US SIGNAL
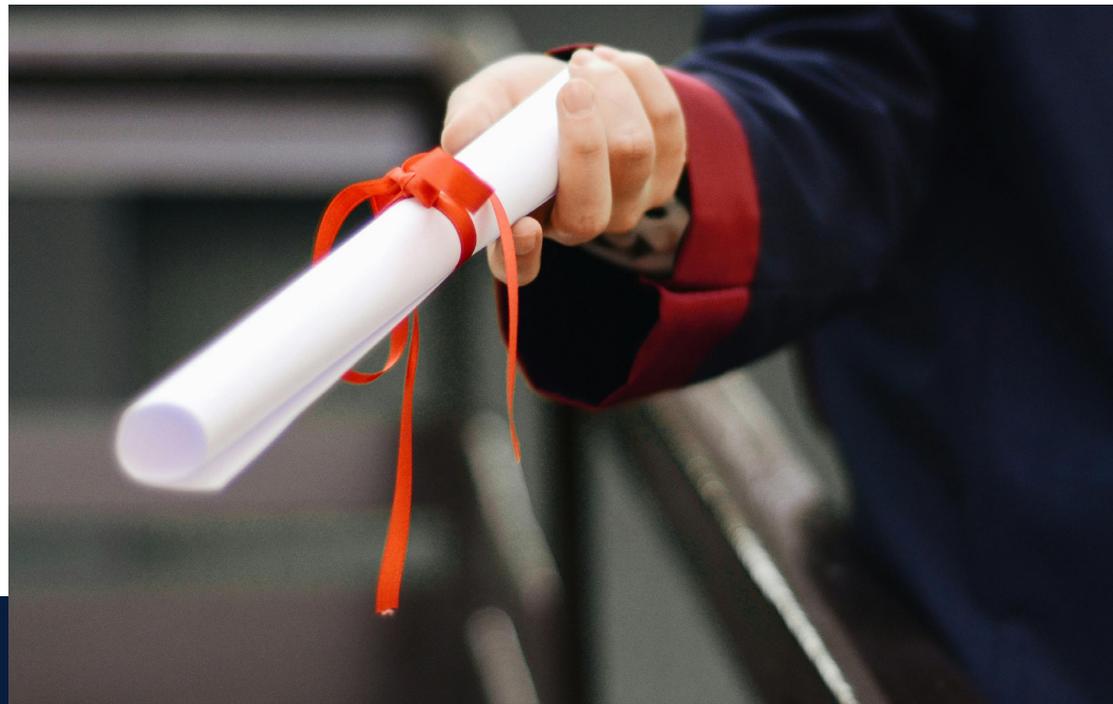
Setting the Standard for Colocation Services

A Leading Private University

PRIVATE UNIVERSITY

A top-tier, multi-discipline, private university in the heart of California's Silicon Valley, and one of the world's leading teaching and research universities. Since its founding in the late 1800s, the university has been dedicated to finding solutionsvto big challenges and preparing students for leadership in a complex world. Their campus is a hub for innovation, scientific discovery and creative expression.

Highlights

Challenges

- High costs and effort for hardware maintenance with limited visibility.
- Dependency on a third-party consultant for colocation management.
- Inadequate scalability to handle expanding data demands.

Challenges

Gain more visibility into system Improve uptime, service and maintenance. Reduce costs

Data is at the very heart of the operation of a modern university. Everything from operations to coursework, distance learning systems and research must be highly available, easily accessible and incredibly secure.

Even though the university was using a third-party consulting company to manage their colocation solution, they were still faced with a lot of work and expense maintaining and servicing the hardware. They also had limited visibility into their environment. This created a myriad of challenges not the least of which was controlling costs.

Ultimately, they were looking to remove the middleman from the equation, gain more visibility into their environment and to leverage on-site remote hands and professional services of a leading colocation provider. Given the challenges presented by the quantity of data that expands exponentially as new knowledge is created, whatever solution the university settled upon had to be scalable. They found everything they were looking for with US Signal® IT Solutions.

Solutions

Solution

- 99.9% uptime and 72-hour power outage protection.
- Multiple signal paths for redundancy.
- Professional services and remote hands for hardware maintenance and updates.
- Integrated energy usage costs into the contract, ensuring predictable monthly payments and significant cost savings.
- Direct access to US Signal staff for faster issue resolution and improved service.

Results

- Lower monthly costs compared to the previous provider.
- Predictable budgeting with consistent monthly invoices.
- Enhanced control and visibility into their IT environment.
- Elimination of reliance on third-party consultants for maintenance.
- Worry-free system updates and server maintenance managed by US Signal professionals.

The university was looking for a concurrently maintainable data center to provide guaranteed 99.9% uptime, 72-hour power outage protection and multiple signal paths for equipment and distribution redundancy. Once those requirements were met, what really appealed to the university's IT team about US Signal was the data center staff who have been trained and are dedicated to providing professional services and remote hands, all under one umbrella. US Signal handles updates and changes to servers as well as fixes to cabling and any other physical changes to the server environment.

One of the other advantages the university discovered while working with US Signal was their ability to bundle energy usage costs into the contract. This created significant cost savings and meant consistent payments from month to-month, making budgeting easier. In the university's previous agreement, energy usage was a separate line item cost that differed
every month.

By contracting directly with US Signal, the university was able to eliminate the middleman while improving the service they received, including remote hands and professional services. As a result, the university is very happy with our facilities team and our overall ability to quickly react and resolve issues.

Results

The university realized many benefits by colocating their hardware into US Signal's concurrently maintainable data center, including:

- Reduced costs, resulting in a lower monthly invoice than their previous provider
- Consistent month-to-month costs
- Worry-free maintenance and updates by US Signal employees
- No university personnel or expensive third-party staff required to provide remote hands or professional services
- More control over and visibility into their environment

Digital Infrastructure Solutions Built for Your Business

US Signal, established in 2001, is a premier national digital infrastructure company that operates a fully owned fiber network to deliver a wide range of advanced digital solutions. Our offerings include robust cloud services, secure colocation facilities, high-performance connectivity, comprehensive hardware resale, and managed IT services, empowering businesses to enhance their operational efficiency through tailored network, data center, data protection, and cybersecurity solutions.