

Colt helps IED to digitalise teaching

colt

Customer Name:

IED – Istituto Europeo di Design Spa

Sector:

Education

Challenge:

To offers its students, teachers and staff a network infrastructure that enables an outstanding learning experience whilst guaranteeing safe, protected, high bandwidth internet connectivity and information exchange

Services:

Data and voice connectivity, hosting in the data centre

Products:

EPN network, SIP Trunking voice services

The Institute of European Design (IED) is able to offer its students a cutting edge network infrastructure thanks to the safety, speed and reliability of Colt services.

IED students benefit from high bandwidth network connectivity enabling secure internet access, and fast, easy sharing of information and content. The Colt IQ network also enables 24/7 access for teachers, students and administrative staff to interact with teaching and business support applications to provide maximum productivity at a reduced cost. By implementing a Colt SIP Trunking service for the digital switchboard, the IED has also improved efficiency, flexibility and running costs in all the IED Italia branches.

An example of excellence in high level training

For almost fifty years, the Istituto Europeo di Design (www.ied.edu) has been operating in the fields of education and research in the disciplines of design, fashion, visual communication and management. Today, the IED is a constantly expanding international network that issues first-level academic diplomas and organises three-year courses, Masters courses, continuous professional development and advanced training courses. The Institute has 11 branches in Italy, Spain and Brazil. (Milan, Cagliari, Como, Florence, Rome, Turin, Venice, Barcelona, Madrid, Rio de Janeiro and São Paulo).

The Istituto Europeo di Design has approximately 1,900 teachers and 7,500 students and launches 390 courses every year. It works closely with business and leading enterprises as it continues to grow its innovative and diversified teaching methodologies.

High intellects need high bandwidths

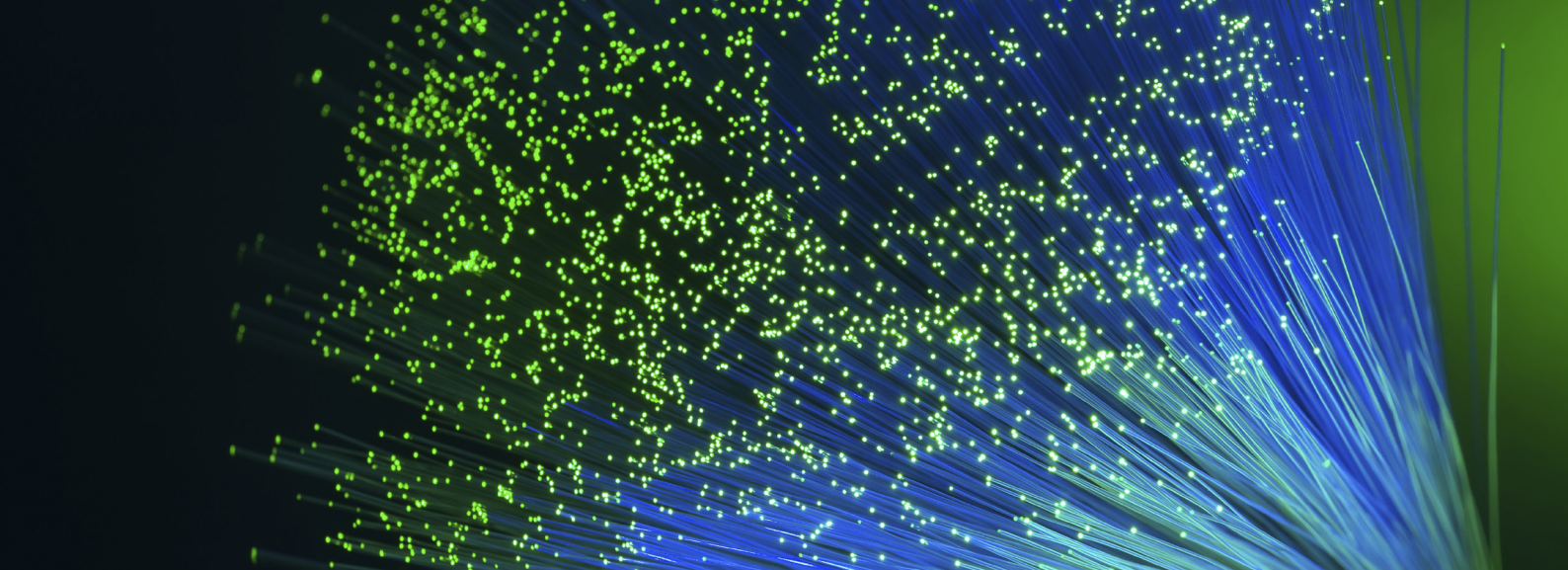
The objective of IED is to offer an outstanding learning experience, offering knowledge and knowhow and developing its students cultural, creative and critical skills and competencies. The main challenge for the ICT division of the Institute is to support that learning with connectivity and tools that enable its students to achieve their maximum potential. Teachers and students alike require secure high performance solutions that interact seamlessly with applications within and external to the school environment.

The technology park of the Institute supports approximately 1500 desktops on which the students perform learning activities, and Wi-Fi connectivity in all the branches, enabling their personal devices to connect to the network. The figures involved are high, and in the Milan branch alone a total of approximately 350 devices are connected simultaneously each day. Secure access to the internet is a

fundamental requirement to support the educational framework of the school: The Internet offers both communication and knowledge and is an essential component of the learning experience. Via the network, students can view streamed content, access professional social networking sites and view other multimedia content that they need. In addition, IED students and staff also need to access internal content required to manage and support a large learning establishment such as course information, calendars, teaching information and handouts and personal administrative data.

IED knew they needed a single connectivity provider who could offer highly reliable, secure, high bandwidth solutions coupled with a reputation for excellent service standards. As a result, they chose Colt.





Colt solution

The ICT department presented Colt with the challenge of connecting all of the Italian branches within the network, providing a data hosting service and ensuring high bandwidth availability to carry out the teaching and management activities. In particular, they needed Colt to guarantee extremely high levels of reliability and really quick response times: indeed a lack of connectivity would fundamentally compromise the operational efficiency of the Institute. It was therefore essential to ensure the uptime of the service and an almost immediate problem-solving capability. Colt was well placed to provide all of these.

The project involved migrating from a single connection for each branch to an E-PN solution which created a true network between all of the Italian branches. Colt supported and assisted IED in designing the network and managing the aspects relative to connectivity and security. Additionally, all the data, information systems and the teaching platform of the Institute were transferred to the Colt data centre, where they can now be accessed by students and office staff 24/7.

The project helped IED reduce its costs by the centralisation of management activities, simplification of the security checks performed on each internet circuit and removing other operational costs. Other benefits were increased information security, reduced latency, improved ability to share information between branches and the facilitation of

aligned standards and levels of performance across the group. Each branch now has bandwidth availability of 100Mbps and access to centralised data from the data centre. The reliability of the Colt optical fibre and data centres, combined with an extremely high level of security, means IED can rely on excellent performance guarantees.

“For an ICT manager, being able to rely on an environment with a high level of technology is essential”, affirms **Domenico Bruno, Head of ICT at IED**. “This is exactly what we found when we chose Colt and it was that which made us chose their services”.

“The new technologies have an instant, decisive impact on human relationships and our social fabric. The web 2.0 transformed the concept of Internet and the Web: today the network is social, a place in which users participate and share things, and an element they can't do without. And indeed it is now impossible to do without it. In this context, Colt is our ally for “connecting” and always remaining connected”.

“The professionalism of Colt, the clarity of its contract and SLAs, its compliance with the timelines and its long experience were the reasons that made us chose them. Another determining factor was the company's international presence, as indeed the next step after the interconnection of the Italian branches is to connect the Spanish branches within the IED network”, adds **Bruno**.

Beyond the borders with SIP Trunking

IED has big plans for its future network infrastructure. Having just added the Como branch to its E-PN network, IED plans to upgrade their bandwidth and expand internationally to incorporate the Spanish branches of Barcelona and Madrid.

With regard to telephone services, the Italian branches already use SIP Trunking technology. To ensure greater reliability, two SIP Trunking trunks linked to two IP-PBX switchboards are planned, one in the IED branch in Milan and the other in the Colt data centre. IED is also assessing the possibility of using SIP Trunking technology for the Spanish branches, enabling new voice services between the branches, such as diverting all the calls to a single reception to cover staff absence and holidays.

“Colt SIP Trunking provides benefits of both cost and flexibility. It enables the branches to communicate with one another on a daily basis absolutely free of charge. Additionally, it allows us to manage the digital switchboard in a much simpler, more flexible way: having a single central VoIP solution that serves all the branches enables various operations to be performed, such as the creation of a single shared address book, and the diversion of calls between two branches or between one reception and the other”, concludes **Domenico Bruno**.

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