



## Davis Schools Get A Network for the 21st Century

**One of the goals of the Davis Joint Unified School District (DJUSD) concerns applying technology to both improve student academic achievement and support the work of the district.**

However, says the district's Manager of Technological Support, Bob Kehr, an aging technology infrastructure struggled to meet the instructional and administrative needs of the district's 17 K-12 school campuses.

### Outdated Infrastructure

"We had the usual frustrations," Bob notes. "Lots of hours fighting fires, thanks to equipment failures, and escalating frustrations over bandwidth issues."

But it was the inability to easily incorporate and leverage emerging technologies such as VoIP, wireless, and mobile that made it clear something had to change.

"We looked at various painpoints," Bob recalls. "Inevitably, the culprit was our infrastructure. For example, we thought unified communications might be a good way to deal with long-standing phone system issues, but we knew our network could never handle the increased activity."

### Network Re-architecture

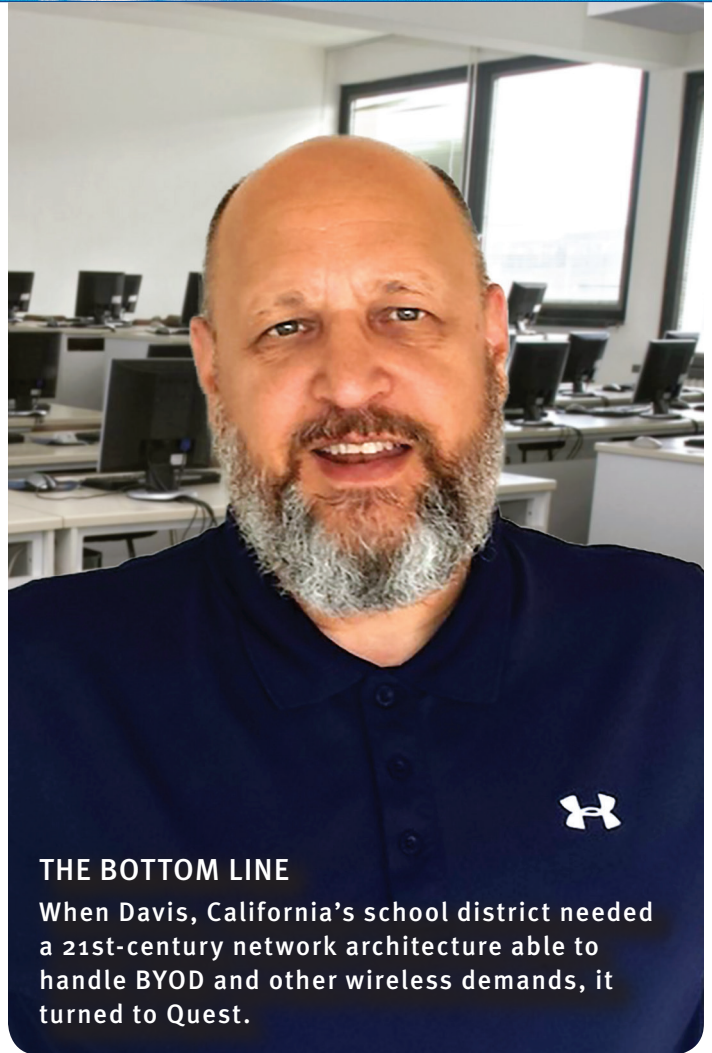
Clearly, without addressing the limitations of its network infrastructure, the district would not be able to build the kind of robust instructional environment it desired.

So when an opportunity in the budget appeared for some serious upgrading, Bob gave technology partner Quest a picture of where the district was and where it wanted to go.

Quest came back with two scenarios: a forklift upgrade replacing everything with new but similar quantity and quality — or a complete re-architecting of the DJUSD network.

For reasons that include the ability to simplify and lower the cost for future upgrades, DJUSD chose a re-architecture.

The 21st-century network was designed and implemented in collaboration with Quest's Professional Services group. DJUSD is responsible for maintaining it but generally engages Quest for Tier 2 & 3 support.



### THE BOTTOM LINE

When Davis, California's school district needed a 21st-century network architecture able to handle BYOD and other wireless demands, it turned to Quest.

## IN THIS ISSUE

Back to school — with a new Quest network architecture

**2** From Tim Burke:  
Building better wireless

**3** Profile:  
Quest's Wireless & Mobility Solutions

**3** Did You Know?  
Why you need to prep your network for mobility

**4** What's New...  
Quest's latest Cisco cloud certification

FROM TIM BURKE...

## Building Better Wireless By Mapping Your Goals

Wireless chatter really is everywhere: I recently saw an ad from a major pain relief company touting the benefits of its latest product, a “wireless” pain patch.

But wireless implementations can be plenty painful, and there’s no magic patch to ease the strain.

When clients ask us the best way to ensure that a wireless service performs as desired, we advise them to begin by asking — in non-technical terms — what they’re trying to accomplish.

For example, do you want to give access to anyone (everyone?) walking the halls? What about the parking lot? How about visitors? What level of access feels comfortable in terms of security, cost?

The key is to keep the conversation from devolving into a discussion about products or technologies (e.g., controller vs. cloud) until you’ve first mapped out your goals for implementing the technology.

Armed with these non-technical objectives, crafting an SLA or delivery contract that realistically meets the needs of users becomes possible.

Lastly, don’t fall for a ‘set it and forget it’ solution sell — there’s no such animal.

Technology is change. Your single technology constant should be a technology advisor/partner you can rely on.



CHECK OUT MORE OF TIM’S THINKING AT [www.questsys.com/CEOBlog/](http://www.questsys.com/CEOBlog/)

### NEW NETWORK ARCHITECTURE (Cont. from p. 1)

The new network provides wireless access points and provisioning for high-density environments like classroom and administrative areas, boosting bandwidth between schools and enabling faster access to content and the Internet.

“Support for wireless and mobile devices is essential,” Bob explains. “We anticipate a need for BYOD flexibility, and we expect a lot of devices in any one location at any time. Our design gives us that flexibility.”

“With Quest, I always know I’m still the one in control of my project.”

### Quest’s Education Savvy

The district chose to partner with Quest for this major initiative because, says Bob, “Quest understands the unique character of an educational environment.”

This includes providing data center Internet connectivity to the high-speed Corporation for Education Network Initiatives in California (CENIC) backbone.

The district’s own relationship with Quest began almost 10 years ago. Since then, DJUSD turned to Quest for its expertise in everything from Professional and Managed Services to Staffing and Maintenance Contract Management.

This most recent effort has Quest providing expertise in infrastructure design, and wireless and classroom audio/visual, among others. DJUSD also uses Quest’s cloud-based Infrastructure as a Service (IaaS) to balance budget and staff realities with clients’ accelerating technology demands.

“Technical expertise and knowledge are very expensive,” Bob observes. “Factor that in and IaaS is more cost-effective.”

### Responsiveness and Respect

Yet, he says, technical ability is only half of the equation when it comes to effective partnership. “Responsiveness and respect makes up the other half.”

“I know I can call on Quest’s Andrew Samms or Dave Montano and get a prompt response. And Quest never tries to persuade you that there’s only one answer, one solution. What’s more, they respect your input and incorporate it into their suggestions. With Quest,” Bob emphasizes, “I always know that I’m still the one in control of my project.”

Work with Quest continues, with numerous projects under discussion as DJUSD continues its goal of applying technology to the challenges of providing education in the 21st century.

# Quest's Wireless & Mobility Solutions:

## From Cabling to the Cloud — the Mobility You Need

If you're not yet figuring out how to integrate your employees' mobile devices into your IT network infrastructure, you will soon (see *DID-YOU-KNOW* below). Quest offers the solutions and services required to create the wireless network capabilities you need.

### Wireless Assessment

Quest will help you identify equipment placement, power and wiring requirements, recommended access point positioning, and other critical aspects of a secure wireless network.

We'll determine requirements (signal coverage, security, etc.), gather data (e.g., where are your access points?) and provide you analysis and feedback — including recommendations and, as appropriate, an installation proposal.

### Wireless Design & Implementation

Quest's experts help you get the wireless access you need, whether that's via on-

premise gear that you own and operate, gear that we manage for you, or one of our cloud-based services, such as Infrastructure as a Service (IaaS). Or we can customize a combination of these options to meet your organization's particular needs and goals.

Our Wireless Design & Implementation services include design and installation of wireless and infrastructure cabling as well as high-speed business communications cloud services — all graded for commercial, government, education or cable TV (CATV).

### Wireless Security

Quest's Managed Security services include wireless monitoring and management along with application and network coverage.

### Unified IP Communications

We'll enable you to integrate wireless capabilities while cutting costs and dramatically simplifying provisioning, management, and maintenance.

### VoIP Needs Assessment

Is your network ready for Voice-over-Internet? How about mobile VoIP?

Quest's VoIP Needs Assessment reviews your hardware, its loads and fault tolerance capabilities, and determines requirements for additional functionalities and integration with other systems, including wireless, voicemail, etc.

### Network Performance Monitoring & Maintenance

Quest knows how to optimize your existing data, voice, wireless, Internet, and cable infrastructure with a network performance monitoring program covering your LAN, wireless, databases, applications, WAN, and VLAN.

### Mobile Device Management & Security

Quest can help you identify, track, manage, and secure the mobile devices your employees use.

## DID-YOU-KNOW?

### Why You Need to Prep Your Network for Mobility

Are your employees using their mobile devices at work? If they haven't yet started — and ask around, because bring-your-own use can be surreptitious — odds are they will soon.

Recent studies by Nemertes Research reveal why you need to prepare your communications/collaboration infrastructure to deliver voice, video, and data to employees' mobile devices:

#### When it comes to mobility...

- › 92% of companies now support bring-your-own-device (BYOD)
- › In more than half of companies, 12%+ of employees use mobile devices as their primary computing platforms

- › 73% of firms expect the number of employees primarily using mobile devices to increase over the next year
- › Almost 10% of companies are replacing desktop or laptop computers with tablets
- › By the end of 2014, on average, 20% of employees will use a tablet as their primary computing device, and 24% of IP telephony clients will be mobile endpoints

#### When it comes to unified communications...

- › 9% of firms now extend instant messaging to mobile users
- › 30% of companies are integrating voice in some manner, typically by implementing simultaneous ring or extension forwarding to mobile devices

## What's New...

# Uniquely Certified!

## Quest becomes the *only* Cisco Master Service Provider with 3 cloud & managed services designations

Having already received Master Service Provider designations from Cisco in both Infrastructure as a Service (IaaS) and Desktops as a Service (DaaS), Quest has also achieved Cisco's Master Service Provider Certification for Disaster Recovery as a Service (DRaaS).

"We are proud that we are the only Cisco Master Service Provider with all three designations," says Quest President and CEO Tim Burke. "We have been one of the earliest Cisco partners for nearly 20 years now, so this is fitting."

The Cisco Master Service Provider Certifications recognize Quest as having the capabilities to sell and deliver IaaS, DaaS, and DRaaS cloud and managed services, including the ability to envision and build cloud and managed services solutions capable of addressing customers' unique needs.

As a Cisco Master Service Provider Certified Partner, Quest will sell and deliver at least two Cisco Powered services (managed and/or cloud services with Cisco Powered services designations), built on the IT Infrastructure Library (ITIL) framework, and provide enhanced management and stewardship practices to its customers. Cisco Powered services allow customers to connect with confidence to achieve faster time to value by minimizing technology lifecycle complexity to reduce cost and risk.

"These certifications," says Tim, "show our customers our commitment to using scalable, flexible technology solutions that enable them to build their own clouds without any upfront capital, which accelerates their time to market and time to revenue."



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### IN THE MEDIA ROOM

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([www.questsys.com/CEOBlog/](http://www.questsys.com/CEOBlog/))

#### QUEST EXECUTIVE BRIEFS

##### Getting the Most from Cloud Computing

**(3-part series):** Learn what it is and how it can help your business thrive (<http://www.questsys.com/getMostCloud/>).

##### 10 Strategic Essentials for Boosting Business' IT Security

Key strategic security steps every organization should take (<http://www.questsys.com/BoostITSecurity/>).

##### Protecting Your Critical Business Data:

**The Data Loss Prevention Payoff:** How data loss prevention (DLP) technology can protect corporate data from misuse, malicious or otherwise (<http://www.questsys.com/PowerofDLP/>).

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### Quest | STRATEGIC ADVISOR

**Publisher:** Tim Burke

**Editor:** Barbara Klide

**Contact the editor at:** [barbara\\_klide@questsys.com](mailto:barbara_klide@questsys.com)