

# Instor Guides University of San Francisco with Network Gear Refresh

## The Problem

Any time an organization seeks to upgrade and refresh its IT equipment, there are bound to be components that are no longer viable – whether due to obsolescence, lack of scalability or the cost-prohibitive nature of replacing them. Such is the case with the **University of San Francisco**, which recently undertook a campus-wide network gear refresh and upgrade.

For a number of years, the University used a Krone patch panel system. As it undertook a refresh, it soon became clear the school needed to upgrade its Layer Two network switches along with upgrading its CAT-3 and Krone cables, both of which were quickly becoming obsolete. The University's Krone cable jumpers and connectors were also beginning to fall apart, and the school quickly discovered these parts were difficult and very expensive to replace. On top of that, **USF** was working with vendors who either showed up with an insufficient crew or no crew at all to perform cutovers. Enter Instor.

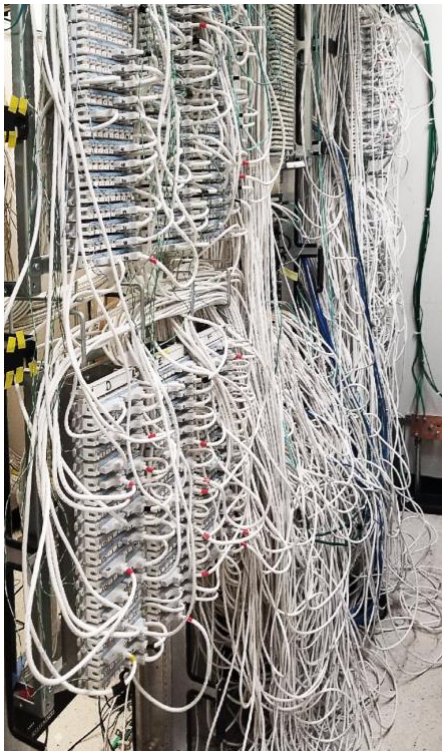
## Executive Summary

- **USF** sought partners to assist with campus-wide network gear refresh and upgrade.
- **USF** needed to replace Krone cable systems with a modern solution.
- Instor performed detailed mapping and labor with minimal downtime opportunity.
- **USF** is so happy with the work it is expanding the project to up to 20 buildings.



## The Solution

**USF** was skeptical that Instor could help, having been let down by previous vendors and their subcontractors. But the Instor team was confident in its ability to not only help the University refresh its network gear but to do so with limited downtime opportunities. Instor arrived on campus within two hours of the initial call to survey the proposed project.



Once onboard, Instor began by performing detailed and accurate cable mapping. The Instor crew worked to develop a process that reduced the cutover events for each closet from the planned two outages per closet to a single downtime event. Instor's techs worked tirelessly to cut over eight closets, 36 switches, 44 Krone panels, 2,400 patch cables and 500 telco lines in a single weekend in summer 2018. They then performed several similarly-sized events on consecutive weekends throughout August. On average, the Instor team worked 60-hour weeks and 32-hour weekends to complete the first phase of the project. Through the course of the project, the Instor team performed extensive labor within tight spaces and with very little downtime availability due to critical campus functions.

In the end, Instor helped update the university's infrastructure and upgraded its cables to CAT-5 and CAT-6. Just as important, the Instor team stuck around for the cutover to ensure **USF's** network came back up, making it a true partnership between Instor and the University.

## The Results

As a result of its partnership with Instor, **USF** was able to complete far more late summer closets than originally targeted. This work represents just the first of a multi-phase project, with more cutovers continuing throughout non-peak campus times such as student breaks and holidays. By next year, the project will encompass up to 20 buildings.

**USF** Telecomm Manager Nicki Montoya said the university now has a more robust, secure and viable solution going forward.

"Other vendors had people tell us they could help, but it turns out they couldn't," Montoya said. "We were extremely impressed with what Instor did for us. They were always there. In fact, we got twice the manpower on this project for a little bit less than we paid our previous vendors."

To learn more about how Instor can help your organization achieve efficiency, scale for the future and develop reliable solutions for your IT infrastructure, [contact us today](#).

