



Guilford College



Guilford College Graduates to Juniper’s AI-Driven Network for Wi-Fi and Bluetooth® LE Location

Guilford College is a premier liberal arts school located in Greensboro, North Carolina. The school opened in 1837 with 25 males and 25 females, making it the first coeducational institution in the South. In addition, it was the only educational institution to remain open during the American Civil War.

In 2017, the school was ready to upgrade its five-year-old Cisco wireless LAN (WLAN) infrastructure.

“Our primary goal was to provide reliable and measurable Wi-Fi coverage in classrooms, residential buildings, and the student union,” says Chuck Curry, director, Information Technology and Services (IT&S) at Guilford. “However, because we only have two full-time networking people, ease of operations and automation was also paramount.”

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Guilford evaluated several options to streamline and improve its wireless services, eventually landing on Juniper, which uses machine learning and proactive automation to improve user experience and eliminate many operational burdens. In other words, Guilford now has the potential to use artificial intelligence to improve and simplify its wireless network.

SUMMARY

INSTITUTION

Guilford College

INDUSTRY

Education

CHALLENGES

Provide ease of operations and automation for reliable and measurable Wi-Fi coverage in classrooms, residential buildings, and the student union

SOLUTIONS DEPLOYED

Juniper Mist™ platform

BUSINESS RESULTS

Automate daily Wi-Fi operations, simplify troubleshooting, and provide every student with a great mobile experience



According to Curry, “The Juniper technology breaks free from traditional Wi-Fi conventions. It is the most modern cloud platform on the market, providing unique visibility into the user experience and automation of day-to-day troubleshooting and operations.”

After engaging with the Juniper team, Guilford quickly decided to move from a small footprint to full campus-wide deployment. With the help of a few students, the entire Juniper network (consisting of 400 AP41s) was deployed in just a few weeks.

“We were able to install the Juniper APs into the existing ceiling mounts and then leverage preconfigured templates for configuration,” Curry explains. “The average Juniper AP was up and running in just 5 minutes, which was completely awesome!”

The biggest value of the Juniper system, however, came after installation. Service levels were set to measure key metrics—like coverage and capacity—to help provide the Guilford campus community with the best service possible. The new technology also allows IT&S to rapidly isolate issues and address other non-wireless problems efficiently.

“Other than some students not knowing their Wi-Fi passwords, we did not have any actual Wi-Fi issues with our new Juniper rollout, which is pretty incredible.”

Going forward, the Guilford team has its eyes on several additional products and programs to further elevate user experience, such as personal WLANs that will allow for PC devices like Chromecast®, AppleTV®, and gaming systems in residence halls to function more seamlessly. In addition, the Guilford team is interested in extending its wireless capabilities outdoors, i.e., beyond the classrooms, residence halls, and other buildings to outdoor common areas. The Juniper Mist platform also comes equipped with Bluetooth® Low Energy (BLE) for location-based services and analytics to help personalize experiences across the campus.

Today’s digital classrooms need amazing wireless networks that are predictable, reliable, and measurable. By choosing the Juniper AI-Driven Network, Guilford College graduated to a modern cloud platform that uses Mist AI™ to automate daily Wi-Fi operations, simplify troubleshooting, and most importantly provide every student with a great mobile experience.

FOR MORE INFORMATION

To find out more about Juniper solutions, visit www.juniper.net.

