vyopta

UETN TURNS TO VYOPTA TO OPTIMIZE CONNECTIVITY & QUALITY

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COMPANY PROFILE

Headquarters: Salt Lake City, UT

Industry: Education

Faculty & Students Served:

658,952 K12 Students

211,233 Higher Education

77,227 Educators and staff

Number of Facilities: 1,130

EXECUTIVE SUMMARY

Reasons UETN chose Vyopta:

- Best-in-class multi-vendor monitoring
- Real-time monitoring of live calls and meetings
- Executive-level adoption reporting

With Vyopta, UETN is able to:

- Troubleshoot quality of video learning sessions and identify root cause
- Easily identify endpoints that have been powered off for maintenance or school breaks
- Create institution-level reporting

COLLABORATION ENVIRONMENT

Conferencing: Cisco Management Server (CMS), Cisco TMS

Desktop, Mobile Clients: 685 Webex users, 1035 Cisco Meeting App (CMA)

Room Systems: 1300 classroom endpoints - Cisco & Poly

ABOUT UETN

The Utah Education and Telehealth Network (UETN) provides a statewide fiber optic based gigabit network, Internet access, digital broadcast network services, an IP based interactive video conferencing (IVC) network, and content and application services including the learning management system (LMS) for Utah's K12, higher education, technical colleges, and libraries, including Utah's library for young learners.

CHALLENGE

UETN's IVC services support the distance education needs of Utah's K12 and higher education stakeholders managing on average 400 video based learning events a day with seven dedicated tier one video operations staff and three tier two support staff. These groups are tasked with ensuring each of the distance learning events are delivered seamlessly for the faculty who are conducting the class, as well as to the students attending from remote facilities. Prior to Vyopta, this process was labor intensive and included one staff member arriving at UETN by 5:00am every morning to start individual tests on each video endpoint throughout the state and core infrastructure to ensure connectivity and functionality, then manually comparing the findings with the day's class schedule to ensure any end point with scheduled classes was fully functional. This process took about 1.5 hours each day.

Institution-level reporting of IVC analytics by UETN to state leadership, UETN leadership, and stakeholders required weeks of manual work to compile and organize data to ensure it was represented in a way that was easily consumable.

UETN's broadband network is a public-private relationship with Utah's telecommunication service providers providing the fiber optic circuits to Utah's schools and campuses. This service provider layer requires additional time and troubleshooting to identify and isolate the source of network issues impacting UETN IVC services.

SOLUTION

UETN's need for a solution that could help monitor and analyze historical IVC usage data led to Vyopta. With Vyopta, UETN has cut down on the amount of manual testing and reporting necessary to ensure that video endpoints are up and functional and ready to support video learning events.

The weeks of manual manipulation of IVC data to create an actionable report have been minimized to minutes, and now UETN can quickly identify network issues at the carrier level that are affecting IVC services. In addition, Vyopta's real-time alerts have helped UETN's team find issues before the user has a poor experience which is crucial for continuing to promote adoption in the distance learning program.

IMPACT

Vyopta has helped UETN decrease the amount of effort and time required to ensure each scheduled video learning event will occur seamlessly for the instructors and students and that reporting can be completed at an institution level in minutes versus weeks. With Vyopta, UETN can continue to support a large number of events with a small, dedicated team and meet their mission to extend learning opportunities throughout the state of Utah.

The combination of Vyopta's automated utilization reporting and broad visibility across UETN's entire UC environment empower UETN to justify their continued funding from the Utah state government.

"The data we get from Vyopta is crucial to our ability to deliver on our state legislature mandated mission to support the technology needs of the distance-learning program in Utah."

James Hodges
Video Operations Center Manager
UETN