



> PROVIDING AN ENGAGED LEARNING EXPERIENCE ANY TIME, ANYWHERE

**NORTEL**



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## Case Study

### Dubai Men's College

"Working in partnership with IBM, Nortel has helped our college to become one of the most technologically advanced learning centres in the region."

> **Imad Ramadan, IT Supervisor,  
Dubai Men's College**



**Customer:** Dubai Men's College

**Country:** Dubai, United Arab Emirates

**Industry:** Education

**Challenge:** To enable one of the Middle East's leading educational institutions to offer next-generation services to staff and students across a fully converged, secure network that would support its current range of elearning initiatives and provide scalability for future requirements.

**Solution:** By converging voice, data and multimedia onto a single network that includes wireless LAN capabilities, staff and students now have remote and mobile access to college resources. For maximum protection and in order to streamline the college's network management processes, Nortel also implemented a suite of centrally managed security solutions.

**Benefits:**

- Remote and mobile access to education resources for staff and students
- Fully converged, robust network
- Consistent wireless LAN capability across a large area
- Rigorous security
- Advanced, future-proof infrastructure
- Rapid deployment

“The deployment process was exceptionally rapid. From start to finish it took about seven weeks for Nortel to deliver the basic infrastructure we needed.”

> **Imad Ramadan,**  
**IT Supervisor,**  
**Dubai Men's College**



## The scenario

Dubai Men's College is one of the Middle East's leading educational establishments. Its IT support department caters for the work and study needs of over 2,000 students and more than 200 members of staff. The college is committed to maintaining its outstanding reputation for innovation – particularly in the field of IT and network security.

In 2004, the college completed building work on a new, enlarged campus. Working with its IT partner, IBM Global Services, it decided that the new site needed a converged data and telephony network that would fully support next-generation learning techniques and multimedia applications across the entire campus. Together, they developed a vision that involved exploiting remote, mobile connectivity to give students access to elearning resources, as well as simplifying the network to make it easier for IT staff to manage.

To achieve this, the college needed networking solutions that were resilient, flexible and above all, secure. As Imad Ramadan, the college's IT Supervisor, points out: “We're a college, not a secret service agency, but we do have to protect our core elements to make sure we can offer a consistent service at all times. So in that way, security is a high priority for us.”

IBM Global Services recommended Nortel for its unique product range, interoperability and flexible solutions. At the beginning of summer 2004, the project began.

## The solution

Four Nortel Ethernet Routing Switches 8600 (formerly known as Passport 8600) were installed to provide the college with the secure, resilient and fully converged network it wanted. This allows for current networking needs to be accommodated, as well as giving scope to expand in the future.

For voice capabilities, Nortel implemented the Nortel Communication Server 1000 (formerly known as Succession 1000), which has so far been deployed for up to 300 concurrent users. Since a key objective was to give students and staff remote access to college facilities any time, anywhere, Nortel also provided the college with the most effective wireless access possible – using a suite of WLAN products that included Nortel's WLAN Security Switch 2270 and WLAN Access Port 2230. These products provide seamless, high-quality wireless coverage, enabling users across a large area to enjoy remote and mobile access within a robust, centrally managed environment.

To ensure security best practice, the college needed a state-of-the-art security solution. Nortel provided the Nortel Application Switch (formerly known as Alteon Application Switch) and the VPN Router 5000 (formerly known as Contivity 5000). The VPN Router enables users to achieve secure remote access to data whilst the application switches provide the college with effective server load balancing and data centre security.

Nortel helped add a new dimension to the curriculum by providing a fully equipped security lab, and organising ten days of training for lecturers to help them incorporate Nortel technology into the courses. The college was able to expand the range of its network security courses and to include Nortel networking exposure within its curriculum.

**“By enabling us to improve the resources we offer to students and staff alike, the Nortel solution has helped the college enhance its educational profile.”**

**> Imad Ramadan, IT Supervisor, Dubai Men’s College**

For effective network management, Nortel provided the Enterprise Network Management System (formerly known as Optivity Network Management System) to allow IT staff to control all access ports and application switches centrally. This makes it easier for IT staff to successfully block any threats as soon as they enter the network edge.

Despite working to a tight deadline – the network had to be operational in time for the start of the new academic year in September 2004 – Nortel was able to deliver the basic infrastructure a week early. And the college was delighted with the results. Imad Ramadan puts it simply: “The entire network is quite excellent.”

### **The results**

Since the new campus opened in September 2004, students and teachers have been able to benefit from a wide range of pioneering services. They enjoy a cutting-edge mobile working environment since the new network enables flexible working at the same time as satisfying the educational requirement.

In the future, the college will explore the ability to download video clips of lectures and conduct tutorials using the online streaming Video-on-Demand service.

Imad Ramadan couldn’t be happier with the results. “What’s great is that we not only achieved what we set out to do, but were able to put things in place for the future. It’s great to know that as new innovations come along, we will still be ready to offer cutting-edge services to all our staff and students. Nortel has played a major role in achieving this.”

As for the security lab, the staff training was so successful that the college has integrated some elements into its courses. Imad Ramadan is enthusiastic about the effect this will have on the college’s academic excellence. “I’m sure these course modifications will help give our students a fuller grasp of the market, by familiarising them with security products and approaches used by more than one vendor.”

Just like any modern educational establishment, Dubai Men’s College is constantly changing and expanding. The next step? Imad Ramadan explains: “We’ve already started work on a new building, which will open in summer 2006. And of course, to cater for that growth we will have to expand both our network and our web services.”

And, when it does, Nortel will be ready to help the college make this latest venture as successful as its predecessor.



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**> Imad Ramadan,  
IT Supervisor,  
Dubai Men’s College**

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