



LEWIS & CLARK COLLEGE

+ CUSTOMER PROFILE

A private college located in Portland Oregon with approximately 3,500 students.

+ BUSINESS OBJECTIVES

Finding a cost-effective solution to increase bandwidth for redundancy.

+ SOLUTION

Ethernet Services, 300 Mbps, Internet solution for Business Continuity.

+ BUSINESS OUTCOME

Improved network stability, reducing the risk of a crippling loss of access for students.

A LASTING PARTNERSHIP BUILT ON TRUST

Business Challenge

Lewis & Clark College is a private liberal arts college located atop Palatine hill in Portland, Oregon. The campus is home to the College of Arts & Sciences, the Law School and Graduate School of Education and Counseling. With more than 3000 students spread out across three schools, Lewis & Clark relies on a wide range of data and networking services to keep students and educators connected. IT Director Chris Stevens in turn demands a lot from the college's service providers. "At a college, even the buildings have unique needs in terms of service, security and functionality," Stevens says, "I need to know my communications service providers will be there when I need them."

Since its first install at Lewis & Clark over a decade ago, Electric Lightwave has delivered the flexible voice services and reliable Internet connection the college requires. With service backed by a dedicated support team, Electric Lightwave over time set itself apart from the college's other providers. "We've had reliability problems with other providers, but never Electric Lightwave. It feels to me like they just care more. It's like we're in it together," stated Stevens.

The college increasingly relies on hosted or cloud-based services for academic instruction. The primary 500 Mbps data connection serves Lewis & Clark's needs, but the 20 Mbps backup was inadequate for the growing needs of the campus and the of operations. "The ramifications of a data outage were always in the back of my mind," said Stevens. "If we ever had a failure, we would have to turn off the Internet to the majority of our campus." With more students accessing educational services through the Internet, an outage would seriously impact the

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IT Director at Lewis & Clark College

college. As it turned out, establishing the need for redundancy proved less difficult than finding a solution.

Topography presented the primary obstacle to a cost-effective solution. Most provider networks simply did not have a large enough footprint to deliver the required bandwidth. Those carriers attempted to leverage other networks. Some offered cumbersome and ineffective partial solutions. One carrier, with fiber already to the campus, simply refused to make a competitive proposal of service to Lewis & Clark. With its robust network and willingness to collaborate with the college on a solution, Electric Lightwave stood apart.

Approach

As a small private institution, Lewis & Clark operates using its own funds. Outlays for communications infrastructure often require intense negotiations and multiple internal approvals. The Electric Lightwave team did more than mail a proposal. They partnered with Lewis & Clark to find the right solution. Unlike other carriers proposing a redundancy solution, Electric Lightwave offered a network build-out to meet the needs of the college.

Lewis & Clark's budget constraints demanded several proposal iterations, but the account team remained both consultative and persistent. By leveraging Electric Lightwave's dense metro network, and identifying every possible opportunity for cost containment, the account team devised a build architecture that met both the solution's technical requirements and Lewis & Clark's budget requirements.

"Electric Lightwave was the only carrier willing to expand its network up Palatine Hill," says Stevens. "They worked long and hard to stay within our budget and provide the redundancy solution we needed."

Electric Lightwave executed a smooth installation on schedule and within budget. The resulting 300 Mbps back-up circuit also enables Ethernet and high-bandwidth services between the campus and remote locations.

Results

Electric Lightwave's redundancy solution means Lewis & Clark no longer risks a costly and crippling loss of Internet access. Bringing Electric Lightwave's fiber to the campus also makes the college's network more stable and ensures a highly available infrastructure. Less time is spent managing the college's communications services. Instead, Stevens is pursuing a proactive strategy to prepare Lewis & Clark for new technologies that enhance online learning. In doing so, he plans to seek counsel from Electric Lightwave, his trusted partner.

After proving a willingness to do what the competition would not, Electric Lightwave is a preferred service provider for Lewis & Clark. "I consider my Electric Lightwave account team to be consultants," says Stevens. "Electric Lightwave really is a partner, not just a vendor."



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CUSTOMER BENEFITS

- + Reliable voice and data service for 24 x 7 always on connectivity.
- + Dedicated Internet access assuring connectivity is not shared with any other customer.
- + Stable and secure network with industry-leading Service Level Agreements.
- + Responsive customer support with a dedicated single point of contact.

ABOUT ELECTRIC LIGHTWAVE™

Electric Lightwave™, an Integra company, serves as a trusted network infrastructure partner to enterprises, government agencies and carriers in select markets throughout the western United States. We combine dense metro and intercity fiber assets, enterprise-grade network solutions, including Ethernet, Wavelengths and IP, with a highly responsive and easy to do business with approach. Electric Lightwave offers a premium service experience to match our premium network infrastructure solutions.

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