BUILDING A NETWORK FOR SUCCESS

TEKSCAPE

Success Academy is a New York charter school located throughout Manhattan, Brooklyn, Bronx, and Queens. With more than 40 shared schools in the city and two buildings, Success Academy provides education for over two thousand elementary-to-high-schools students.

In 2017, after winning a public bid, Success Academy was looking for a partner to build out the network for its new location in Hudson Yards. Tekscape became that partner. The project encompassed several floors and classrooms and administrative conference rooms. Every room and floor needed to have high-speed internet access at all times to support the increasing traffic. "Most of our classes use cloud-based programs and apps. If the network is down students can't access their programs, which in turn affects their ability to learn." With Tekscape's help, Success Academy decided to deploy a Cisco Enterprise infrastructure that gives them more control of their IT environment.

By working on this project, Success Academy had the opportunity to experience the expertise of Tekscape's engineering team. When thinking of replacing some of their firewalls in their 40+ shared schools they had a team able to support these deployments. Tekscape was the perfect partner. **"At first, we had a partner who didn't have a strong team to support all of our schools. As a result, we needed an internal workforce dedicated to supporting the performance of the network at every location. We were also using SonicWALL technology for our firewalls, which doesn't provide a centralized management dashboard, so we had an overhead of engineers who needed to check network performance at each location. This was a very inefficient use of our resources."**

The first stage of this massive project was to replace all the SonicWALL firewalls for Meraki MX at every location. As these are shared sites with the local government, Success Academy needed a technology that was flexible enough to handle the abrupt changes in traffic, and was within the budget allotted by the government. Additionally, the Meraki dashboards provide greater visibility to the environment and don't require a team at each location to manage it. Everything can be done from a central location and alerts can be set up for monitoring network performance.

In 2018 Success Academy also decided to trust the Tekscape team's ability to monitor and manage the network at all of its locations, signing a Managed Service Agreement that provides unlimited support for tier 1 and 2 events. This was a custom portal to manage all the devices remotely, along with a custom dashboard for incident count and type reporting. **"Tekscape's team has become an extension of our team. I know I can trust them to be on top of my network performance and security at all times. They have proven to go above and beyond in understanding all of our demands and their urgency."**