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**Professor Romelio Carrasquel,
Director of Telematic Services
Simón Bolívar University**

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Venezuela’s Simón Bolívar University Enhances Internet Access, Remote Learning Programs and User Productivity with Global Crossing Connectivity Solutions

COMPANY PROFILE

Simón Bolívar University (Universidad Simón Bolívar, in Spanish) or USB, is a public institution located in Caracas, Venezuela. The school’s curriculum emphasizes science, engineering and technology. The university was founded in 1967 and currently enrolls approximately 10,500 students.

CHALLENGES

The student population at Simón Bolívar University places heavy demands on the school’s computing, networking and telecommunications resources. “The entire community uses our information infrastructure on a daily basis, so the connectivity solutions we deploy are very important,” said Professor Romelio Carrasquel, director of telematic services at Simón Bolívar University.

Most of the users are researchers and students that access academic resources, academic records, homework, collaborative projects and online course work. “Telecommunications technology ties it all together,” said Carrasquel. “Whether it’s project development, dynamic collaboration or creative communication – these systems link everything together.”

IT systems at the university’s two campuses, Sartenejas and Camuri Grande, support roughly 10,500 undergraduate, graduate and post-graduate students as well as approximately 3,000 faculty and staff.

Nearly ten years earlier, the University, together with Global Crossing’s help, had installed an 8MB network. As their Internet and telecommunications needs

grew, however, more bandwidth was required. “The digital community is very interconnected these days, and they’re consuming more and more Internet services,” explained Carrasquel. “With the old network, resources were quickly exhausted, latency became a problem, connections were slow, and availability wasn’t optimal. We needed much more throughput to meet growing demands.”

LONG-TERM PARTNERSHIP WITH GLOBAL CROSSING ENABLES OPTIMAL SOLUTION

Simón Bolívar University evaluated several telecommunications and networking providers when building out their original internal network. The network – known on campus as USB-Net – connects campus users to mission critical university servers as well as the Internet.

“When global Crossing entered into the bidding competition and presented their offer for the massive upgrade we were planning, we knew once again, that we had a winner,” said Carrasquel. Account team expertise and their tenured relationship with the University also played into the decision to stay with Global Crossing.

Initially, Simón Bolívar University expanded their Internet bandwidth from 8MB to 16MB. “We maintained that for a long time, but it was constantly saturated,” said Carrasquel. Their next jump was from 16MB to 64MB. “This is what we have today. After calculating usage needs and estimating growth, we expect this to accommodate our requirements well into the future.”

The university’s network upgrade allows them to accommodate new online academic programs, virtual

CHALLENGE

- Student and staff demands on network required more bandwidth
- Virtual classrooms needed better remote user connectivity
- Aging network required upgrade to accommodate application and usage growth

SOLUTION

- 64MB Internet connection meets usage and growth demands
- Mission critical university servers connected via high-speed local network
- 99.9% availability keeps student, staff and remote users online

RESULTS

- No access delays
- Remote users enjoy rich virtual applications
- Quadrupled access rates to research, records and administrative data
- Enhanced productivity for students, staff and remote learners

classrooms; rapid access to a wide variety of research materials, and robust administration and student records software. “We expect the virtual classroom programs to expand and support a growing number of remote, long-distance students,” said Carrasquel.

“Global Crossing met our needs every step of the way, with flexible options and affordable pricing,” continued Carrasquel. “Our experience has been very satisfying. Whenever we encounter technical issues, their response has been excellent, and all our requirements have been met in a very expeditious manner.”

