CASE STUDY

University of Exeter

Working with the University of Exeter's staff
and students to deliver next-generation WiFi

How the University of Exeter found their ideal provider when looking for a highly reliable and skilled network partner to fulfil its requirements as a data installer.

The challenge

Ranked as one of the top 100 universities in the world, the University of Exeter prides itself on its world-class research capabilities and excellent levels of customer satisfaction across its campuses in Exeter and Cornwall. First established in 1855 as a School of Art – before progressing to University status and receiving its Royal Charter in 1955 – the University has a number of older buildings, as well as more modern ones.

The University of Exeter needed a partner who could deliver fibre connectivity to a variety of buildings. In addition to ensuring the different ages of the University's buildings didn't affect timescales, as network instalments at older sites can be more challenging, our dedicated project management team also needed to ensure that the installation was completed with minimal disruption to staff and students, with the team working during the summer break and at quieter times of day to complete the necessary cabling installations without inconveniencing users.

As the installations required the use of a well established cabling system, the University needed a reliable contractor with a proven ability to satisfy a demanding set of requirements.

Due to its long-standing and successful existing relationship with Neos Networks, the University was confident that its trusted network partner would be able to meet its new and future requirements with ease.

> "Neos Networks has been a trusted network partner of ours for many years and as a result, we knew we could rely on its team to ensure the WiFi installation was completed quickly and efficiently.
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> With any network upgrade, you run the risk of a certain level of disturbance, which we were keen to limit as much as possible for our staff and students. We have been delighted with the outcome; not only did the team complete the implementation quickly, the disruption was so minimal that we almost didn't realise the installers were on-site. The project was completed around our schedule during the summer and at quieter times of day, to ensure that virtually no interference was felt by anyone across our campuses."
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> Roger Snelling, Head of Networks for the University of Exeter's Academic Services

The outcome

We collaborated with the University of Exeter to install a WiFi connection that would support 21,273 students across three campuses; two located in Exeter and one in Cornwall.

The University needed a solution that would provide guaranteed connectivity to its staff and students; over 93 percent of whom study full-time and are placing increasing demands on the network. As a result, Exeter sought a highly reliable and skilled network partner to fulfil its requirements as a data installer.

Its existing relationship with Neos Networks, which has spanned more than a decade, gave the University the confidence that its latest requirement would be met with ease. Our dedicated project management team also went the extra mile to complete the installation, while taking into account the academic calendar, with work being carried out during quieter times ensuring minimal levels of noise disruption.

Following the swift and successful implementation, the University of Exeter now runs a wireless network which is freely available to its students, staff and guests, offering flexible access to online resources via their chosen devices.

About the University of Exeter

The University of Exeter combines world-class research with excellent student satisfaction at its campuses in Exeter and Cornwall. It is a member of the Russell Group of leading research-intensive universities. Formed in 1955, the University has 21,273 students from more than 130 different countries.

For more information, please visit:

www.exeter.ac.uk

About Neos Networks

Neos Networks provides class-leading connectivity and data centre services that deliver very high performance, cost efficiency and a competitive edge.

The company operates a 34,000km private telecoms network and an estate of 90 commercial data centres that span the UK. With its extensive telecoms and data centre operational expertise it offers commercial security with unrivalled in-house engineering resource.

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