

Success Story –

CALIFORNIA STATE UNIVERSITY

CSU Taps STS for New Statewide Network

California State University (CSU) leveraged STS Professional Services to assess, design, and implement a new interstate IP network interconnecting over 125 community college campuses to CSU campuses.

Problem:

In the mid 1990's, CSU completed a statewide campus backbone, linking them together in one heterogeneous IP internetwork (CSU-Net). After several years of use, testing and modifications the CSU Telecommunications Infrastructure Support Services Team moved to put phase two of their 10-year plan into effect. This plan encompassed interconnecting nearly 125 community college campuses to the existing CSU-Net creating a new network, 4CNet.

In order to create the 4CNet an entire new IT operational process had to be developed which could support the rollout while simultaneously providing a high Quality of Service (QoS) of both new and old networks. Ultimately a new operations and support organization as part of a Network Management Center would need to be created and also implemented.



Solution:

STS organized an EDU Professional Services team with specific backgrounds in educational and large diverse government compliant IP networks with an emphasis on distance learning and video conferencing.

This team immediately performed a situational assessment of the existing CSU-Net environment and carefully measured the new requirements set forth by the community colleges in the state. A formal presentation was made by STS to the Office of the Chancellor detailing the project size, scope and cost for both implementation and on-going support.

Ultimately STS performed the following responsibilities in the creation of 4CNet:

1. Interoperability feasibility study and subsequent network design document.
2. Plan design and development for a fully staffed Network Management Center (NMC). STS services included hiring, training and quality control.
3. Designed business process services and co-authored IT support policies and procedures at all levels of support from NMC to regional support sites and campus administrators.
4. Budget planning and Total Cost of Ownership forecasting for five years with direct reporting and accountability to the Office of the Chancellor.
5. Developed and published a Logistic Support Plan and project management web based extranet used by all vendors, contractors and parties to the installation of 4CNet.

Result:

Under a single STS **Professional Services Agreement**, California State University saved \$30M and completed the network four (4) months ahead of schedule. The 4CNet system is comprised of all community college and CSU campuses spanning all 58 California counties.

4CNet represents the single largest distance learning enabled network in the United States for an educational institution and second only in size to the United States Department of Defense.

About STS International

Spectrum Technical Solutions International, Inc. is a Professional Services and Information Technology Maintenance Organization that works for Fortune 1000 global companies and large private organizations that wish to cut operating costs, improve efficacy and lower business risks by outsourcing critical IT business processes.

STS is a mid-sized privately held company that has the ability to focus on customers and each project remaining nimble, not weighted down by large top-heavy corporate or partnership overhead structures. Our operational efficiency is a customer's benefit.

We deliver our services using an *integrated and vested* approach toward outsourced management of critical IT business processes. Each customer is supported uniquely, leveraging experience across many industries.

About Outsourced Services Suite (OSS)™

STS branded services, **Outsourced Services Suite (OSS)™**, is sold directly to our target customers *or indirectly* through channel relationships such as service aggregators and managed service providers.

STS extends our internal "operational efficiency" to our clients - providing a comparable quality of service with a high degree of customer experience, solution customization and overall satisfaction and without the expense.

"We were not sure who to turn to – the project was large and I was not 100% confident in my IT staff's ability to be creative, agnostic and open-minded. When STS got involved we had confidence that our concerns were *their* concerns."

– CTO Securities Bank & Exchange



Contact STS to Learn More

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