UNIVERSIDAD ANA G. MENDEZ
DIGITAL INNOVATION

ANA G. MÉNDEZ UNIVERSITY
UAGM

INDUSTRY
HIGHER EDUCATION

LOCATION
SAN JUAN, PUERTO RICO.

KEY CHALLENGES

- Virtual machine infrastructure life cycle management with security profiles.

- Infrastructure capacity and performance management

- Maximize the use of laboratory classroom per student demand.

- Provide the student infrastructure access without security penalty and risk.

"CPCORP has been a trusted business partner to UAGM over the years. We work very well together and rely in their technology knowledge and service execution".

**Kenneth Rodriguez
Chief Information Officer
Universidad Ana G. Mendez**

Founded in 1941 Universidad Ana G. Mendez is the largest private university Puerto Rico as per IPEDS. UAGM has a student body of thirty-five thousand (35,000) students in three (3) mayor campuses and fifth-teen (15) locations in the Island and one (1) online campus. Also, five (5) universities centers distributed in the southeast region in the USA.

In addition, UAGM runs the only PBS affiliated TV Channel in Puerto Rico called Sistema TV-Canal Universitario. UAGM offers a wide variety of academic programs which includes: Technical Certificates, Associated Degrees, Bachelors, Masters, Doctorates programs.

Universidad Ana G. Mendez is a pioneer in academic innovation and is a leader in utilizing and adapting technology to provide the best learning experience to its student body.

Challenges

Universidad Ana G. Mendez wanted to optimize and streamline their day to day IT operations processes. For UAGM this was a priority because of the university rapid growth and following its strategic plans of adding new academic offering and geolocation expansion project. UAGM wanted to standardize virtual infrastructure processes such as virtual machine life cycle management and server security profiling. This also included firewall rules management and optimizing networking recourses. Since the server VM creation process was Ad-Hoc, the university's IT teams could not to do proper capacity planning thus resulting in unanticipated resource starvation.

In addition, Universidad Ana G. Mendez needed to improve its agility on maintaining existing classroom laboratories, provision new ones with the specific course characteristics of each one and decommission the old ones no longer in use. This last point was very important, because the university wanted to make sure they are not wasting compute and/or storage resources. UAGM not only wanted to achieve operational automation in the classroom laboratory environment creation and provisioning process, but also take that operational burden from its day to day IT personnel. In that way the IT staff can be more efficient and focus on more strategic task or projects. Another very important requirement of the solutions, was the ability to separate the university's business and administrative related operation from the student and laboratories infrastructure.

The last desired outcome of this strategy was the ability to provide students with an easy to use, reliable and secure solution to access all academic and laboratory resources, from anywhere in the World and without compromising user experience.

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SOLUTION

- VM provisioning, automation and orchestration with vRealize Automation and NSX.

- vRealize Operation and Business providing the capacity and performance visibility.

- Horizon Application delivery using laboratory classroom as a multi-discipline facility.

BUSINESS BENEFITS

- Redundant infrastructure

- Self-provisioning standardizing VM profile in a secure matter.

- Micro-segmentation capabilities allowed security teams to implement zero trust and flow monitoring, to provide vm to vm flow visibility.

- Non-dedicated laboratory classroom.

VMWARE FOOTPRINT
- VMware vRealize Suite
- VMware Horizon
- VMware NSX Advanced
- VMware NSX for Desktop
- VMware vRealize Network Insight

The Solution

CP Corp architected, designed and implemented a new VMware virtual infrastructure separating the infrastructure in several business units (academic, administration, campus, etc.) to provide accountability to each organization. Each organization capable to provision their own workloads applying corporate networking security profiles and management approval guidelines. In this solution VMware vRealize Automation, NSX Advanced, vRealize Network Insight, vRealize Operations and Business were deployed.

To provide a multifunctional and non-dedicated laboratory classroom UAGM needed a solution capable to delivery applications based on profiles independent of the physical laboratory classroom and devices (desktop, laptop, thin clients, tablets, etc.). Architecting, designing and implementing VMware Horizon Enterprise UAGM with NSX for desktop UAGM were able to delivery all types of applications in all laboratory classrooms facilitating the students the use of any laboratory classroom and at the same time applying security profile guidelines. Also, VDI pools were deployed for specific application use case.

Business Benefits

Providing basic workloads, involved several resources from several areas such as networking, servers, security and storage which translate in hours of work. Delegating self-provisioning processes to the different business units reduced hours of tasks were today key IT contributor in UAGM today can focus in what is valuable to the organization.

Having non-dedicated laboratory classrooms provide UAGM to leverage existing investment minimizing the need to add more laboratory classrooms. With VMware Horizon, IT personal can dedicated time in more strategic task and business unit projects. Also, the student community have the flexibility to select any available laboratory classroom because the services will be based on the student profile. In the near future UAGM will be using the same infrastructure to delivery specific business applications to the administrative division with the minimum intervention of IT resources.

PARTNER

CPCORP, Inc.
Puerto Rico

For more than 11 years, CPCORP has had the privileged of working with the UAGM team and providing them best of breed solutions and services.

CP core