



Private Pennsylvania University Finds Ongoing Technology Support with integraONE

A premier residential research university situated in eastern Pennsylvania continues to expand technology services year after year with the help of integraONE.

This private institution is ranked in the top tier of national research universities each year and is home to a distinct academic environment of students from across the globe. Their student population consists of more than 4,700 undergraduate and 2,000 graduate students.

To serve the growing technology demands of the students and staff, the university maintains an IT team of 160 professionals, including 80 technicians and a small but capable specialized network group.

Technology Needs

With a skilled staff on campus to manage most technology upgrade projects, the school's primary need was for a vendor partner to navigate the overwhelming purchasing options that existed for the products needed to achieve university goals. The university's Director of its Technology Management Services Group was looking for a partner that could negotiate with industry leaders like Cisco and HP to secure competitive pricing, offer creative solutions and present options to his team. The ultimate goal was to acquire all the information needed to make crucial buying decisions without investing valuable internal human resources to do the required legwork.

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Director, Technology Management Services Group





A Valuable Recommendation

The director began the task of identifying which area technology firms would meet the criteria set forth by his department to act as purchasing liaison to the university. The school's in-house team was in search of a vendor that was small enough in size to offer personal attention and large enough to facilitate a quick turnaround time on products and service.

As a member of the their local Association of Independent Colleges he reached out to other private schools for advice and recommendations.

"Another private college in our area was already working with integraONE," stated the director. "My colleagues there provided the referral and described nothing but great experiences with the integraONE team."

Another major deciding factor for the university was integraONE's unique College Grant Program which grants back a percentage of annual expenditures for discretionary use by the participating institution. "This has proved to be a great asset," the director noted. "Over the years we have used this grant fund to invest more into improving the technology services for our population."

Commitment and Service - From Day One

"integraONE left us with the impression that we were a very important client, right from the beginning," described the director. "The time that was invested in helping our team plan the wireless networking for our residence halls was significant. integraONE not only assisted with the estimating and purchasing details of this investment – their team also came out and showed our staff how to manage the installation."

He also considered what this means for other integraONE clients. "We never felt as though they were rushed or had anywhere else to be, although I know this is a busy firm. This is true of the technicians, account executives and everyone involved in our project. We really feel like a key client and I get a sense that integraONE makes every one of their clients feel this same level of importance."

An Important Support System for Ongoing Projects

The university has now identified integraONE as an approved vendor for Cisco and HP products and also works with them for specialized projects as they occur. The goal of both integraONE and the university has been to enable the school's on-site staff to manage projects mainly in-house.

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