

CASE STUDY: PENNSYLVANIA STATE SYSTEM OF HIGHER EDUCATION

OVERVIEW

▶ With more than 109,954 undergraduate students, graduate students and employees, the State System of Higher Education is the largest provider of higher education in the Commonwealth of Pennsylvania. This case study identifies the challenges the State System faced, and illustrates how Internap enabled the State System to create a better educational environment. According to Robert Lahr, the Director of Information Infrastructure for the State System of Higher Education, “Internap permits the State System of Higher Education to remain competitive, reach global educational resources, and provide ‘Edutainment’ to our clients.”



State System of Higher Education
The System Works for Pennsylvania

THE CHALLENGE

The State System has 14 universities that offer more than 250 degree and certificate programs in more than 120 areas of study. The state-owned universities are Bloomsburg, California, Cheyney, Clarion, East Stroudsburg, Edinboro, Indiana, Kutztown, Lock Haven, Mansfield, Millersville, Shippensburg, Slippery Rock and West Chester Universities of Pennsylvania. The State System operates branch campuses in Clearfield, Kittanning, Oil City and Punxsutawney and several regional centers, including the Dixon University Center in Harrisburg and the University Center for Southwest Pennsylvania in Pittsburgh. The State System also has more than 360,000 alumni who live and work in Pennsylvania.

To meet the needs of its patrons and to create a dynamic atmosphere for learning, the State System offers Web-based courses, distance learning, and online communities as technology-based educational tools. In addition, the System promotes virtual libraries, online research resources, and many other electronic databases and services. It is imperative for the State System IT department to ensure that all of the System's Internet applications operate seamlessly.

THE INTERNAP SOLUTION

Pennsylvania's State System of Higher Education selected Internap Network Services because of its high-performance IP connectivity. With Internap's services, Pennsylvania state-owned universities provide redundancy, reliability, and return on investment to its educational system. The State System uses Internap to offer IP connectivity to its network of university campuses via Internap's Overlay Network. Internap's Overlay Network continuously monitors the traffic situation over all the major Internet backbones and routes mission-critical data faster and more reliably than conventional Internet technology.

Applications for the service include distance learning, research, internal Internet access, and educational Internet usage for students. The State System of Higher Education relies on Internap to increase its IP network performance, redundancy, and reliability.

“We chose Internap because of its unique IP solution. Internap's high-capacity Internet connectivity has increased the reliability and speed of the State System's diverse online educational offerings.”

—Robert Lahr, Director of Information Infrastructure for the State System of Higher Education



PUT TO THE TEST

To validate Internap's value to the State System, a latency comparison was done between the State System's previous IP provider and Internap. The comparison represents the averages of 24 separate tests run regularly over two hour periods using MRTG. For comparable measurement periods (approximately three weeks with each service provider), rates decreased more than 15% on average with Internap, with a high of 37% and a low of 15%. The fastest average response times for a single sample period per site show a more impressive improvement, decreasing by an average of 45%. Looking at the one hundred quickest response times for each site, results show that these low response times are representative: 95% of the lowest hundred times were provided by Internap.

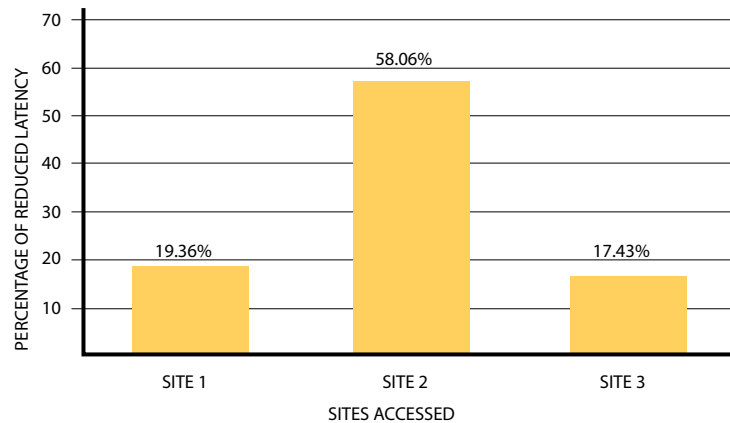
THE REWARD

"We chose Internap because of its unique IP solution," said Robert Lahr, Director of Information Infrastructure for the State System of Higher Education. "Internap's Overlay Network is extremely redundant and engineered to avoid Internet congestion points. Internap's service allows our students,

faculty and staff to explore the Internet worldwide in a more efficient manner which translates to faster, more reliable transfers of educationally relevant information from anywhere on the globe. Internap's high-capacity Internet connectivity has increased the reliability and speed of the System's diverse online educational offerings." Lahr also commented on the ease and convenience of being able to deal with one service provider (not competing or indifferent entities). Other benefits of using Internap's services, according to Lahr, are the premium Service Level Agreement, and the

web-accessible integrated order, inventory and billing system. Also, by switching to Internap, the State System saves \$242,000/year over its previous IP provider offering—thus validating that the Internap solution is a great cost savings as well as a superior service.

IMPROVED PERFORMANCE USING INTERNAP'S OVERLAY NETWORK



ABOUT INTERNAP

Internap Network Services Corporation is the leading provider of fast, reliable and centrally managed Internet connectivity services targeted at businesses seeking to maximize the performance of mission-critical Internet-based applications. Internap provides the high-performance connectivity platform that powers the migration of business applications—VPN, CRM, supply-chain management, real-time transactions, voice- and video-over IP, CDN and interactive dialoging—from expensive private networks to the public Internet. For more information, visit www.internap.com.

ABOUT THE STATE SYSTEM OF HIGHER EDUCATION

For more information about the State System of Higher Education, please go to www.sshechan.edu.



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