



FHWien University of Applied Sciences of WKW

The FHWien University of Applied Sciences of WKW is Austria's leading provider of UAS degree programs for management and communications. The competitive, career-oriented curriculum attracts highly-motivated students eager to engage with faculty, peers and business advisors. Recognizing the need for easily accessible connectivity on a reliable network, the University selected Bluesocket, Inc's WLAN solutions to bring students and faculty secure wireless access throughout the campus.



BLUESOCKET DEPLOYMENT AT FHWIEN UNIVERSITY OF APPLIED SCIENCES OF WKW

- Campus-wide student access to wireless network based on two BlueSecure™ Controllers
- BlueSecure™ 2100 and 2200 Controllers deployed in a hot-standby configuration for 24x7 reliability
- Seamless integration with over 50 third-party access points
- Wireless network enhances conveniences and efficiencies for students and faculty including advanced "follow-me" printing and e-learning platform

When FHWien University of Applied Sciences of WKW opened the doors to a brand new facility, it was deemed the most state-of-the-art educational center in Vienna. The new building houses the eight institutes that make up the University bringing all 2,400 undergraduate and graduate students together in one location. To support its commitment to providing the most up-to-date learning environment, the University built its wireless network with Bluesocket's high-performance BlueSecure™ Controllers.

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Beginning with the launch of its first degree program in Tourism Management in 1994, the University has placed significant importance on delivering top-notch academics, with an eye on real world business practice. Over the last 15 years, the University has grown its offering to include seven additional programs. The current portfolio includes internationally recognized bachelor's and master's degrees in: Financial Management, Real Estate Science, Journalism and Media Management, Communications Management, Marketing and Sales Management, Tourism Management, Human Resource and Knowledge Management, Management and Entrepreneurship. The majority of the eight degree programs are offered as both full-time and part-time curriculums. Currently, more than 3,300 graduates are demonstrating the quality of these programs throughout Austria and abroad.

A common theme across the University's degree programs is a close connection with the business world and focus on practical applications of course materials. Students are taught professional skills through relationships with a network of Austrian businesses. Faculty and staff are encouraged to regularly pursue professional development. In fact, 80 percent maintain active careers outside the University and leverage this experience directly in the classroom. The emphasis on structuring programs around the most relevant and actionable course for success in the business world extends to the importance the University places on technology and the services available to students and faculty.

When the University moved to a brand new, cutting-edge educational center in Vienna,

technology was an integral part of the new facility. The 8,500 square meter campus brings all eight degree programs together in one building. State-of-the-art technology permeates throughout the campus with wireless network access in every classroom as well as modern teaching tools including LCD projectors and audio systems. The set up delivers efficient and convenient technology solutions competitive with a corporate environment.

The Challenge for the University

As the University continued to experience growth, administrators recognized the importance of delivering high-performance network access in a secure environment to enable students and faculty to connect and collaborate efficiently and effectively. As expansion plans for the University's new facility began, upgrading the network became a top priority.

Once the goal was set to deliver fast, reliable wireless access to the University's network, IT administrators consulted with Thomas Halwax of IKTopia Informations, an independent provider of sustainable ICT solutions for small and medium enterprises.

Halwax had recently published a paper on wireless infrastructures with special focus on secure authentication. Halwax lead university IT administrators through a make or buy assessment to identify the solution that would best fit for their needs. Requirements included a solution that would integrate seamlessly with existing third party access points. On behalf of the University, Halwax delivered a Bluesocket solution to test during a three-week bake off period. Halwax worked with the IT department to evaluate the authentication and roaming capabilities of the BlueSecure™ Controller.



“As a result of the Bluesocket implementation, reliable and safe wireless Internet access is available in every classroom. Our students and faculty depend on Bluesocket’s wireless technology to share information, collaborate on projects and stay updated.”

Silke Tomasch, head of IT at FHWien University of Applied Sciences of WKW

Secure Mobility® Solutions



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At the end of the trial period the team determined the BlueSecure™ Controller was the solution they were looking for. “The University required a cutting-edge wireless network solution that would support existing third party access points and allow for a smooth transition from their antiquated wireless set-up. Network security was also a big concern and a restriction that needed to be overcome with the new solution. The BlueSecure™ Controller performed well in all areas, especially the authentication and roaming areas we focused on during the test period,” says Halwax. “Bluesocket provided exceptional product information and support enabling the team to do a thorough evaluation.”

The Bluesocket Solution

Initially a BlueSecure™ 2100 Controller was installed at the University’s old facility. It connected to 20 existing third-party access points and provided students and faculty with wireless access for the first time.

Following the University’s transition to the new facility, a second Controller, the BlueSecure™ 2200, was added in a hot-standby configuration. Halwax and his colleagues were amazed how simple it was to setup the hot-standby solution. “We conducted failover tests such as losing network connectivity and power to the primary BlueSecure™ Controller and in both cases verified the secondary controller quickly and efficiently assumed management of the wireless network.” says Halwax. With the hot-standby set-up in place, all connections were moved to the BlueSecure™ 2200 Controller. To date the configuration has been incident-free but the administrators are comforted knowing the back-up configuration is in place.

“Bluesocket’s BlueSecure™ Controllers are a straightforward solution for customers looking for cost-effective ways to manage service levels and third-party access points in their network environment. The result is a positive experience for end users and increased efficiency for IT administrators, contributing to a greater ROI. The University is now in a great position to migrate, when appropriate,

to our award winning 802.11(n) Access Points.” says Mads Lillelund, CEO at Bluesocket.

Following the Bluesocket implementation, personal student laptops are now a common student accessory in classrooms and throughout the campus building as well as Internet-ready cell phones. The faculty regularly uses an e-learning platform to communicate with students outside of e-mail and has come to rely on the Bluesocket WLAN solution for fast and reliable access to shared resources.

“Prior to the Bluesocket implementation, the campus had limited wireless Internet access, available only to faculty. The initial deployment with Bluesocket brought widespread network access with increased security, improved network performance, and high-tech efficiencies, to both faculty and students,” says Halwax.

The wireless solution enabled by the Bluesocket Controllers provides the platform for a “follow-me” printing solution. Students and faculty can wirelessly connect to an HTTP server from anywhere in the building and submit a document print job. The print job is spooled in a “follow-me” queue. To release the queue the requestor goes to any network printer and authenticates with their RFID enabled student or employee card. The documents print on command at that location.

“When we moved in to the new facility we implemented a BlueSecure™ Controller as part of a hot-standby configuration to ensure network uptime and access to public resources for online coursework and collaboration. The University is proud of the current technology that permeates the facilities of the new campus. As a result of the Bluesocket implementation, reliable and safe wireless Internet access is available in every classroom,” says Silke Tomasch, head of IT at FHWien University of Applied Sciences of WKW. “Our students and faculty depend on Bluesocket’s wireless technology to share information, collaborate on projects and stay updated.”