

MULTI-CAMPUS COLLEGE TRANSFORMATION

Higher Education Technology Modernization

CLIENT OVERVIEW

Industry:	Higher Education Institution
Footprint:	6 campuses
Scale:	~4,000 students
Requirements:	A reliable, modern, stable IT to support learning and operations



THE CHALLENGE

The college's legacy technology environment created ongoing operational instability:

KEY ISSUES

- **Six technology vendors** with overlapping tools and inconsistent performance
- **Underdeveloped IT processes and standards** across all campuses
- **Poor network and mobility performance**, limiting learning and campus services
- Frequent **downtime and unstable IT services** harming productivity
- **SLA failures and troubleshooting delays** due to tools gaps
- Increasing frustration among faculty, staff, and students

The result: higher costs, unpredictable budgets, rising support needs, and reduced user satisfaction.



THE MISSION

IOSecure delivered **management consulting, technology advisory, and lifecycle services** to guide a full modernization program and implement multi year operational support



IOSECURE'S MODERNIZATION APPROACH



A multi-campus Canadian college with a diverse student body across several locations was grappling with persistent IT disruptions stemming from outdated infrastructure, fragmented vendor relationships, inconsistent standards, and unreliable network performance that impeded educational delivery, operational efficiency, and stakeholder satisfaction.

First Steps: Strategic Consulting & Technology Advisory

IOSecure was engaged to conduct a thorough evaluation of the college's existing IT infrastructure, vendor ecosystem, and operational processes across all campuses. This involved a detailed audit that identified overlapping tools, performance gaps, process deficiencies, and misalignment between IT capabilities and the institution's academic and administrative goals. Drawing from these findings, IOSecure crafted a comprehensive modernization roadmap, secured necessary funding, and fostered collaboration among IT, facilities, and teams to ensure a cohesive approach to procurement and standards development.

Implementation: Vendor Rationalization & Lifecycle Services

IOSecure streamlined the vendor landscape by consolidating from multiple providers to a select few top-tier partners, reducing complexity and enhancing service uniformity. New IT and facility infrastructure standards were rolled out across campuses, alongside the deployment of upgraded wired and wireless networks, robust monitoring tools, and operational best practices. Lifecycle management plans were introduced to anticipate technology needs, while a redesigned data centre security framework bolstered overall resilience and troubleshooting efficiency.

Tracking Client Results

The outcome was a stable, scalable IT foundation with standardized processes, reduced downtime, and improved alignment between technology and institutional priorities, enabling seamless learning experiences and administrative operations. IOSecure's holistic strategy turned the college's IT environment into a reliable driver of educational excellence, cost predictability, and long-term adaptability, empowering faculty, staff, and students to focus on core objectives without technological hindrances.



MEASURED RESULTS



OPERATIONAL EFFICIENCY

- Comprehensive assessment of infrastructure, vendors, and operational maturity
- Secured over \$5M in project budget
- Identification of **optimal procurement pathways**
- Created alignment between Facilities, Construction and IT teams



PERFORMANCE, RESILIENCE & PRODUCTIVITY

- Reduced operational complexity and improved service consistency
- Developed IT and facility infrastructure standards – across 6 campuses
- Project completed on time and on budget



STUDENT EXPERIENCE IMPACT

- Higher satisfaction with campus technology
- Smooth access to learning resources and online services
- Reduced risk of student and staff attrition due to improved digital experience
- Customer satisfaction survey scores doubled since project began



COST REDUCTIONS

- Simplified environment from six technology vendors down to two best-in-class partners
- Dramatically reduced operational costs
- Faculty and staff productivity increased thanks to stable, reliable services



LONG-TERM PREDICTABILITY & CONTROL

- Guaranteed stability and readiness for future requirements
- Predictable lifecycle planning eliminates future budget shocks
- Development of a modernization roadmap that aligned IT with academic and business priorities

- > **Downtime and outage issues eliminated**
- > **~90% reduction** in network related support requests
- > **>99.99% network availability**
- > **~45% faster incident resolution**

- > **~50 – 60% reduction** in unplanned outages and service disruptions
- > **~40% fewer support escalations** due to simplified environment



STRATEGIZE + SIMPLIFY + OPTIMIZE =
TECHNOLOGY EMPOWERING PEOPLE, DRIVING INNOVATION

We work with clients to build a clear strategy, scope just the hardware and software required and optimize the technology so your IT stack delivers dependable and secure business results.

604 945 6324 contact@iosecure.com

IOSECURE.COM