

# Cyprus University of Technology Teams with Cisco & Logicom Solutions Ltd to Provide a Superior Student Experience

Cisco Customer Experience team collaborates with university and Logicom Solutions Ltd to enable safe, secure network access for students and administrators



## Customer name

Cyprus University of Technology

## Industry

Public Sector

## Location

Cyprus



## Executive summary

Cyprus University of Technology collaborates with Logicom Solutions Ltd and Cisco Customer Experience to create a custom-designed robust and scalable network solution across their vast network.

## Objective

- Build a strategy to align technology solutions with educational and administrative needs
- Provide secure, dependable access to research tools and resources for students across multiple sites
- Scale up access to remote e-learning during global pandemic

## Cisco CX Solution

- Cisco Customer Experience (CX) team partnered with University and Logicom Solutions Ltd to assist in design, project execution, and optimization
- Cisco ISE and Cisco FTD firewalls enable secure, role-based access to learning resources
- Cisco routing and switching solutions provide dependable connectivity to fiber backbone

## Business Outcome

- Support by Cisco CX provides a technology framework to support secure learning across a variety of sites
- Cisco CX and Logicom Solutions Ltd offer strategic advice to help University choose the best solutions to meet their needs
- Dependable Cisco switching solution has provided non-stop operation since 2007

## Building a smart, secure infrastructure for world-class education

Established in 2004, Cyprus University of Technology was created to fulfill a unique role for undergraduate and post-graduate students in the region. It was designed to offer degrees not available from the University of Cyprus or other higher education institutions, in the fields of engineering and technology, communication and media studies, geotechnical sciences, and many more.

Based in Limassol, the second largest city in Cyprus, the University consists of six faculties and a Language Center. It has no central campus, but extends across 45 buildings throughout the city center. Technology plays a key role in bringing these disparate sites together.

“We maintain several research websites to support students and the academic community who are publishing content from their research programs,” said Kika Christou, Network Engineer, Cyprus University of Technology. “We also support a variety of administrative services, including payroll, accounting, student records, and other internal services.”

This decentralized approach makes it challenging for the University’s small IT team to connect and manage technology at multiple sites. When its existing technology was nearing end of life, Cyprus University of Technology turned to Cisco and its partner Logicom to help it plan and deploy the technology it needed to give students, faculty, and staff secure access to the services they need.

## Ensuring safe, secure network access

The Cisco CX team played a key role in providing a custom-designed solution to meet the University’s requirements. Working closely with Logicom Solutions Ltd engineers, the team assisted the University in developing and articulating its requirements and building a technology solution to meet the requirements.

At the heart of the solution is a Cisco network infrastructure, featuring Cisco Catalyst Switching solutions that provide connectivity to the University’s fiber backbone. Cisco Meraki wireless access points provide cloud-managed support for connectivity to students and faculty, regardless of location.

Security is essential to the solution, because the University retains a large volume of private student and employee information.

“ Having Cisco as a vendor provides access to a large portfolio of products that work together in an efficient way. Logicom Solutions Ltd’s knowledge of all this equipment, together with guidance from CiscoCX, has solved a lot of our problems. Although we only have a small team to manage the network and security, we are confident we can keep the network available and working without problems. Together, Logicom Solutions Ltd and Cisco consistently provide the support we need, in a short period of time.”

Kika Christou, Network Engineer, Cyprus University of Technology

“We want to keep our students’ personal information secure, including sensitive information about their health,” said Christou. “We need to keep medical records secure, and the same compliance needs apply to the staff. We are members of the EU, so we are required to meet GDPR regulations.”

To provide the secure, granular access control the University required, Cisco and Logicom Solutions Ltd recommended Cisco Identity Services Engine (ISE). Cisco ISE now offers a dynamic, automated approach to policy enforcement, enabling IT to know who, what, where, and how endpoints and devices are connecting. Cisco ISE works hand in hand with Cisco FTD threat-focused, next-gen firewalls that provide advanced threat protection before, during and after attacks.

“In terms of managing Cisco ISE and FTD, the logic behind these products is seamless, making it very easy for administrators to get used to these products and perform configurations and changes,” said Christou. “This provides us a lot of flexibility. We can apply rules based on users, user groups, device groups, or anything we wish.”

### Ramping up remote learning in a pandemic

Although the University had a robust remote learning environment in place, the COVID-19 pandemic placed new demands on its IT team. The University already had deployed a wide range of Cisco Unified Communications and Collaboration solutions, including Cisco Jabber for chat and placing voice calls. The healthcare crisis put additional pressure on the IT team to rapidly scale up to support additional users.

As it continually enhances its technology to support the latest product features and capabilities, the University continues to work closely with the Cisco CX team and its partner for guidance on getting the highest return on its technology investment. “

As we migrated to the newest version of our wired security solution, Cisco arranged for an engineer to review our configuration, and provided numerous tips and information to make our setup more secure and flexible. We have a good working relationship with the Cisco CX team, and are thankful to have them on our side.” With its scalable, dependable infrastructure in place, Cyprus University of Technology is confident that it will continue to deliver an outstanding educational experience to students for years to come.“

“ We had system set up, and it was quite easy to transition to additional online work and studies,”

Before COVID, we had anywhere from 100 to 200 students, administrators, and academic staff connecting from home via VPN. At the peak of the COVID outbreak, the number of users ranged from 600 to 1000. Our Cisco FTD VPN concentrator enables us to handle all the traffic efficiently, with no problems.”

Kika Christou, Network Engineer, Cyprus University of Technology

## For more information

To find out more about Cisco Customer Experience and how we can accelerate your success, checkout our ebook, [Accelerate Your Journey to Intent-Based Networking With Cisco Customer Experience](#).

“ We have had Cisco networking equipment installed in some of our buildings since 2007, and it has been working non-stop and not always under ideal environmental conditions.

Its un-interrupted operation over the years has proven that the solution is reliable.”

Kika Christou, Network Engineer, Cyprus University of Technology