WHY APOGEE
ResNet is Better

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

APOGEE
RESNET

WE SEPARATE OURSELVES FROM OTHER PLAYERS IN FOUR IMPORTANT WAYS:

WE FOCUS EXCLUSIVELY ON HIGHER EDUCATION

o Over two decades of experience solely with higher ed campus leaders

o World-class customer experience: 98% customer satisfaction rating, 71 NPS score,
  96% customer retention rate

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 Typical installation timeframe of just 2-4 weeks with limited disruption to campus activities

o Built-in performance metrics to help you see the value of your investment

WE FUTUREPROOF YOUR NETWORK FOR 5-10 YEARS

o Innovative, customized network design

o Bandwidth increases and technology refreshes as needed

o Preventative maintenance and technology and bandwidth refreshes

WE HELP IMPROVE STUDENT SATISFACTION AND RETENTION

o Support for all types of devices (smartphones, laptops, gaming consoles, IoT, etc.),
  with dedicated bandwidth

o Easy-to-use student portal with your branding gives your students the Wi-Fi connectivity
  and support experience they're used to

o 24/7/365 support with average 10-second response time and 96% of calls addressed over the phone

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	100Mbps per device for up to 10 simultaneous devices	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 Wi-Fi access eliminates student complaints, improves student and parent satisfaction, and can contribute to student enrollment and retention.
	High Density Wi-Fi 6 deployment for near 3:1 ratio of coverage	
	All New Wired and Wireless Equipment	
	Secure Wi-Fi	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**	Apogee provides 24/7/365 support and issue resolution (human, not a bot) to students via phone, text or chat.
	US-based call center, less than one-minute to answer	• 10 seconds average response time • 96% of tickets resolved on first attempt
	Regional field support and sparing	Onsite support, including parts replacement, offloads issue resolution from administrators and IT staff and frees them up to support strategic priorities.
	24/7/365 NOC management	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 DMCA and cooperates fully with administrators and authorities to assist in areas of criminal copyright infringement.
STEWARDSHIP	**Dedicated Client Services Manager (CSM)**	Apogee CSMs provide marketing materials designed to promote Wi-Fi service and help students get connected, including posters, 'Get Connected' guides, and social media templates. For administrators, CSMs provide monthly actionable reports into student onboarding, the ongoing digital experience, and the ROI of ResNet investment.
NETWORK INSIGHTS	**Apogee ResNet Location Analytics (Optional)**	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 Portal**	The Apogee ResNet student portal helps students quickly and securely connect to Wi-Fi, easily manage and share devices, and access Apogee support fast. The portal features: • Customizable branding • Easy SSO authentication • Device and connection status dashboard • Secure sharing of student devices (e.g., printers, scanners) with roommates • 24/7/365 access to Apogee support
	Eduroam support	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 • Greater security (passwords are not stored in multiple systems)
	Device Registration by PSK (with Cisco or Ruckus)	Getting devices online is simplified with Cisco or Ruckus networks. • No need to hunt down MAC addresses on devices • Students just add devices by connecting with their unique PSK
	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 and to protect student privacy, PANs are assigned by student or room number, depending on manageability concerns or needs of the school, preventing device visibility beyond the user or room. PAN lets students print wirelessly, connect wireless Sonos systems, or enjoy Apple AirPlay for an at home-like experience.

Apogee ResNet
Additional Value-Add Technical Features and Capabilities

Traffic Shaping by Student/Device	100Mbps per device for up to 10 simultaneous devices
SLA-Driven Speed & Upgrades	As-needed bandwidth increases matched to increase usage to ensure futureproofing of the ResNet.
Hardware/Technology Refreshes	Hardware is refreshed as needed through life of 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

Established in Austin in 1999, Apogee is a leading provider of managed technology services that enable colleges and universities to innovate to enrich the campus experience and foster student vitality. Uniquely positioned to serve higher education, Apogee supports a community of more than one million students and administrators at over 350 colleges and universities nationwide. The company's comprehensive portfolio includes Managed Campus (networks and managed IT and cloud services), ResNet (residential networks), campus engagement and digital signage, and video services.

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