

CASE STUDY

Cape Fear Community College (CFCC)

Empowering IT Infrastructure With Remote Network Management Solutions

Enhancing IT Infrastructure: How Cape Fear Community College leveraged Domotz and adopt an advanced network management solution



CAPE FEAR COMMUNITY COLLEGE



Cape Fear Community College (CFCC), a world-class public college in North Carolina, uses Domotz to bring its academic institution into the 21st Century.

Faced with the complexities of managing multiple campuses and a plethora of networked devices, CFCC needed a robust solution to ensure network reliability and performance.

Domotz provided the comprehensive network monitoring and management tools that CFCC required, significantly enhancing their IT operations. This case study will address how students work remotely and securely access campus resources using Domotz.



About the client

Cape Fear Community Collage is a world-class public community college offering various educational programs, including associate degrees, diplomas, and certificates. With multiple campuses serving thousands of students, CFCC is dedicated to providing accessible education and promoting lifelong learning.

Based in North Carolina, the college has been educating students for more than 60 years on Health Sciences, STEM, Liberal Arts, Business & Information Technologies, and more.

The college prides itself on its state-of-the-art facilities and its commitment to fostering student success through innovative teaching methods and cutting-edge technology.

The Challenge

As a vocational college, many of their students work remotely and require access to campus resources. In addition, they were at risk of network downtime or performance issues that could disrupt academic activities and administrative functions. To summarize, the college's challenges were as follows:

- **Complex Network Infrastructure:** CFCC's IT department was tasked with managing a sprawling network infrastructure across various locations, including main campuses and satellite sites
- **Lack of Real-Time Monitoring:** The complexity of the network, coupled with the need for real-time monitoring and rapid issue resolution, posed significant challenges
- **Risk of Disruption:** Network downtime or performance issues could disrupt academic activities and administrative functions
- **Necessity for Dependability:** Highlighting the necessity for a dependable network management solution, CFCC needed a tool that could provide comprehensive visibility into their network and streamline issue detection and resolution



The Solution

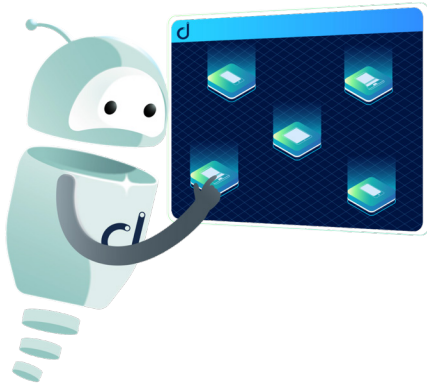


Domotz offered CFCC a robust network monitoring and management platform addressing their needs.

- **Enabling Success in a Sandbox:** The college supports remote and distance learning, requiring the CCT team to create and manage secure "sandboxes" for students and professors. Utilizing Domotz's monitoring capabilities, the CCT team ensures that server farms and virtual machines remain operational, providing a reliable environment for educational activities
- **Tracking Stats and Usage:** The CCT team utilized Domotz's Ubuntu Agent on their servers to monitor and manage virtual machines via Proxmox's virtualization solution. Domotz provides insights into

VM stats and generates alerts for any abnormal server behavior, enabling immediate action from the team

- **Rapid and Remote Response:** Given that students often have full-time jobs, education, and lab work often after standard working hours. In a situation where someone is working on a virtual machine and the system goes into a troubled state, the CCT team leverages Domotz to remotely access the system to restart the server and fix issues quickly
- **More than just Monitoring:** The college faced challenges with managing a complex network across multiple campuses, risking disruptions to academic and administrative functions. Using Domotz, they achieved real-time monitoring, automated alerts, and remote troubleshooting, ensuring network reliability and rapid issue resolution



Implementation

Implementing the Domotz Solution.

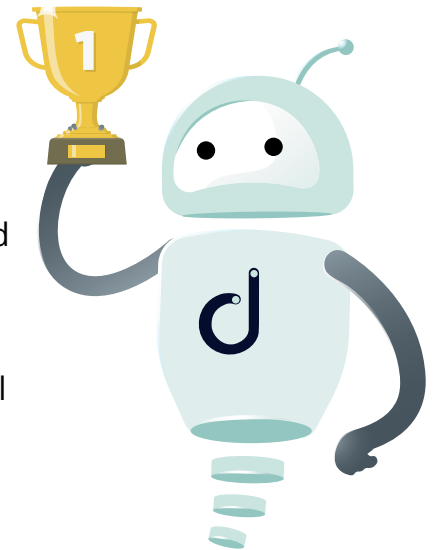
The implementation of Domotz at CFCC was systematic and efficient. The IT team began by deploying Domotz agents across all network segments, ensuring comprehensive coverage. These agents provided detailed visibility into network performance and device status. The team configured customized alerts to monitor critical systems and set up remote access capabilities to troubleshoot issues without the need for on-site intervention.

Training sessions were conducted to familiarize the IT staff with the Domotz platform, ensuring they could leverage its full potential.

Results

Results Achieved by the company:

- **Enhanced Network Visibility:** Comprehensive monitoring of all networked devices allowed for proactive management.
- **Improved Downtime & Efficiency:** Automated alerts and rapid response capabilities minimized network disruptions and allowed remote troubleshooting.
- **Increased Reliability:** Consistent network performance supported uninterrupted academic and administrative activities.
- **Cost Savings:** Optimized IT operations led to reduced operational costs and better resource allocation.



Highlights of the Case Study

Cape Fear Community College's partnership with Domotz highlights the transformative impact of advanced network monitoring and management solutions in an educational setting.

By leveraging Domotz, CFCC achieved enhanced network reliability, improved operational efficiency, and significant cost savings.

This case study demonstrates how educational institutions can benefit from adopting cutting-edge technology to support their mission of delivering high-quality education & services.