

# DeviceExpert helps leading university's campus network infrastructure stay in top shape

“ We looked at products from several network configuration management software vendors, and DeviceExpert proved to be a very good fit for us overall.”

- Daniel Mola, Network Specialist, Princeton University.



Princeton University, one of America's top research universities, uses ManageEngine DeviceExpert to automate network configuration management and upkeep its network infrastructure.

Company : Princeton University

Industry : Education

Business : Educational Institution

Location : Princeton, New Jersey, USA

Solution : ManageEngine DeviceExpert

## About the Company

Princeton University is one of the leading research universities and the most outstanding undergraduate college in the world.

Established in 1746, it is currently located in Princeton, New Jersey, USA. Princeton University is a large institution housing approximately 10,000 students and 3,000 staff including faculty members.

The university offices span across 200 buildings and in order to centrally manage network configuration changes for its network devices, Princeton was on the lookout for a cost-effective solution with a broad feature-set. ManageEngine DeviceExpert met Princeton's requirements to a tee and ensured that there was minimum disruption in network.

## Business Challenge

Technology has been a great medium to accelerate education. Universities today have to be swift in adopting latest methods in technology to give students that edge they need to fare that much better. Be it providing computer systems, internet access, wiring up labs, supporting research projects, networking all departments; IT staff at universities not only have a tough task of setting up the network infrastructure, but also have to maintain maximum uptime of the network.

In order to cater to the such technology needs in its facility, Princeton deploys over 1000 switches and access points, and a large number of other network devices from multiple vendors. Princeton's biggest challenge was automating configuration changes for these network devices and ensuring that the network is always operational and available to users at the university campus. They really could not afford huge downtimes. This aside, not having centralized control over configuration tasks was turning out to be headache what with several administrators inflicting changes.

“With frequent configuration changes being done manually on our network devices, there was always a chance of something going wrong and the whole campus network failing as a result.”

-Daniel Mola, Network Specialist, Princeton University.

## Solution

Princeton needed to ensure that periodic network configuration changes done were error-free and were tracked properly. They were in need a solution that could automate the device configuration and change management process, was scalable to support a large number of multi-vendor devices and extremely easy to use. The solution had to offer centralized control, and effectively, upkeep network health. Daniel and his IT team evaluated several products before narrowing down on DeviceExpert to be the best solution that met all their requirements.

**“Princeton has network devices from different manufacturers. Understanding and working with different configuration parameters and commands for all these varied network devices, was tedious and time-consuming. DeviceExpert provided us with a single, unified console by which we could automatically push and track configuration changes to all these devices without much expertise and effort,”** says Daniel from Princeton.

With ManageEngine DeviceExpert, Princeton could enforce all essentials of an effective network change and configuration management system that was required to manage its core campus infrastructure, so that students and staff have uninterrupted access to all important network resources.

## Why choose ManageEngine DeviceExpert?

There were many reasons that contributed to DeviceExpert being the chosen product at Princeton. One of the most prominent ones was its ability to automatically push configuration changes to 'multi-vendor' network devices and be able to manage them centrally. This greatly reduced the network engineers' burden of having to deeply understand the configuration processes in different devices.

Being able to schedule configuration changes at desired time-periods - was another highlight that was very essential for Princeton. This helped network administrators be at ease and concentrate on other important IT management tasks and hence improved their productivity. DeviceExpert gave them the centralized control they were looking for to track the changes in their core network devices.

Moreover, Princeton was extremely pleased with the DeviceExpert team's willingness to work with their specific needs and provide solutions to their problematic issues.

**"The fact that we were able to schedule configuration updates to multi-vendor devices simultaneously, coupled with the ability to get periodically alerted on the change status - all from an intuitive web-interface in quick time, made DeviceExpert our obvious choice,"** remarked Daniel. **" DeviceExpert's ability to scale to manage a large number of our devices impressed us further,"** Daniel pointed out.

ManageEngine DeviceExpert is a powerful solution that can solve multiple problems when dealing with change control of your network infrastructure, be it - automating time-consuming tasks, tracking and securing configuration changes, minimizing security threats by enforcing policies & compliance standards on network devices so that they remain compliant, and auditing activities & making comprehensive reports available.

DeviceExpert further, seamlessly integrates with a host of other products from the ManageEngine stable, to exceed every conceivable expectation of a complete enterprise management solution. And with an affordable price tag on it for the rich set of features it offers, it has a tremendous return on investment when compared to other similar solutions in the market.

## Result

The deployment of DeviceExpert has made life easy for the network engineers at Princeton. They are in total control of the frequent changes that happen in their network devices and are able to manage them effectively. Running behind time and losing sleep over manual and error-prone configuration updates, are no longer experienced.

"We have saved several man-hours by automating configuration updates using DeviceExpert, which otherwise would have been a nightmare. DeviceExpert has helped us in maintaining the overall network infrastructure," says Daniel.

Upkeeping a large university's network infrastructure is no mean task, and Princeton has been successfully able to achieve that using DeviceExpert. The staff and students of Princeton now have access to network resources with bare minimum interruptions, and can happily go about their business. Princeton currently manages about 1000 devices using DeviceExpert with a number of administrators, and they plan to scale to higher numbers. They are confident that ManageEngine DeviceExpert will gear them up to face this challenge with utmost confidence.

## About DeviceExpert

DeviceExpert is a web-based, multi-vendor network configuration, change and compliance management (NCCCM) solution for switches, routers, firewalls and other network devices. A trusted solution used by thousands of network administrators around the world, DeviceExpert helps administrators to take total control of the entire life cycle of device configuration management.

## About ManageEngine

ManageEngine is the leader in low-cost enterprise IT management software. The ManageEngine suite offers enterprise IT management solutions including Network Management, HelpDesk & ITIL, Bandwidth Monitoring, Application Management, Desktop Management, Security Management, Password Management, Active Directory reporting, and a Managed Services platform. ManageEngine products are easy to install, setup and use and offer extensive support, consultation, and training. More than 30,000 organizations from different verticals, industries, and sizes use ManageEngine to take care of their IT management needs cost effectively. For more information, please visit [www.manageengine.com](http://www.manageengine.com).



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