

FOR MORE THAN A DECADE, THE UNIVERSITY OF ALBERTA HAS RELIED ON ALCATEL-LUCENT'S VITALQIP™ DDI SOLUTION TO DELIVER BEST-IN-CLASS SERVICES TO OVER 50,000 CAMPUS-WIDE



CASE STUDY

MARKET: **EDUCATION**

REGION: **CANADA**



With a main campus covering 50 blocks in the city of Edmonton, the University of Alberta is recognized as one of the top universities in Canada. The 2011 QS World University Rankings™ placed the university in the world's top 100 higher education establishments.

The university has a central team chartered with providing key IT services to its 38,000 students, almost 11,000 administrative staff and 3,500 faculty members. As a member of the IT organization, the Networks Operations team has been a long-term and enthusiastic user of Alcatel-Lucent's VitalQIP™ DNS/DHCP IP Address Management solution.

By automating DDI (DNS, DHCP and IP Address Management) services across its network, the University has reduced administrative costs, while at the same time increased reliability, manageability, scalability and security within the mission critical network infrastructure.

Rafael Figueiredo, the team's network specialist, comments, "We've had VitalQIP for over a decade and it's an integral part of the portfolio of services that we offer; not having it would cause a significant impact. The system we had prior to VitalQIP was unreliable, convoluted and just didn't scale."

Two recent initiatives have once again placed VitalQIP in the spotlight at the university: A renewed push for increased centralization and a publicly declared intent to become Information Technology Infrastructure Library (ITIL) certified. [ITIL is a set of practices and policies for IT service management (ITSM) that emphasizes the alignment of IT services with business objectives].

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Figueiredo elaborates, “VitalQIP is a core component in reaching the objectives of being very fast and flexible, achieving better consistency, and reliably providing our clients with first-class service. We want the quality of everything we offer to make a compelling case for all of the departments to use our services. VitalQIP enables us to offer a standardized set of tools to assist individual groups and to ensure that all deployments comply with the necessary requirements and policies.

“We provide each department access to VitalQIP to allow them to enter and edit their own records. This now gives everyone the perfect tool for IP address management, as well as making sure that we have campus-wide consistency and compliance.”

He continues, “Pursuing ITIL certification is a major undertaking but it rapidly became evident that VitalQIP would play a critical role in helping us achieve compliance. Everything needs to be highly structured and controlled, and VitalQIP helps to bring a greater level of consistency and predictability to all aspects of what we do. ITIL dictates that any given operation is executed in a documented, repeatable manner that is independent of the person carrying out the assignment; with VitalQIP we can enforce the discipline to ensure that every task is always performed consistently across the whole environment.”

However, the rigor brought by VitalQIP does not compromise flexibility or speed of execution. Figueiredo reflects, “In the last few years the trends of mobility (BYOD – bring your own device) – especially the aggressive growth in the use of notebooks, smartphones, PDAs, tablets, etc. – has created a dynamic challenge for us. Our wireless and VoIP [Voice over IP] infrastructures are obviously very critical

to the university because they are used by all of the students and faculty. Using VitalQIP enables us to quickly scale and adapt the way we manage IP addresses. We can swiftly accommodate the wave of new devices with practically zero disturbance to operations and still maintain the desired levels of performance, security and uptime.”

Another key component for the university is the relationship with business partner Perficient. Figueiredo reflects, “My Perficient team has a deep knowledge of VitalQIP and I really value the close relationship that we have. I greatly appreciate the benefits of dealing with consultants that understand my environment and who provide input on how to implement the products in a way that is fully conducive to achieving our goals. The partnership definitely makes my job a lot easier.”

VitalQIP and Perficient are playing an intricate role during the planning and deployment phases of IPv6. With the technical expertise from Perficient and the dual stacked IPv4/IPv6 features offered by the VitalQIP solution, the university can focus on other tasks during the seamless migration to the IPv6 infrastructure.

Figueiredo summarizes, “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.”



Perficient®

Perficient, Inc. (NASDAQ: PRFT) Since 1995, the Perficient IP Infrastructure Team has been a premier Alcatel-Lucent Partner with experienced and seasoned professional consultants that have worked to provide support and services for VitalQIP to enterprises, service providers, and government accounts worldwide. Perficient’s offerings include: assessment of current environments, upgrades, database migrations, planning network services, deployment, monitoring, measuring performance and training.



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