# CASE STUDY:

## Modern Student Connectivity at the University of Maine with Boldyn Networks

boldyn
NETWORKS

| 1865 THE UNIVERSITY OF MAINE

# Introduction

Nestled in the forested hills of Orono, the University of Maine (UMaine) faced a critical challenge: providing seamless, modern connectivity that aligns with the way students live and learn today. In 2018, the university's auxiliary services team embarked on a mission to make this vision a reality.

With their existing infrastructure stretched thin, upgrades taking years to complete, and inconsistent experiences from hall to hall, what they needed wasn't just new equipment. They needed a reliable partner who could bring strategy, collaboration, responsiveness, and a consistent on-campus presence that students know and trust.

That partner was Boldyn Networks. The full-scale ResNet partnership transformed residence hall connectivity, streamlined support, and gave staff and students peace of mind.

**FUN FACT**

*Maine is one of the oldest states in the U.S., making every connected student an investment in the state's future workforce.*

## ABOUT THE UNIVERSITY OF MAINE

**150+**
YEAR OLD SCHOOL

**600+**
ACRE CAMPUS

**~12,000**
STUDENTS

**83.4%**
FIRST YEAR RETENTION RATE

**19**
RESIDENCE HALLS

**15:1**
STUDENT-TO-FACULTY RATIO

# The challenges

By 2018, UMaine's residence hall network was falling behind student expectations. Upgrades occurred on a staggered, 10-year rotation, which meant it could take a decade for the full campus to reach parity. The internal IT team, focused on other critical areas on campus such as telecommunications and academic infrastructure, couldn't guarantee 24/7 residential support.

Benny and his team began exploring managed network solutions, seeking a partner that could bring speed, service guarantees, and scale, all without disrupting daily operations.

## "

*We were looking at a decade-long refresh cycle. Students expect instant, reliable, home-like connectivity in the dorms, and we just couldn't get there fast enough."*

**Benny Veenhof, Associate Executive Director of Business Support Services, University of Maine**

> ❝ *You need trusted professionals in students' living spaces. Boldyn's field representatives got to know us, and the students, and made the transition feel safe and personal. That trust changed everything.*"

**Andi Bowen, Director of Residence Life, University of Maine**

# The solution

## ■ A PARTNER THAT UNDERSTANDS STUDENTS

Boldyn proposed a complete ResNet modernization: upgrading every residence hall within months, not years. The plan included 24/7 help desk support and an on-site field representative (FSR) dedicated to personally handling connectivity needs.

Boldyn's FSR became the trusted, on-site presence of the network - an essential support resource for both students and staff. Today, that role is filled by a proud UMaine alumnus who continues the tradition of trust and care established by the previous FSR through years of dedicated service.

# 5 YEARS OF SEAMLESS CONNECTIVITY

From the start, Boldyn made the process simple: seamless installation, full coverage, proactive upgrades, and complete management to allow campus staff to focus on other work.

## 1  Campus-wide modernization, in months, not years

- The UMaine Wi-Fi network needed to be powerful and fast, replacing the decade-long staggered upgrade plan with a full-campus rollout. The deployment was executed in a rolling fashion to ensure that students were never without connectivity, and it was completed in just a matter of weeks.
- Delivered 100% Wi-Fi coverage across all residence halls.
- Supported more connected devices than ever before, from laptops to smart home assistants.

## 2  Always-on reliability & support

- 24/7 student help desk eliminates the need for after-hours emergency calls about downtimes in service.
- Integrated proactive monitoring ensures uptime and quick resolutions.
- The most recent annual ResNet refresh was completed smoothly, with no major interruptions.

## 3  Empowered partnerships & people

- On-site field service representatives provide trusted, face-to-face support.
- Ongoing collaboration with Housing and IT teams helps to maintains strong relationships and mutual respect.
- Boldyn continues to offers optional Resident Assistant (RA) training each year even though they now rarely need to handle connectivity issues.

> **It's the easiest technology relationship I've ever had. I don't have to worry, Boldyn figures it all out."**
>
> Andi Bowen, Director of Residence Life, University of Maine

# 4 Financial flexibility & long-term value

- During COVID-19, Boldyn extended discounts and lengthened the contract through 2029 to support financial sustainability.

- Proactive investments and refresh cycles reduce total cost of ownership and eliminate emergency capital requests.

# 5 A student experience that keeps pace with technology

- Modern Wi-Fi infrastructure supports smart devices and next-generation learning tools, ensuring students in residence halls can study, collaborate, and stay connected without disruption.

# Results that go beyond technology ■

Since the Boldyn partnership began, the connectivity standard at UMaine's residence halls has evolved to next-gen performance – all while requiring less time and attention from the university. Students are happier, with the chance to connect more devices than ever before, and don't have to think about connectivity at all.

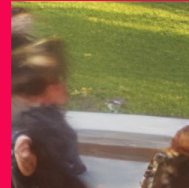" *For us, no news is good news. The network just works — and that's the goal."*

**Benny Veenhof, Associate Executive Director of Business Support Services, University of Maine**

The IT department remains a vital campus partner, focused on strategic initiatives, while Boldyn handles day-to-day residential connectivity. Together, they've created a living environment where students feel at home, and connected, from the moment they move in.

## Looking Ahead

Today, UMaine enjoys a modern, resilient, and fully managed ResNet. As UMaine continues to innovate, Boldyn's partnership ensures that connectivity remains a cornerstone of student success. When Boldyn is at the helm of day-to-day connectivity, "no news is good news". This frees UMaine's IT team to focus on strategic initiatives instead of troubleshooting. They are now creating and exploring innovative ways to enhance the student experience through digital engagement and campus-wide innovation.

As one of the nation's oldest states works to attract and retain young talent, UMaine illustrates how reliable, personalized connectivity can serve as a powerful recruitment and retention advantage rather than a simple amenity.