

CASE STUDY: MOUNT MERCY COLLEGE



Mount Mercy College is a private, four-year, Catholic co-educational liberal arts institution, which was founded in 1928 by the Sisters of Mercy. Located in Cedar Rapids, Iowa, Mount Mercy is just hours away from Chicago, Minneapolis, St. Louis and Omaha. Today, Mount Mercy has over 1,500 students and offers over 35 majors in both liberal arts and professional programs, as well as graduate education after baccalaureate.

"We were confident that the comprehensive services and top-notch support provided by X-Wires would be beneficial for the Mount Mercy campus community,"

*Barbara Parks Pooley,
Vice President,
Finance & Business Operations*

Mount Mercy was using multiple T1's, for Internet access, shared between both the students and faculty. With students seeing speeds as low as 80-100 kbps, it became difficult for them to perform basic tasks and complete work efficiently. In addition, students were beginning to use more bandwidth for academia, as well as file sharing and gaming for entertainment; all of which resulted in slower speeds for the entire Mount Mercy community.

With an IT department of six, the staff was directly involved in managing the day-to-day student activity at the college. The IT department was dealing with Internet support problems from both students and faculty on a daily basis, which decreased productivity and created a distraction from other projects that needed to be completed. All afterhours support calls were directed to the library, where a non-technical staff member would try to determine the severity of the problem and dispatch IT staff. Mount Mercy was dealing with Internet connectivity and network problems at growing rates. Looking forward, they knew a quick fix was not the answer. Mount Mercy knew the increased need for Internet support, as well as fewer personnel to respond to the growing amount of network related problems, would remain a concern. They wanted a new solution that would be affordable, reliable and easy to implement.

THE SOLUTION:

Mount Mercy began looking for viable options to update their Internet solution. President Dr. Christopher R.L. Blake heard other nearby colleges had converted to X-Wires Broadband; Mount Mercy began to look into X-Wires as a possible option. What they found was an ISP that was willing to tailor their services to fit Mount Mercy's needs. With customization options for different Internet speeds and 24x7 customer support, X-Wires Broadband was just what Mount Mercy had been looking for.



2750 1st Ave. NE • Suite 200 • Cedar Rapids, IA 52402
Phone: 319.363.4300 • Fax: 319.363.4633 • E-mail: info@xwires.net

X-Wires worked with Mount Mercy faculty and student government to address their specific needs and concerns. X-Wires began providing an OC-3 capacity Internet connection to campus. X-Wires also provides 24x7 phone support to the students.

“Implementing a bandwidth management solution [from X-Wires Broadband] assures us that our scholars have the available resources they require to enter into a new and exciting period of academic initiative at Mount Mercy.”

***Dr. Christopher R.L. Blake
President of Mount Mercy College***



X-Wires Broadband was also able to assist Mount Mercy with their pandemic flu requirements; a point-to-point licensed wireless Internet link was installed between Mount Mercy and a secured data back-up facility. On a regular basis, back-ups of critical data are performed to allow the College to maintain operation in the event of a pandemic flu outbreak. The data back-ups provide an increased ability for faculty, staff and students to continue work from remote locations if necessary.

MOUNT MERCY BENEFITS FROM:

- A customized solution that meets their needs and addresses their pandemic flu requirements.
- 24x7 phone support from highly qualified, responsive technicians, servicing both the student and academic networks.
- OC-3 capacity speeds for less than OC-3 price.
- A decrease in time devoted to managing the student network allowing Mount Mercy's IT staff to focus on mission critical projects and support for the academic network.
- Individually partitioned student accounts to help prevent the spread of viruses across the network.
- A complete, scalable solution that can easily grow as the student body's internet and capacity needs change.
- Segregation of the student body network and the academic network.
- Access to the X-Wires student management system, including the ability to notify students via text message in the event of a campus emergency.

MOUNT MERCY STUDENTS BENEFIT FROM:

- The availability of high-speed packages, similar to DSL and cable services, to each dorm room.
- 24x7 technical support with remote access capabilities for quicker resolution of student computer issues.
- Options to choose between multiple speed packages.

*ResNet Management System powered by X-Wires Broadband is part of the Dynamic Broadband suite of services. Dynamic Broadband currently services over 2,250 Internet subscribers across the Midwest. With the addition of the X-Wires Broadband ResNet Management System, Dynamic Broadband now services over 8,000 college and apartment accounts. (6/08)



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