Diné College Selects OmniCenter to Reduce Costs and Downtime and Increase Quality of Service for Eight Geographically Dispersed Facilities

> " My supervisor is the Vice President of Administration and Finance he reports to the College President. If he calls me with a question about something that is not working, I want to tell him 'this is what's happening, this is why it's happening, and this is what we're doing to fix it.' With OmniCenter, I have the visibility to do that. "
>
> — Francesca Shiekh
> IT Director, Diné College, Tsaile, AZ

Organization
Diné College, Tsaile, AZ

Industry
Higher Education Institution
Serving the Navajo Nation

Location
Main Campus: Tsaile, AZ
Seven additional locations in
Arizona and New Mexico

Applications
Fault Monitoring
Network Management
Capacity Planning
Performance Monitoring
Configuration Management

Netreo Products
OmniCenter® Basic
OmniCenter® Flow (Future)
OmniCenter® Voice (Future)

> Blending Tradition with Technology

Encompassing more than 27,000 square miles of pristine, red-rock canyons and ancient, high-desert terrain in Arizona, Utah and New Mexico, the Navajo nation, or Diné Bikéyah, is geographically larger than the ten smallest U.S. states. Diné College, chartered in 1968, has eight campuses and community centers serving approximately 2,000 students spread across the expanse of the Navajo Nation. The college applies the native traditions of Nitsáhákees (thinking), Nahatá (planning), Iiná (living) and Siih Hasin (assuring) to encourage excellence in lifestyle and academic performance.

In the spring of 2008, Diné College IT Director Francesca Shiekh sought a way to improve the planning, monitoring and quality assurance of all of the college's IT systems, networks, devices and applications.

"We looked at other network management solutions, but didn't find any that were as affordable and easy to implement as OmniCenter," Shiekh explained. "All we had to do was create a spreadsheet with basic information about our networks and OmniCenter started working immediately. We didn't need to input lot of details or change settings on the servers or set them up one by one. OmniCenter was very fast to install, the user interface was really easy to use, and it gave us precisely what we needed."

Shiekh likes OmniCenter's secure appliance architecture and Web-based interface, because they allow her to set the tactical overview screen as the homepage on her browser. She and her staff can get instant status updates on their various servers and network nodes, and proactively address any developing issues before they become problems.

"The first thing I do every morning is open the OmniCenter dashboard and click on the warnings and alerts to see what's happening with our systems and networks. If there's a developing issue, I'll call our systems administrators or network administrators and find out what they are doing to address them."

> Accountability and Discipline

Internet service and email was not always reliable in the past, but now the college's connectivity is very closely monitored and maintained.

"OmniCenter advises me when thresholds are reached or surpassed on our Internet links, and the built-in reporting tools give me the data I need to make the case for an increase in bandwidth. It also tells me which of our eight campuses and community centers need attention and where the most serious issues are."

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Diné's IT staff can also set hard drive parameters and determine whether storage capacity in various servers needs to be increased and when that has to be done.

"One of my biggest issues was imminent hard drive failure on RAIDs that we wouldn't notice. We almost lost a server because a second drive started failing and we hadn't realized that the first one had already died. If you lose two drives in a RAID, you're done for. Now, as long as we look at the OmniCenter interface, it's nearly impossible for something like this to get by us," Shiekh noted.

OmniCenter helps the IT staff maintain the levels of service that their customers deserve.

"Sometimes it's just a matter of clearing system logs that are using up too much disc space. These are really minor things, but they can easily be overlooked if you're not disciplined about checking everything every day. OmniCenter helps you maintain that discipline, and in some ways it replaces discipline because all you have to do is look at the OmniCenter console and you instantly know everything that's going on."

> Real World Cost Savings and ROI

"I did an analysis of what OmniCenter would cost us over time and weighed that against the benefits our department would gain, and all the numbers added up. It made perfect sense. I had a long discussion with my supervisor on what we would get from OmniCenter and what kind of recurring costs there would be, and we decided it was very worthwhile."

OmniCenter is now paying for itself by reducing system downtime and delivering convenience and reliability to Diné's students and faculty, system-wide.

"We had a outage affecting our remote centers on a Sunday afternoon that ordinarily would not have been noticed, because the remote centers are often closed on Sunday. It was an issue on the WAN with one of our T1 lines. OmniCenter saw the problem and sent me an alert that I received at home. I called our network administrator, he called the phone company and they got the T1 fixed in a few hours. Otherwise, when our students came in on Monday morning, our ITV distant learning system that relies on the T1 would have been offline, and no one would have been happy about that."

"They say if a tree falls in the forest no one hears it," Shiekh added. "But in this case, OmniCenter heard it and saved the day for everyone in those ITV classes."

> OmniCenter Benefits to Diné College

· The industry's most affordable network management and monitoring system with licensing terms that fit well with college budget cycles.

· Extremely fast and easy to install with simple inputs about network resources, no lengthy setup of routers or inconvenient changes to servers or networks.

· Provides 24x7 monitoring of all servers, routers, firewalls, devices and wireless access points for all eight campuses.

· Alerts system managers about potential or existing email or Internet access issues before users even realize there's a problem.

· IT staff members on the main campuses can easily view instant online status updates for all servers, routers, network nodes and other devices, and proactively address any developing issues before they become problems.

· System managers can set parameters for RAIDs and hard drives and determine whether storage capacity needs to be increased and when.

· T1 connections are the lifelines that link the eight campuses. OmniCenter monitors all T1 services and alerts IT personnel anytime, 24x7, if issues arise.

· Diné College has achieved a good return on investment in the form of less network and email downtime, lower administrative costs, better quality of service, and a more productive faculty and student body.

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