utelogy

Solano Community College
Education

# How Software-Defined AV over IP Delivers Scalability, Flexibility Campus-Wide

## Solano Community College

ENROLLMENT:

Approximately 13,000 day and evening students

LOCATION:

The College has campuses in Fairfield, Vacaville, Vallejo, and Travis Air Force Base

## Challenges

- Outdated technology that can't support their vision
- A lack of scalability and flexibility to enable future changes
- Traditional AV solutions are proprietary and cost prohibitive to provide ubiquitous service across the college's IT network

## Key Results

- A solution that delivered software-defined audio, video, and control over IP across their district LAN/WAN
- Scalability and flexibility to experiment with classroom technology
- Support time reduced dramatically

## Background

Solano Community College delivers education programs for approximately 13,000 students. The college is known for offering flexible scheduling which is designed for students' convenience. It provides day, evening, and Saturday classes, held on- and off-campus, via the internet, television, home study and travel study.

## Problem

The CIO, Roger Clague, and his Director of IT, James "Kimo" Calilan, recognized that the AV technology on campus was outdated. Their vision included leveraging their existing IT infrastructure to take advantage of the cloud. They envisioned supplying a learning experience through one user-interface delivered to any device, where that device can be a source projected onto a screen for sharing over a standard IT network. Their long-term vision is to be recognized as a top technology college district in the state of California.

Clague's view is that AV and IT are so entrenched in the delivery of education that they need to be managed by the same organization and be student centric first and foremost. Clague was looking for an enterprise solution that included the fundamentals he expects in any IT infrastructure:

- A solution that provided an open environment to include AV, academic, and network technologies and wasn't tied to any manufacturer.
- It needed to be affordable and scalable to ensure ubiquitous coverage.
- Classroom learning technology used to be 'set and forget'. The new system had to be flexible to adapt and experiment with future technology.
- It needed to support BYOD to promote 21st century active learning.

## Solution

Solano Community College selected Utelogy's enterprise application because it supported the college's vision to deploy software-defined AV over IP. Utelogy is installed in the college's data center on a virtual server which allows them to control, monitor, and remotely support smart classrooms, boardrooms and conference facilities across all of its campuses. The intent was to increase efficiency and manage classroom technology from a centralized application rather than each classroom independently.

"AV is only AV when it's analog, and once it's in the digital system, it should be part of IT and take advantage of the existing infrastructure."

Roger Clague, CIO,
Solano Community College

"History has different needs than bio-chemistry, and now we don't have to design for that. We've got the flexibility to be able to deal with it."

James "Kimo" Calilan, Director of IT,
Solano Community College

Solano is moving to the cloud for public meeting recording, lecture capture recording, video, and faculty content—much of which is in the cloud. And Utelogy integrates all of it seamlessly over a single user interface (UI).

Utelogy's platform integrates with any open AV solution, especially layer 3 routable solutions from various manufacturers. The Utelogy enterprise solution also looks and feels like the IT enterprise solutions they use today.

## Outcome

The initial pilot program was so successful it was expanded to include the new Board of Trustees Room and other conference rooms. Following the pilot, the college saw how Utelogy enabled the scalability and flexibility they needed to support delivering AV over IP across their campus. They upgraded their license to provide service throughout the multi-campus district to 200 classrooms and all conference facilities.

## Proactive Network Management

The Utelogy enterprise application has an optional monitoring system that gives the organization visibility to rooms, equipment, software, issues, performance and usage. These features allow for proactive management of classrooms to ensure the technology is ready for each class. "In terms of staff, we're always being asked to do more with a smaller workforce and Utelogy gives us the scalability and flexibility to do that," said Kimo.

## Future-Proof and Flexibility

The initial deployment in the Board of Trustees room resulted in a $40,000 savings of acquisition cost. Calilan said, "We see how deployment of the Utelogy platform will save us even more money in the long haul. We're going to have a variety of wishes--for example, history has different needs than bio-chemistry, and now we don't have to design for that. We've got the flexibility to be able to deal with it."

"With technology, you need to be able to experiment efficiently to be effective. With a software-based open standards system, it allows us to experiment a lot more. If I have to spend $20,000 a room and then I find out it doesn't work, my future is rather limited," explained Clague.

## Operational Efficiencies and Ease of Use

Historically, the college has offered video interviews for executive hiring procedures. In the past, every hour of video conferencing required 3 hours of technician time to support the process. "With the Utelogy system, that need has been reduced, at worst, to 15 minutes of support time. That's a significant savings for us," Clague shared. "We're also finding higher levels of acceptance of the classroom technology because of its ease of use."

## Delivering the Global Classroom

Solano Community College's mission is to enable the concept of the 'global classroom', where every student can log on anytime, anyplace to attend class. The Utelogy enterprise platform integrates more than just AV--it's the key piece of the network management system that seamlessly integrates voice, video, lecture capture, distance learning, and other academic and IT technologies.