WHY APOGEE
ResNet is Better

Apogee is a unique force in the managed technology services industry.

APOGEE

WE SEPARATE OURSELVES FROM OTHER PLAYERS IN FOUR IMPORTANT WAYS:

WE FOCUS EXCLUSIVELY ON HIGHER EDUCATION

o Two decades of experience solely with higher ed business officers
o 491 strategic plans analyzed and studied to understand your challenges and priorities
o Service to over 1 million students at a time – we know their usage patterns and behavior better than anyone

WE DELIVER PREDICTABLE COST STRUCTURES AND OPERATIONAL EXCELLENCE

o SLA-driven contracts ensure student complaints are eliminated
o Installation timeframe of just 2-4 weeks with limited disruption to campus activities
o Built-in performance metrics so you know the ROI of your investment

WE FUTUREPROOF YOUR NETWORK FOR 5-10 YEARS

o Innovative, customized network design
o Annual bandwidth increases + year-four refresh evaluations
o Location analytics that deliver facility and activity usage insights

WE HELP IMPROVE STUDENT SATISFACTION AND RETENTION

o Support for all types of devices (smartphones, laptops, gaming consoles, IoT, etc.), with dedicated bandwidth
o Student app with your branding gives your students the Wi-Fi connectivity and support experience they're used to
o 24/7/365 support and 96% one-minute response time should students need it
o Single sign-on (SSO), Personal Area Networks (PAN), eduroam for ease of use and like-home connectivity

Apogee ResNet Key Features and Benefits

SPEED, SECURITY & RELIABILITY	350Mbps dedicated or up to 50Mbps per device	Apogee ResNet delivers bandwidth to match student academic and entertainment demands, including multiple device types like smartphones, desktop/laptops, gaming consoles, smart/IoT devices and content streaming platforms like Netflix, Hulu, and YouTube. For administrators, reliable, high-speed WiFi access eliminates student complaints, improves student and parent satisfaction, and can contribute to student enrollment and retention.
	High Density "AC" Wireless Deployment with 4:1 ratio of coverage	
	All New Wired and Wireless Equipment	
	Secure WiFi	Secure Wi-Fi encrypts data before transmitting it over the air, preventing others in the immediate area from intercepting the communication signal and gaining access to potentially sensitive user data. Apogee also offers the ability for each user to have their own personal Wi-Fi password (also known as a pre-shared key or PSK) for greater security.

SUPPORT & MONITORING	**Onsite support (3hr max wait time)**	Apogee provides 24/7/365 support and issue resolution (human, not a bot) to students via phone, text or chat. • 10 seconds average response time • 96% of tickets resolved on first attempt
	Austin, Texas-based call center, less than one-minute to answer	
	Regional field support (average 3hr wait time)	Onsite support, including parts replacement (3hr max), offloads issue resolution from administrators and IT staff and frees them up to support strategic priorities.
	Regional sparing (3hr max wait time)	
	24/7/365 NOC management with customer stewardship reports	Deeply experienced network operation center (NOC) management staff identify and respond to network issues as they happen to ensure the highest levels of ResNet availability.
	Full Digital Millennium Copyright Act (DMCA) cooperation and support	Apogee is committed to the principals of the DCMA and cooperates fully with administrators and authorities to assist in areas of criminal copyright infringement.
STEWARDSHIP	**Dedicated Client Services Manager (CSM)**	Apogee CSMs provide a complete suite of marketing materials designed to promote WiFi service and help students get connected, including posters, fridge magnets, 'Get Connected' guides, and social media templates. No effort on behalf of IT or residence hall staff required. For administrators, CSMs provide monthly actionable reports into student onboarding, the ongoing digital experience, and the ROI of ResNet investment. Apogee also conducts on-site surveys of residents for feedback and improvement.
NETWORK INSIGHTS	**Apogee ResNet Location Analytics**	Location Analytics provides actionable insights about facility utilization and student activities. Apogee provides an anonymized analytics platform that empowers school administrators to: • Visualize the usage of common areas over time. • Observe traffic patterns for bottlenecks. • Gauge attendance at events. • Identify under-utilized areas to improve spaces.
SATISFACTION & EASE OF USE	**Apogee ResNet Student App**	The Apogee ResNet app helps students quickly and securely connect to Wi-Fi, easily manage and share devices, and access Apogee support fast. The app includes: • Customizable branding • Easy SSO authentication • Device and connection status dashboard • Secure sharing of student devices (e.g., printers, scanners) with roommates or friends • One-touch 24/7/365 access to Apogee support
	Eduroam support (new customers and renewals)	Eduroam is a "federation" of schools with a shared framework for network authentication. Apogee's support for eduroam allows students, faculty and staff to get online at any eduroam member institution using a home school user ID and password. Eduroam requires SSO for Resnet.
	Single Sign-on (SSO)	SSO allows students to get online with their university credentials. • Fewer passwords for students to remember • No need for students to create an account in order to get online • Laptops, tablets and phones can get online without having to add a MAC address to a portal • Greater security (passwords are not stored in multiple systems)
	Personal Area Network (PAN)	A Personal Area Network (PAN) allows each of a user's devices to be able to "see" and communicate directly with each other on the network. For security reasons, each user has their own PAN, which prevents a user from seeing other users' devices. PAN lets students print wirelessly, and connect their Sonos speakers, and Apple AirPlay for a like-home experience.

Apogee ResNet
Additional Value-Add Technical Features and Capabilities

Traffic Shaping by Student/Device	Up to 350Mbps per student or 50mbps per device
Annual Automatic Speed & Upgrades	Annual bandwidth increases matched to increase usage to ensure futureproofing of the ResNet.
Hardware/Technology Refreshes	Hardware is refreshed as needed through life on contract in accordance with SLAs
Support for online gaming	Carrier grade NAT (Network Address Translation), especially important for gaming.
High Availability	Industry-standard 99.9%
Quality Assurance & Control	Complete system design, build, test, validation before shipment to ensure rapid, zero-defect time to value. Complete system shipping as a packaged onsite trailer.
Add-On Support – IT Staff Non-ResNet Support	Apogee can provide as-needed IT staff to support the customer on IT issues and questions unrelated to ResNet.
Admin Device Additions (e.g., TVs, Thermostats, Cameras)	For additional fees, Apogee can add university devices (up to 1000 depending on site) to Apogee ResNet.

ABOUT APOGEE

For more than 20 years, Apogee has been redefining
the student campus life experience. As the only managed
technology services provider with a sole focus on higher education,
Apogee has become the trusted partner to more than 400 schools
and 1 million students and administrators who rely on the company's
innate understanding of how superior Wi-Fi powers student vitality.
Partnering with Apogee enables schools to derive greater return
on their IT investments and increase student satisfaction while
achieving budget stability and predictability.

Visit Apogee at apogee.us.

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