



# >THIS IS THE WAY

WE EDUCATE THE WORLD THROUGH ENGAGED  
LEARNING SOLUTIONS

# >THIS IS NORTEL™

## Solution Brief

### Nortel solutions for education

#### Challenges faced by universities and colleges

At Nortel, we understand the real issues that you face in the education environment. We have worked with many universities and colleges to implement solutions that help to improve the way in which they work and deliver education. We have highlighted some of the key business realities in the education sector below:

- > *Increasing competition between education providers:* High levels of education and facilities are key to attracting and retaining high-quality students, high-quality teaching staff and world-class researchers. These factors can play a major role in attracting funding. There is also a need to work more closely with local businesses for mutual benefit.
- > *Increasing student expectations:* Students today have been brought up in the video and computer age. They are demanding high-speed,

instant access to self-service administration, course information and collaborative capabilities whether on or off campus.

- > *Pressures for digital learning and services on demand:* Education is becoming a 7x24 business, delivered increasingly on-line. Digital learning can encompass libraries, and both traditional and virtual classrooms providing on-line access for mobile and sometimes dispersed student populations. E-Learning and administrative applications have driven the need for data centres for high performance and business continuity.
- > *Doing more with less:* IT staff are already stretched to the limits. The drive to introduce new technology for educational and administrative purposes and the demands of the student population mean that this can provide even greater pressure. There is also pressure to introduce revenue-generating services.

#### Nortel products and solutions for education:

- > *Professor/student on-line collaboration*
  - Multimedia capabilities from Nortel Multimedia Communication Server (MCS), e.g. audio/video/Web conferencing, document sharing, peer-to-peer file transfer and secure instant messaging and chat can be used to provide a more engaged learning experience.
- > *Facilitate distance learning*
  - Enable more students to attend the most popular classes by extending the classroom outside the traditional walls and enable secure distance learning. Nortel's secure multimedia applications can be used to join on-line classes, ask questions, conduct polls and enable collaboration.
- > *Mobility across the campus*
  - Cover the entire university campus inside and outside with a secure, wireless LAN and Wireless Mesh network enabling anywhere, anytime access to on-line education resources, e.g. schedules, courseware and enrollment.
  - Nortel WLAN 2300 series and Wireless Mesh Network provide full indoor/outdoor coverage for voice and data services, robust security and simplified management with self-configuring, self-optimizing and self-healing capabilities. The Nortel WLAN solution also allows for extended hotspot access for visiting parents.



> *Information on demand*

- Access course schedules, events, exam results and itineraries from any IP phone, PDA, PC or even a mobile phone with Web access, via the Citrix Application Gateway and Nortel's customisable IP phones to provide secure access to information.

> *Contact centre and self-service*

- Universities experience peak traffic for handling student enrollments, exam results and course enquiries. A Nortel contact centre can enable education institutions to provide fast, effective service by routing calls to the appropriate member of staff trained to handle that enquiry.
- Nortel self-service voice applications with speech recognition enable staff, students and the general public fast and convenient access to course information, directory enquiries and schedules.

> *Utilise technology to provide revenue-generating opportunities*

- Applications such as the Nortel contact centre and desktop IP phone applications enable you to offer revenue-generating services to local businesses and provide students with invaluable work experience.

> *Security*

- As education resources and processes become increasingly tied to the network, the security of the network becomes paramount. The usage of the network for illegitimate peer-to-peer traffic (students downloading music and video or Internet gaming, etc.) is also a major concern in the education sector, consuming a vast amount of bandwidth and impacting the performance of legitimate education applications.
- Nortel provides a unified security framework to ensure an always-on network. Nortel secures the education data centre infrastructure and networks with Threat Protection System, Switched Firewalls, Application Switches and secure remote VPN access to create an adaptive defense against hacks, attacks, worms and viruses anywhere in the campus network. The Nortel security infrastructure ensures these threats can be contained without compromising the speed and performance of education on-line applications.

> *High-performance storage and data centres*

- Storage and data centre communications at light speed for improved application performance, disaster recovery and business continuity. Nortel can help you manage and access all your data and our data centre solutions are certified to work with all the major storage vendors such as EMC, Sun, IBM and Brocade. These solutions also provide the basis for internetworking with other universities or research networks. Nortel also provides IP MPLS and Ethernet WAN solutions to intelligently connect dispersed sites together.

**Why Nortel**

Nortel has a wealth of experience working with the leading education institutions around the world and can help you move the education experience to the next level of engaged learning with secure multimedia applications available anytime, anywhere.

Click on-line at: [www.nortel.com/solutions/enterprise/index.html](http://www.nortel.com/solutions/enterprise/index.html) for more information.

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Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, Voice over IP, multimedia services and applications, and wireless broadband designed to help people solve the world's greatest challenges. Nortel does business in more than 150 countries. For more information, visit Nortel on the Web at [www.nortel.com](http://www.nortel.com).

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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