

CASE STUDY:

How Boldyn Networks transformed UAB's residential connectivity





Introduction

At the University of Alabama at Birmingham (UAB), where campus life is fast-paced and student expectations are high, students rely on fast, reliable internet to meet academic demands and stay connected socially. With connectivity serving as a critical block in the student “hierarchy of needs pyramid”, UAB knew that there was work to be done to uphold student retention priorities.

UAB needed to maintain a robust residential network that could support thousands of students, multiple devices per user, and evolving technology needs, all while staying affordable and student-focused. That’s where Boldyn Networks came in, transforming connectivity on campus and allowing housing staff to focus on students rather than network emergencies.

FUN FACT

UAB is the largest research institution in the state of Alabama, and the largest single employer in the state.

ABOUT THE UNIVERSITY OF ALABAMA AT BIRMINGHAM

50+

YEAR OLD SCHOOL

600+

ACRE CAMPUS
(100 SQ CITY BLOCKS)

~22,000

STUDENTS

82%

FIRST YEAR RETENTION RATE

6

RESIDENCE HALLS

18:1

STUDENT-TO-FACULTY RATIO

The challenge

Connectivity has always been a high priority at UAB, but in the 2010s, student demand for connectivity outpaced UAB's internal IT capabilities. The IT department lacked capacity for 24/7 student support, and stopgap measures, such as limiting device connections, proved inadequate. Housing administrators needed a partner who could provide a reliable, fully managed solution without pulling staff away from their core mission of supporting students.

“

The biggest piece for us has always been student support. Boldyn's on-site team is invaluable. They handle every issue quickly and personally, so we can focus on the students' experience.”

Marc Booker, Executive Director
Housing and Dining, UAB

The solution

■ BOLDYN'S STUDENT-CENTERED PARTNERSHIP

Boldyn delivered a managed network solution tailored to UAB's unique needs. From the outset, Boldyn upgraded all wireless access points, implemented a backup fiber circuit, and deployed a field service technician on campus to provide immediate, hands-on support to students and staff alike. For issues ranging from connectivity troubleshooting to ensuring new devices work seamlessly, Boldyn handles it all, allowing UAB housing staff to stay focused on students rather than network logistics.

Over the years, Boldyn has provided:

- **Campus-wide network modernization:** faster, more reliable Wi-Fi across all residence halls, capable of supporting 250 Mbps up/down connections for students – which is one of the fastest in Boldyn's suite of campuses.
- **24/7 dedicated support:** to manage student issues in real time, ensuring immediate solutions for even the smallest connectivity problems.
- **Proactive reliability measures:** redundant circuits prevent outages, and Boldyn responds to any potential disruptions before they impact students.

Beyond the technical infrastructure, Boldyn's approach emphasizes human connection. Students have a trusted, local point of contact for network issues, and administrators like Marc Booker never have to worry if they have an all-consuming project that turns their attention away from the network. Boldyn's got it for them.

■ KEY ACHIEVEMENTS

1

Seamless, high-speed connectivity

- Network upgraded to support thousands of devices simultaneously
- 250 Mbps connections in residence halls
- Redundant circuits eliminate downtime caused by fiber cuts

2

Exceptional student support

- On-site field technician provides immediate solutions for device connectivity issue
- 24/7 support ensures students never face unattended outages
- Personalized, proactive engagement creates trust and peace of mind

3

Cost-effective, housing-funded solution

- Entirely funded through housing fees, with no federal support required
- Maintained affordability while expanding to 1,400 additional beds since 2011
- Avoided expensive in-house staffing costs and emergency infrastructure spending

The background of the entire page is a photograph of a lecture hall. In the foreground, several rows of empty beige upholstered seats are visible. In the background, students are seated, some looking at their phones, others looking forward. The lighting is warm and the atmosphere is that of a typical university lecture hall.

RESULTS THAT GO BEYOND TECHNOLOGY

Since partnering with Boldyn, UAB's residence halls have experienced a quiet revolution in student connectivity and satisfaction: faster internet, fewer complaints, and the confidence that every student will have uninterrupted access. Housing leadership can focus on student well-being, knowing Boldyn handles all network operations.

From everyday tech support to rapid response in critical moments, Boldyn's presence reaches beyond infrastructure. It's part of UAB's student experience.

LOOKING AHEAD

With Boldyn managing its residence network, UAB can continue to meet the evolving needs of its students. As the campus expands and refreshes its technology, the partnership ensures that connectivity keeps pace with demand. For UAB housing, the focus remains on students, not infrastructure — knowing that Boldyn's reliable, hands-on approach has them covered.

At UAB, connectivity isn't just infrastructure. It's part of the foundation for a thriving campus community.

“

We know Boldyn has our back. Even when we faced fiber cuts outside the campus that caused recurring outages, Boldyn stepped in to resolve it immediately.

Whether it comes to something as common as assisting a student with a new device or something more extensive like those fiber cuts, we never have to worry about the details – and you can't put a number on that kind of peace of mind.”

Marc Booker, Executive Director Housing and Dining, UAB



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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