

APOGEE

Managed Network Services



APOGEE
MANAGED CAMPUS



It's time to redefine connectivity in higher education.

**Stop providing support.
Start delivering value.**

Blended remote and traditional learning. Cross-campus video collaboration. Cutting-edge content delivery platforms and apps. Maintaining competitive advantage hinges on a strong commitment to innovation and the networking infrastructure to support it. Apogee delivers.

Built on more than two decades of exclusive higher education focus and incomparable networking expertise, Apogee acts as an extension of your IT team, with a level of institutional knowledge you just can't get anywhere else. Apogee Managed Network Services deliver the core network services you need, including core, wired and wireless infrastructure, network access control (NAC), next-generation security firewall with VPN, and support and monitoring of existing campus networks.

With a predictable funding model, comprehensive support, and a menu of services that can be customized to suit your specific needs, Apogee Managed Network Services stop you from running in place, kill the pain of budgeting and equipment refreshes, and help researchers, faculty, staff, and students do the important work that they do best.

Higher education is our higher purpose

Apogee is the only network managed services provider exclusively focused on higher education. Your goals are our goals. Your challenges are our challenges. So, our day begins much like yours; by asking ourselves how we can effectively leverage our resources and expertise to enrich the student experience and foster student vitality, while helping you stabilize your network costs and achieve pain-free technology refreshes.

The answer comes in the way we empower you for success. We live and breathe all things higher education. We dig into student and technology trends and operational and financial models – and we don't stop digging. With determination backed by more than two decades of experience, we work tirelessly to anticipate the challenges we'll overcome together. It's the essence of partnership and a cornerstone of who we are.





OFFLOAD

network operations

Building and maintaining a secure, highly segmented network is hard. The proliferation of IoT devices like cameras, projectors, printers and card readers, on top of a new blended learning imperative, makes the job even tougher. But your role as a catalyst for higher education transformation can't be overlooked. Outsourcing the design, build, and management of your network to a partner that truly gets it can help you overcome limited staff resourcing so you can focus on the projects and priorities that help you crush the challenges you've been tasked to address.

Through hundreds of customer engagements, we've developed a unique understanding of your challenges and the solutions needed to address them. We're visionaries, caring deeply about the role of higher education to effect change while committing each day to helping you realize it. As consumer technologies and IoT devices continue to proliferate, you can count on Apogee to help build and manage a secure, highly segmented network as an extension of your team.

APOGEE

Four Fits

In our 20+ years in higher education, we've identified four key areas consistently present in every successful partnership. Our Four Fits Workshop is a collaborative process designed to explore and understand your institution's current and desired state in each of these areas.

CULTURAL ALIGNMENT



The importance of executive sponsorship, communication and collaboration, and governance.

OPERATIONAL EXCELLENCE



The integration of robust Apogee processes with those of your school to deliver exceptional service.

TECHNICAL EXPERTISE



The evaluation of your institution's current environment to optimize upgrades, including Apogee support, meet SLAs, and stay ahead of the technology curve.

FINANCIAL STABILITY



A review to ensure proper stewardship of your school's resources and exploration of how a managed services project works within your budget.

BRING YOUR network to heel

Are you running your network or is it running you? With technology changes coming hard and fast and bandwidth needs doubling every 18 months, it's easy to be unpopular come budgeting time. Network refreshes are a hassle. Funding can take months. Insufficient equipment and poor network performance are the result. You're left playing catch-up in a race you just can't win. Working with a partner who understands your network challenges and can customize the suite of managed network services for your specific needs adds predictability to your budgeting while delivering the improved performance your institution demands.

Smart devices like thermostats, credit card readers, door locks, cameras, and printers are no match for Apogee Managed Network Services. Apogee designs, builds, and manages highly segmented and secure networks customized for your needs and optimized for performance and cost efficiency. Network segmentation allows easily hacked IoT devices to be isolated from core network servers and data and assigned to specific users or groups.

UNLEASH true innovation

You have 99 jobs. Don't let network infrastructure be one of them. Nothing grinds innovation to a halt faster than a technology problem that's slow to be solved. Thousands of security-vulnerable IoT devices with limited visibility into them. Hundreds of internal customers with disparate needs. Support only as good as the limited resources you can apply to it. Outsource support to a knowledgeable partner who can help resolve issues fast – without sucking up your valuable resources and time – so you and your colleagues can focus on what matters most.

Top to bottom, 24/7/365, Apogee onsite, online and phone support personnel are highly trained experts, committed to ensuring the shortest path to resolution. Your dedicated Apogee client services manager communicates and collaborates with you to isolate and address challenges before they become big problems. When issues do arise, the deep bench strength of our 24/7 support staff respond and solve problems fast, so you can focus on innovating instead of standing still.



Apogee Managed Network Services

Apogee Managed Network Services are flexible and include a core set of services to modernize and manage your network, along with a menu of secondary add-on services to suit your specific project needs. Core services reflect a typical customer engagement but have the flexibility to be scaled up or down as project or budget needs require. Apogee will work with you to assess and plan your network needs.

Core Services

Service	Key Features	Benefits
CORE & WIRED INFRASTRUCTURE	Upgrade, installation and management of core routers and distribution switching	Two decades of higher education experience, more than 400 customers served, and hundreds of institutional strategic plans studied ensure a highly flexible service and a network optimized for performance, reliability, ease-of-use, BYOD, and cost efficiency.
WIRELESS INFRASTRUCTURE	Upgrade, installation, and management of in-building and outdoor wireless access points and related controllers	
NETWORK ACCESS CONTROL (NAC)	Support for captive portal, single sign-on (SSO), federated ID providers (e.g.,eduroam), guest access, and MAC-address-based authentication	Support for a range of authentication protocols enables greater administrative flexibility while ensuring an optimal balance of security and ease of use for students, faculty, and staff.
	Upgrade, installation, and management of on-premises NAC equipment	
NEXT-GEN SECURITY FIREWALL	Upgrade and management of campus network firewalls at one or more campuses	Next-generation security and protection of mission-critical data, in transit or at rest, across multiple physical locations.
SECURITY	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. Segmentation enables isolation of vulnerable IoT devices from mission-critical network servers and data.
	Network Segmentation	
SUPPORT & MONITORING	15-minute response time SLA for critical issues and outages	24/7/365 support and issue resolution via phone, text or chat. Dispatch of onsite support, including parts replacement, offloads issue resolution from administrators and IT staff. Deeply experienced NOC management staff identify and respond to network issues as they happen to ensure the highest levels of availability and performance.
	Field service coordinator dispatch with on-call support after hours	
	24/7/365 monitoring of all managed equipment in Apogee NOC	
	24/7/365 US-based phone support	
	Dedicated Client Services Manager	
	Online client portal and incident management system	

Core Services continued

Service	Key Features	Benefits
EASE OF USE	<ul style="list-style-type: none"> Single Sign-on (SSO) 	<p>SSO allows staff and students to get online with their university credentials.</p> <ul style="list-style-type: none"> Fewer passwords to remember. No need 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).
	<ul style="list-style-type: none"> Support for eduroam 	<p>Eduroam is a “federation” of schools with a shared framework for network authentication.</p> <p>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.</p>

Secondary Services

Service	Key Features	Benefits
BANDWIDTH	Procurement and management of any vendor relationships	Apogee expertise, flexibility, vendor relationships, and buying power ensure the right circuit at the right cost for the project at hand (often at a cost lower than that available to the customer on their own).
CABLING & INFRASTRUCTURE IMPROVEMENTS	Upgrade, installation, and management of P2P hardware	Customized upgrades of cabling and infrastructure ensure the highest levels of availability and performance at the lowest possible cost.
	Upgrade and installation of network cabling	
ADDITIONAL NETWORK MONITORING	24/7/365 monitoring of client-owned equipment (in addition to Apogee-managed equipment)	NOC monitoring of non-Apogee equipment provides a comprehensive view of network performance, eliminating many bottlenecks and issues before they happen.
AFTER-HOURS & OVERFLOW HELP DESK	24/7/365 and overflow phone support for customer IT help desk	Backup support services to customer’s IT help desk drive a higher volume of issues to resolution faster, driving business-day and after-hours productivity gains.

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.

Visit Apogee at apogee.us.