



PacNet Provides Reliable Internet Connectivity to De La Salle University in the Philippines

Implemented E1s solution was derived from more than one telco so that university is “always on”

Background

De La Salle University-Manila functions like a city with a population of about 13,000 made up of faculty members, administrators, students (college and graduate school), and support staff. The main buildings consist of the six classroom blocks - the La Salle Hall, the Brother Miguel Hall, the Saint Joseph Hall, the Velasco Hall, the Gokongwei Hall and the Saint Mutien-Marie Hall - as well as the Gabriel Connon Hall, the William Hall, the DLSU Sports Complex, the University Library Building, the Yuchengco Central Administration Building, and the Science and Technology Research Center (STRC).

De La Salle University (DLSU) also has six other campuses: the DLSU-Professional Schools, Inc., the College of St. Benilde, the DLSU-Dasmariñas (Cavite), the De La Salle Araneta University, the DLSU Canlubang and the De La Salle Santiago Zobel School.

The Challenge

DLSU maintains its position as one of the country's top universities by upholding its high standard for education and continuously seeking ways to improve their system. This is key in order to better serve their students and at the same time provide an updated and feasible working system for members of the faculty and administration.

Part of the DLSU's vision is to give the highest quality service responsive to and meeting the information needs and computerization requirements of both the academe and the various administrative units in the university. The university provides an easily accessible tool for research, on-line networking with other DLSU campuses, work collaboration between students and faculty, as well as other web-based tools.

DLSU also takes into consideration the enormity of the entire DLSU campuses, the number of students, faculty and administrative members that would be using the Internet randomly at any given time.

The Story

The Internet is used largely for research, product delivery, marketing, sales, customer relations management, e-procurement, and knowledge management (via web-based portal). Institutions of the DLSU System harness the power of the Internet with access to research centers and repositories, application of online learning, online enrolment and web-SMS interfaced services, and use of a web-based portal.

DLSU-Manila is one of the leading research universities in the Philippines. Faculty members and students access information on the Internet and collaborate with other researchers. With the Internet, institution-to-institution networking and collaborative work are made possible. DLSU System uses its Internet access to participate and organize national and international conferences, seminars, and workshops.

DLSU-Manila's Student Records Management (SRM) system is the first automated student registration system in the Philippines. It is also the first to be web-enabled in the country. This is the Customer Relationship Management (CRM) system. It has several modules that handle student records from application to graduation. SRM includes enrolment, data management on fees, subjects/course, and degrees, and grades processing and query, among other things. It is accessed by over 12,000 students and 800 faculty members.

SRM is also the first to have a short messaging system (SMS) interface. When the first implementation was successful, mobile carriers offered the same service to the other big educational institutions in the country. Students can get information using their cellular phones via SMS. Other available information includes University announcements, class schedules, final exam schedules, and grades. Five other campuses within the System have web-SMS systems for information dissemination and collaboration. The SMS interface is a result of its partnership with two of the biggest local mobil telecommunications carriers.

An e-procurement portal is soon to be launched for the DLSU System's Central Purchasing Station. This will help streamline purchasing operations, ensure transparency in bidding, and improve the collaboration with our suppliers.

All campuses have their respective intranets while some have their university portals for information dissemination and knowledge management – i.e., e-mail, web-based discussion boards, access to application systems, among other

things.

To answer DLSU's concerns on inter-connectivity, Pacific Internet proposed to provide high-speed, highly reliable Internet connection that can support a variety of Internet applications from teleconferencing, to web hosting and e-commerce solutions. Dedicated E1s, from more than one telcos, through a leased line account, was implemented.

"After evaluating the different ISPs in the country, we chose Pacific Internet because it had the best infrastructure and the best competitive price," Mr. Samuel Mallare, IT Director for Information Technology Center of DLSU, on why they chose to partner with Pacific Internet.

Mr. Mallare further illustrates that through the E1s provided by Pacific Internet, the University is able to provide their students, faculty and administration with Internet access, personal email accounts and their very own portal, which facilitates drawing vital information about the University.

"The infrastructure of Pacific Internet satisfied the requirements of DLSU. The proactive personnel, redundant data centers, and healthy partnerships with telecommunications companies ensured better reliability of Internet services. As a non-telco ISP, Pacific Internet is able to leverage on the strengths of local telcos to better serve its clientele," Mr. Mallare adds.

He appreciates the initiatives of the sales and marketing team of Pacific Internet to inform them of planned expansions, existing infrastructure and other products/services. "We were able to transition successfully from our previous primary ISP to Pacific Internet. I am delighted with the quality of communication and coordination with Pacific Internet's technical team. They were able to assist us in the configuration of IP addresses, DNS records and BGP routes while ensuring smooth operations with the DLSU infrastructure."

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