Case study

University of West Georgia

Fast IP address management at a fraction of the effort

The process for managing IP address allocation at the University of West Georgia was cumbersome and complex. Involving five different groups of people, just getting one new IP address allocated could take four days.

Rob Yawn formed an innovation team to find a tool to help simplify and speed the process, while improving accountability. IPControl™ from BT Diamond IP emerged as the solution of choice. Now IP address allocation is accomplished in just four minutes. That's great for Rob, while the university can offer swifter student services and faces less business risk.

" IPControl is absolutely brilliant. We now have clear accountability and faster processes. If I had to do it over, I'd choose BT without even thinking about it."

Rob Yawn, Network Manager, University of West Georgia

BT

"Previously, getting a new IP address issued required cooperation from five separate groups of people, taking up to four days. With IPControl, such a change can be achieved by one individual in just four minutes."

Rob Yawn, Network Manager, University of West Georgia

IPControl™ from BT Diamond IP has transformational effect on IP address management at the University of West Georgia

The need to resolve complexity with clear accountability

IP address management was becoming more of a challenge to the University of West Georgia with each passing day. "Our process was cumbersome," says Rob Yawn, network manager. Aside from the time factor, distributed responsibility led to a lack of clear accountability.

The university used a complex spreadsheet with 20 different tabs to document static IP addressing for around 120 networks and applications—over 65,000 addresses of which around half were in active use. Meanwhile, responsibility for DHCP /DNS dynamic assignment was vested in an individual who didn't work in the network team. A likely future transition from IPv4 to IPv6 only added to the complexity.

The University of West Georgia offers 86 programs of study and is renowned for teacher training and nursing courses. Over 12,000 students and 2,500 staff rely on the network, so IP address problems presented a business risk.

When the answer's always yes, look for the value add

A three-person team was formed to assess the options. It focused on four potential solutions and ultimately chose IPControl™ from BT Diamond IP. "Every time we asked a question the answer was, 'Yes, IPControl can do that.' What's more, the BT team showed us where and how just to prove it," says Rob Yawn.

During the evaluation process BT provided trial software and guided the university through a discovery phase. This uncovered devices on its network and populated a trial database to demonstrate the capabilities of IPControl. BT also assisted with the business case to justify the expenditure and secure the necessary funding.

Phased deployment for a smooth, risk-mitigated transition

A hybrid solution of IPControl™ software with one virtual and one physical Sapphire appliance was selected. The package included professional services to assist with deployment as well as a blend of on-site and off-site training for key individuals.

A three-phase deployment minimized business risk. In the first phase, two new servers were set up. DHCP services for around 10 networks were migrated to IPControl every week over

a three-month period. This allowed sufficient time for services to bed down and enable the network team to assess stability and resolve any issues before tackling the next migration.

Rob Yawn says: "The people from BT Diamond IP were fantastic during the deployment. They were always available and really quick to respond to questions, often providing immediate support online to guide us through."

Phase two saw DNS services transition. Phase three, at the planning stage, will focus on automating student network registration. This will simplify and accelerate the process of connecting new students once the required fees have been paid.

Compressing four-day, labor-intensive process down to four minutes

IPControl has completely transformed IP address management, improving control and efficiency with clear accountability and streamlined processes.

"We're now able to manage and understand our IP address space rather than just use it. Previously, getting a new IP address issued required cooperation from five separate groups of people, taking up to four days. With IPControl, such a change can be achieved by one individual in just four minutes," Rob concludes.

Core services

- IPControl™ software and Sapphire DNS and DHCP servers from BT Diamond IP

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