

Cisco Tools Advance Collaboration Among Qatar University Community

Customer Case Study



Collaboration applications enable more effective communication and virtual learning at Qatar University

EXECUTIVE SUMMARY

Customer Name: Qatar University

Industry: Higher Education

Location: Qatar

Number of Employees: 2,500 employees and over 15,000 students

Challenge

- Handle increasing student numbers
- Improve teaching standards
- Increase efficiency

Solution

- Cisco collaboration solutions virtualized and delivered via Cisco Unified Computing System and network foundation

Results

- Provided students with easy access to lecture recordings and learning resources
- Increased teaching time for faculty (first online course completed via Cisco WebEx Training Center with faculty feedback pending)
- Reduced IT administration overhead (with 20-plus IT support engineers IT resource ratio to total QU members is very limited)

Challenge

Qatar University (QU) currently has a student body of over 15,000, and that number is expected to increase considerably over the next three to four years, with faculty numbers growing accordingly. It became clear that this level of growth would mean that traditional phone and email communication could no longer deliver efficient cross-campus interaction, particularly given that QU members were more inclined to use bring-your-own-device (BYOD) technology. It was therefore necessary to establish a collaboration platform that could enhance the teaching and learning experience while catering for growing student volume and expectations.

Solution

Cisco helped to implement Qatar University's decision on an architectural approach by installing a BYOD Smart Solution with Cisco® IP telephony, Cisco Unified Communications Manager, Cisco Contact Center Express, Cisco Unity® and Cisco WebEx® Meeting Center. Cisco Jabber™ was also selected for presence and instant messaging, and Cisco Identity Services Engine for single sign-on functionality.

"Qatar University's vision is to be a leading educational institute in the region by producing highly competent graduates, driving quality research, identifying present and future areas of opportunity for the country's growth and preparing students to take hold of these opportunities," says Dr Mazen Hasna, QU Vice President and Chief Academic Officer.

"In order to achieve this, we need to be at the forefront of technology and empower the university's community by supporting our initiatives with resources that put us ahead of the game. Technologies such as Cisco WebEx have helped us to execute these initiatives with a high level of ease and effectiveness by providing us with world-class and user-friendly collaboration tools."

These collaboration applications are virtualized on a data center infrastructure based on Cisco Unified Computing System™ Rack Servers and Cisco Nexus® Series Switches. Delivery is over a campus network comprising Cisco Catalyst® Switches and Cisco Integrated Services Routers, with a wireless network equipped with Aironet® 3600, 3500, 1252, 1242 Access Points managed by a Cisco 5500 Series Wireless Controller.



“Before the introduction of Cisco WebEx at QU, it was not possible to support QU faculty, staff, and students remotely while they were at their desks, at home or out of the country. Now we can fix IT issues remotely with more efficient and effective use of Cisco tools, thus reducing the time in which problems are resolved. Faculty members are now able to deliver lectures to students on and off campus through WebEx and share content in a virtual classroom environment. Online courses can also be conducted by various QU programs.”

Trevor Moore
QU Chief Information Officer



Results

The collaboration tools support BYOD as well as help to improve teaching processes across campus, as students can easily access communication with their professors who in turn can record teaching sessions using Cisco WebEx, making content and learning resources available to students who are unable to attend classes or who want to review content later.

“Our human resources team is using WebEx to carry out interviews with potential job candidates, reducing the costs and time for recruitment,” says QU manager of networking and telecommunications Shuja Ashfaq Ahmad “We are improving collaboration while reducing our IT administration burden. Previously, when an IT problem arose in the classroom, it would not have been possible to resolve it before the end of the lecture. Now we can fix issues remotely so classes can continue as usual.”

For More Information

To learn more about the Cisco architectures and solutions featured in this case study go to: www.cisco.com/go/collaboration

Product List

Collaboration

- Cisco Unified Communications Manager
- Cisco Unified IP Phones 9971, 8961, 7865, 7845, 7906, and DX650)
- Cisco Contact Center Express
- Cisco WebEx Meeting Center
- Cisco Jabber
- Cisco Unity

Data Center

- Cisco UCS C210 and C220 Rack Servers
- Cisco Nexus 7000 Series Switches

Routing and Switching

- Cisco Catalyst 3750 Switches
- Cisco Integrated Services Routers
- Cisco ASR 9000 Aggregation Services Routers

Wireless

- Cisco 5500 Series Wireless Controller
- Cisco Aironet 3600, 1252, 1242 Series Access Points

Security

- Cisco Identity Services Engine



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