

## CUSTOMER PROFILE



### INDUSTRY

Higher Education

### CHALLENGE

Modernize data centers to ensure availability, enhance responsiveness, and foster innovation—plus achieve disaster avoidance

### SOLUTIONS

VxBlock™ System and VxRail™ Appliance

### RESULTS

- Run 4x as many solutions for the same cost as it would be in the AWS public cloud
- Move data at up to 10 Gbps, with user access at 1 Gbps
- Allow customers to use technology without thinking about it
- Focus IT resources on value creation, not maintenance

# UNIVERSITY OF SAN DIEGO

Innovative hybrid cloud solution built on converged infrastructure earns solid A grade

**USD MODERNIZING WITH NEW FLASH-OPTIMIZED VXBLOCK™ SYSTEM AND VXRAIL™ APPLIANCE FOR 100 PERCENT AVAILABILITY, BETTER SERVICE, AND GREATER VALUE**

The University of San Diego (USD) is a nationally preeminent Catholic university known for its academic excellence and development of leaders committed to being changemakers in a diverse and dynamic world. Set on 160 acres in a canyon overlooking the city of San Diego, the university has approximately 8,250 students served by 860 full- and part-time faculty and supported by 2,000 total employees.

### Technology is critical to USD's success

Today's students are digital natives with high expectations for how technology allows them to navigate through academic and non-academic offerings. The university's IT Services (ITS) team is constantly seeking new ways to deepen and extend the rich academic and extra-curricular experiences that make USD a special place for students, faculty, and researchers.

These solutions include "flipping the classroom" to transform students from passive note-takers into active participants, with instructors as engaged guides rather than lecturers. ITS has strived to be highly responsive to its "customers," developing and supporting innovative mobile apps, a growing number of online and hybrid classes, and technology-augmented teaching and research opportunities.

“Dell EMC listens and responds, and gives us better solutions—month after month, year after year. USD is a world-class Higher Education Experience business supported by a world-class IT infrastructure—and Dell EMC is at the heart of that.”

– Mike Somerville, NISS Manager - Systems Support & Chief Cloud Evangelist, University of San Diego

## THE CHALLENGE

Prior to 2012, USD invested in multiple advanced technologies and had begun to virtualize. But supporting these disparate technologies and keeping everything up-to-date and in sync was proving to be a costly and time-consuming chore.

[In 2012, USD deployed a Vblock® System](#) as a “data center-in-a-box” to run the university’s hundreds of educational and business applications. By 2016, it was time to further [modernize](#) to meet the ongoing needs of students, faculty, and researchers.

## THE SOLUTION

USD has replaced its Vblock System with a new flash-optimized [VxBlock System 350](#) to support its four campus data centers, and a hyper-converged [Dell EMC VxRail Appliance](#) at its disaster avoidance site in Phoenix, Arizona.

## THE RESULTS

When it deployed its first [Vblock System](#), USD greatly decreased its rollout time for new systems, while improving its agility to respond quickly to customer requests. In addition, the university slashed its implementation costs by 50 percent and reduced its ongoing operational costs by cutting power consumption and cooling expenses.

With the implementation of its new VxBlock System and VxRail Appliance, USD is enjoying additional benefits that include

- Running 4x the number of solutions in its VxBlock System supported private cloud for the same cost as it would be in the Amazon Web Services public cloud.
- Easily connecting to any public cloud or another private cloud to create innovative hybrid cloud solutions.
- Moving information among data centers at a blazing 10 Gbps and offering users access at 1 Gbps—rather than having to rely on sluggish Internet speeds.
- Ensuring users can rely on USD’s IT infrastructure to be continuously available, and use the technology without thinking about it. Said Somerville, “Our goal is to achieve a mindset of, ‘We’re in the higher education business—we just happen to use IT to deliver services.’”
- Freeing the ITS team to focus on innovation and value, rather than on simply keeping the lights on.
- Somerville expects to spin up virtual machines on the VxRail Appliance at its Phoenix backup site in 15 minutes to deliver the resilience to prevent major disruptions before they occur.
- Maximizing the value of USD’s investment by enabling the ITS team to get assistance anytime it’s needed with a single phone call.
- Participating in the [VCE User Group](#) to maximize the value of its Dell EMC-based private cloud.

The goal at USD is to modernize higher education by using the latest technologies, while maintaining the core values of exceptional, one-to-one learning.