

CASE STUDY:

ITHACA COLLEGE

Delivering connectivity students depend on through
a trusted partnership

boldyn
NETWORKS





Introduction

At Ithaca College, a private liberal arts college in upstate New York, students are learning how to thrive in careers that haven't even been invented yet. They need fast, reliable connectivity to meet academic demands and build the collaborative skills to drive what's next. For nearly 25 years, Boldyn has partnered with Ithaca to meet its evolving connectivity demands. Together, they worked to expand coverage across campus, modernize infrastructure, and free up the school's IT team to focus on what matters most.

For decades, Ithaca has invested in technology to enhance the student experience. But demands for connectivity keep rising, with students arriving with more types of devices and expecting uninterrupted Wi-Fi wherever they are on campus. The strategic partnership with Boldyn Networks ensures the college can stay ahead of current and future needs, reduce the burden on in-house IT teams, and outshine other campuses in student recruitment and retention.

FUN FACT

Ithaca, New York has been ranked a #1 college town in the U.S., fueling innovation in business and communities worldwide.

ABOUT ITHACA COLLEGE

130+
YEAR OLD SCHOOL

669
ACRE CAMPUS

~4,700
STUDENTS

27
RESIDENCE HALLS

11:1
STUDENT-TO-FACULTY RATIO

■ THE CHALLENGE

For students at Ithaca College, connectivity is no longer a luxury; it's an essential utility. Demands for residential Wi-Fi have grown steadily over time, along with expectations for a seamless experience. Students want personal area networks that support all their devices, and coverage that reaches into stairwells and bathrooms, not just common areas and classrooms. The college has risen to meet that challenge with a trusted partner, continuously upgrading the residential network to be fast, reliable, and secure.



There's a huge value in our long partnership with Boldyn. They know everything about our campus, our students, and what we need.

And I can trust them to bring the expertise and focus that our students deserve, and that gives me real peace of mind."

Casey Kendall, Associate Vice President and Chief Information Officer, Ithaca College



A photograph of two young men sitting on a concrete ledge in a modern building. The man on the left is wearing a light orange hoodie and grey sweatpants. The man on the right is wearing a black hoodie over a light orange shirt and dark pants. They are both looking at a tablet held by the man on the right. The background shows a staircase with wooden railings and large windows.

SEAMLESS CAMPUS EXPERIENCE

Through integration with Ithaca College's network, the MyResNet SSID is broadcast beyond residence halls into academic and administrative buildings, creating a more consistent connectivity experience for students across campus.

■ THE SOLUTION

A LONG-TRUSTED PARTNER, READY FOR WHAT'S NEXT

Since 2003, Boldyn's ResNet services have powered connectivity in Ithaca College's residence halls. The MyResNet SSID is now broadcast across campus through Ithaca College's network, giving students a familiar and consistent Wi-Fi experience as they move between residence halls, academic buildings, and administrative spaces. Expert support is available 24/7, including an on-campus field service representative (FSR) for hands-on assistance. And with Boldyn managing residential network operations, the IT team is free to focus on more strategic priorities.

Today, the college is extending that partnership to raise the bar even further. The state-of-the-art network keeps Ithaca competitive, with expanded bandwidth and support for multiple devices per user. Secure connectivity extends throughout the single sign-on (SSO) environment, including Wi-Fi enabled door locks and coverage in hallways, stairwells, and bathrooms. The school can count on a predictable budget for network operating expenses, while students get the reliable connectivity for a digital-first education.

KEY ACHIEVEMENTS

1

Enhanced student experiences across campus

Students can stay connected with seamless Wi-Fi in academic and residential locations

The MyResNet network experience extends beyond residence halls through campus-wide SSID broadcasting, helping create a more seamless experience as students move throughout their day

High-density network design ensures availability, even at peak usage times

2

Always-on reliability and proactive support

One-click access to 24/7/365 US-based human support (call, chat, or email)

On-campus field service representative (FSR) and Client Services Manager, dedicated to enhancing student experiences

Continuous monitoring and incident response, with preventive maintenance to boost network health

3

Strategic partnership for ongoing value

Boldyn manages all network tasks, freeing up Ithaca staff to focus on other priorities

Predictable budget for network operating expenses makes it easier to allocate resources and plan for future upgrades

An FSR student internship program creates real career opportunities, with one recent Ithaca grad joining Boldyn full-time after completing the program



■ RESULTS THAT GO BEYOND TECHNOLOGY

Throughout its partnership with Boldyn, Ithaca has continuously modernized the campus connectivity experience to meet evolving needs. From residence halls to academic buildings, students experience a familiar MyResNet connection that follows them throughout campus, supporting a seamless digital experience wherever learning happens.

From sponsoring Ithaca's Esports team to student internships, Boldyn does more than manage networking for Ithaca. It's an ongoing effort to help students reach their full potential.



“

One of the biggest advantages of our partnership with Boldyn is that students can just connect and get on with their day — whether they're studying, streaming, or calling home. We're not fielding complaints or chasing down issues. Boldyn handles it all, and it just works. That's exactly what we need.”

Casey Kendall, Associate Vice President and Chief Information Officer, Ithaca College

**LOOKING
AHEAD▶▶**

Moving forward, Ithaca College can count on a campus network that grows with its students. Boldyn's experts stay ahead of emerging trends and know how to deliver the strategic upgrades that modern student life requires. With 24/7 monitoring, rapid response, and regular service reviews, Ithaca's IT team can stay focused on the student experience, confident that the network is in trusted hand. For prospective students and families, a modern network signals a modern college: one that's student-focused and worth the investment.



Create the smart, student-centered campus of the future. Today.

Boldyn Networks for higher education is the leader in delivering managed technology services to colleges and universities nationwide. Our comprehensive portfolio of managed residential and campus network, cloud, IT, and security services helps schools reclaim time for IT innovation while transforming the student, faculty, staff, and administrative experience. Following more than 25 years of exclusive service to higher education, Boldyn is committed to ensuring every partner institution is empowered to succeed and thrive.

Learn more at: www.boldyn.com



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