

# *LogiSense*

AND



IP Billing/OSS

# CASE STUDY

## About Apogee

Headquartered in Austin, TX, Apogee ([www.Apogee.us](http://www.Apogee.us)) is the largest, most innovative provider of on-campus residential networks (ResNet) in higher education. Partnering with Apogee for ResNet services allows colleges and universities to enhance their network infrastructure while offloading the growing volume of administrative responsibilities associated with managing a student network. This partnership allows IT to focus on the mission-critical tasks of the university, such as growing the enterprise network and facilitating the development and use of e-learning tools and content.

**The Challenge:** Scalability, quality of code, flexibility and reporting.

**The Solution:** LogiSense EngageIP Billing & OSS software

### The Benefits:

- Scalability
- Ease-of-use
- Flexibility

Effectively managing customer relationships, systems and networks is the key to Apogee's success. The Company's primary goal has been to provide colleges and universities with the dynamic solutions they require to meet the needs of today's student while remaining competitive in the modern world.

The Apogee team understands that the ultimate goal of those in the higher education community is to foster the potential of every student.

- ***"With the help of Apogee, our ResNet help-line went from filling up the voicemail box every hour to one or two messages a day during the week after move-in. -- Pat Hayes, Director of User Support Services, Rhode Island College***
- ***"Now we have the bandwidth we need. Students are able to run whatever they like and our network management is greatly reduced." -- Todd K. Watson, Associate Director, Systems and Networks, Southwestern University***

Advances in technology and business often materialize in residential environments where innovative college students are free to explore new ideas. As such, Apogee utilizes EngageIP from LogiSense to empower its team to with the management and technical resources to best meet the needs of its higher education customers.

## THE CHALLENGE:

Prior to working with LogiSense, Apogee had tremendous challenges keeping their systems flexible and scalable; they simply did not meet the needs of this fast-growing company. Specifically, the previous system was single threaded, and didn't allow for easy user customization.

## *THE EVALUATION PROCESS:*

Following an exhaustive search, it became increasingly evident that LogiSense was the clear choice for Apogee.

Over the course of 12 months, Apogee had experienced explosive growth, and needed a partner whose software and solutions would scale easily with its projected, continued expansion, and that was “developer friendly.”

LogiSense truly stood out from other vendors. The Company’s track record of successful deployments, coupled with the competitive pricing, flexibility and functionality of EngageIP made them the most sensible choice.

**“Of particular note, from a features and functionality standpoint is that LogiSense had the best user interface, configurability, and the workflow engine integrated well with external systems.” – Matt Keortge, Senior Manager of Operations, Apogee**

## *THE IMPLEMENTATION & THE NEW SOLUTION:*

Apogee began rolling out its first “LogiSense-powered” deployments in June of 2011, with a full migration in August 2011. This fall marked the first campus major move-in for students nationwide during which LogiSense was in place.

Among the 30 schools at which Apogee provides its solutions are the University of North Texas, Tarleton State University, University of Alaska - Fairbanks, University of Kansas, San Francisco State University, and Genessee Community College.

The ROI of the LogiSense project is showing up in internal resources that previously were dedicated to keeping up with the previous system that are now freed up to do other things to help Apogee grow.

“Despite the growth in student users, call volumes to our 24-7 tech support call center have been significantly lower since implementing with LogiSense,” said Matt Keortge, Senior Manager of Operations, Apogee

With LogiSense integrated into its platform, Apogee’s administration portal is equipped with various permissions sets that are frequently used by staff of different levels, as is the user portal, which is used with myresnet.com for student self-care.

Of note, is that this deployment is geographically diverse, spanning university campuses across the United States, and is supported by high-end two servers that are constantly syncing to keep data up-to-date and accurate in real-time.

EngageIP, LogiSense’s flagship billing and OSS solution, is a robust, comprehensive platform that delivers the power and flexibility to manage the dynamic needs of today’s IP services. In addition, EngageIP enables service providers to innovate with new and exciting packaging offerings while still having the peace of mind that their backend system will consistently deliver accurate revenue streams and pain-free operations.

This expanded portfolio reinforces Apogee's position as the industry's clear frontrunner.

## *THE BENEFITS:*

Since implementing EngageIP, Apogee has experienced a number of benefits:

- Advanced, detailed and customizable reporting
- User entitlement and permissions management
- Scalability and ease-of-use, enhanced workflow: administrators can now easily provision and configure additional users and systems without having to re-code the entire system

"I cannot overstate the flexibility, scalability and ease-of-use that our new system provides," states Keortge. "Without question, LogiSense has improved workflow, operational effectiveness, and has delivered a very strong ROI."