



# Inspiring a new generation of learners

University of Dammam enhances student and faculty experiences with unified communications, collaboration, and broad Wi-Fi coverage.

“The addition of high-density Wi-Fi enabled a complete transformation for the university.”

- Dr. Saad AlAmri, dean of Information and Communication Technologies, University of Dammam

Doubling enrollment in just 3 years. Equipping a new building every 4 months. The infrastructure is ready, and learning is uninterrupted.

## Challenges

- Implement a scalable network foundation
- Provide access to course materials from anywhere
- Enable face-to-face online collaboration among faculty

At University of Dammam, the ongoing challenge is growth and technology is essential to connecting its 16 campuses across 500 kilometers (435 miles). Supporting new services and growth requires a robust network.

“We need a solid infrastructure to be ready for the future,” says Muhammad Al-Gharribeh, operations director, University of Dammam. “We want to equip the university with the latest technology to benefit teaching and learning.”

The university wanted a scalable integrated solution for unified communications and collaboration along with the supporting infrastructure to provide wireless and wired connectivity. “Unified access is a fundamental requirement for a world-class university,” says Thamer Ahmed Al-Jahamneh, project manager, University of Dammam.

## Case Study | University of Dammam

Size: 48,000 Students

Location: Dammam, Saudi Arabia

Industry: Education





An end-to-end infrastructure provides reliable services and Wi-Fi for 57,000 users.

**Solutions**

- Deployed Cisco® Unified Access for wired and wireless networking
- Simplified communications with collaboration tools
- Managing networks centrally with Cisco Prime™ Infrastructure

### Increasing user engagement

Students and faculty can now access course materials and lectures from any building on any campus over the Wi-Fi network.

“It’s much easier for faculty to teach and engage students,” says Al-Gharribeh. “We’ve had a tremendous impact on faculty–student engagement.”

### Creating new opportunities

Unified Communications and collaboration applications create new possibilities for research, teaching, and learning. The university now offers distance learning, as well as courses on mobile computing and wireless data networks.



### Simplifying network management

Centralized management enables two administrators to support a network of more than 3200 wireless access points and implement quality of service (QoS) for more than 1,000 switches.

“Everything works in harmony with unified management,” says Salah Addin EIShekeil, network and security manager, University of Dammam.

### Lowering TCO

Efficiencies gained with Cisco Unified Access™ senable greater business agility, operational efficiencies, and delivery of new connected experiences.





**Results**

- Provides robust Wi-Fi for students, faculty, and guests
- Helps faculty collaborate with an in-person experience
- Scales easily to support growth and minimize TCO

**Ready for the next 5 years**

Soon, the university plans to install outdoor access points to allow users to stay connected while traveling around campuses. “We are now positioned for the next 5 years of growth with an expandable network,” says Al-Gharribeh.



## Products & Services

<p><b>Wireless and Mobility</b></p> <ul style="list-style-type: none"> <li>• Cisco Aironet® 3700 Series Access Points with integrated 802.11ac</li> <li>• Cisco 5508 Wireless Controller</li> <li>• Cisco Mobility Services Engine (MSE)</li> </ul> <p><b>Unified Communications</b></p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager</li> <li>• Cisco Unified IP Phones 9900 and 8900 Series</li> </ul> <p><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>• Cisco Unity® Unified Messaging</li> <li>• Cisco WebEx® Meeting Center</li> <li>• Cisco Unified Contact Center Express</li> <li>• Cisco TelePresence®</li> <li>• Cisco Jabber®</li> </ul> <p><b>Data Center</b></p> <ul style="list-style-type: none"> <li>• Cisco Unified Computing System with Cisco UCS® blade servers</li> </ul>	<ul style="list-style-type: none"> <li>• Cisco Nexus® 7000, 5000, and 2000 Series Switches</li> </ul> <p><b>Routing and Switching</b></p> <ul style="list-style-type: none"> <li>• Cisco Catalyst 6500, 4500, 3850, and 3750 Series Switches</li> <li>• Cisco 3900 Series Integrated Services Routers</li> </ul> <p><b>Security</b></p> <ul style="list-style-type: none"> <li>• Cisco ASA 5585-X, 5580, and 5540 Adaptive Security Appliances</li> <li>• Cisco Identity Services Engine</li> </ul> <p><b>Systems Management</b></p> <ul style="list-style-type: none"> <li>• Cisco Prime Infrastructure</li> </ul> <p><b>Services</b></p> <ul style="list-style-type: none"> <li>• Cisco SMARTnet® Services</li> <li>• MDS Arabia: Planning, Installation, and Deployment</li> <li>• Global Knowledge: Professional Services and Training</li> </ul>
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