price,” said Gieri. “We saved money by using existing equipment to establish connectivity. My staff is trained on Ethernet protocols so we don’t need any special skills to maintain it either.”

The 100 Mbps bandwidth had an immediate impact on classroom applications. “We experienced a very smooth delivery of our courseware applications to each of the classrooms at our campuses,” said Gieri. “And for the first time, we were able to deploy online registration areas to each of our campuses so that thousands of students could sign up for classes more easily.”

Moreover, the CenturyLink solution makes it possible to implement cost-saving consolidation projects that were not possible using the legacy network. “With the QMOE solution in place, I’ll be able to experience a significant savings by centralizing our storage arrays and servers,” said Gieri.

## HIGH RELIABILITY

The reliability of the Metro Ethernet service has liberated administrator labor hours that used to go to troubleshooting the network. “Right away, we noticed a reduced number of help desk tickets,” said Gieri. “Today, I’m using these same staff on other projects.”

## SCALABILITY AND SERVICE

The QMOE service is scalable up to 1 Gbps capacity to grow with the needs of the College. “If we have to scale our bandwidth at any time, all I have to do is pick up the phone and call my account rep,” said Gieri.

That will make Gieri’s life easier when it comes time to deploy a planned security camera system.

\*These results are unique to this entity and should not be considered an indication of the amount of savings or improvements, if any, that may be realized by any other entity subscribing to comparable services.



**CenturyLink™**  
**Business**

1801 California Street  
Denver, CO 80202  
1 800-860-1020  
[www.centurylink.com/business](http://www.centurylink.com/business)