



Bandwidth 101: Taking a school system's network from saturated to streamlined

Hopewell City Public Schools (HCPS) provides exceptional educational programs to approximately 4,300 students across eight locations, including elementary, middle and high schools, as well as a learning center and virtual academy. Technology is an integral part of their educational model, but as their bandwidth needs expanded, HCPS struggled to ensure reliable, high-performance connectivity for students, staff and school operations. To meet growing demands, HCPS partnered with Windstream Enterprise to get the network upgrades they needed—on a public school budget.

At a glance



Industry

Education

Customer

8 campuses

4,300 students

Challenges

Insufficient bandwidth

Limited budget

Solutions

10 Gbps internet connections

E-Rate plan

WE Connect portal

Results

Reliable connectivity

Plenty of bandwidth

Simplified network management

A lesson in bandwidth

HCPS was operating with 1 Gbps internet connections across their eight locations, but as bandwidth demands surged, they found themselves running out of capacity. The school district relies heavily on technology for daily operations and educational programs, including cloud-based applications, security systems, database storage, instructional platforms and streaming. At peak times, bandwidth saturation became so severe that HCPS had to block access to YouTube and other high-bandwidth applications just to keep the network functional.

For HCPS, reliable internet connectivity is the backbone of everything they do. So when the network went down, it impacted everything from learning to administrative tasks and security. "In today's environment, a reliable internet connection is crucial for our operations. When the network is down, it disrupts not only our day-to-day activities like security, instruction, normal communications and transportation, but also our basic daily routines. We are extremely dependent on a stable network. Without it, we are forced to make significant adjustments to routine operations that we typically take for granted," said Kris Reed, the district's IT supervisor.

Staff and students regularly complained about poor network performance, and the IT team felt immense pressure to keep the network operational. As a forward-thinking district, HCPS prides itself on providing the best technology for their students and staff, but it became clear that their existing connections were no longer sufficient.

"The partnership with Windstream Enterprise has been awesome, as they support our vision to be cutting edge."

Kris Reed, Supervisor of Information Technology
Hopewell City Public Schools

Getting ahead of the curve

Windstream Enterprise provided the solution to HCPS' bandwidth challenges by upgrading all eight locations from 1 Gbps to 10 Gbps internet connections.

A trusted E-Rate provider for over 10 years, Windstream Enterprise was the only service provider that met the district's 10 Gbps requirement. Windstream's E-Rate team helped HCPS secure the 90% discount through the program, making the upgrade financially feasible for the district.

Acing the bandwidth test

The upgrade to 10 Gbps connections has been transformative for HCPS. With sufficient bandwidth now available, applications run smoothly, and the IT team no longer needs to block or throttle high-bandwidth apps. The complaints from students and staff have ceased, and the IT team can now focus on more strategic initiatives rather than constantly troubleshooting network performance.

The added bandwidth has future-proofed the district's network for years to come, ensuring that they can continue to empower students and staff with cutting-edge solutions—without worrying about bandwidth saturation.

The WE Connect portal has become an essential tool for HCPS as well, providing complete visibility into bandwidth usage, service tickets and monthly payments. This centralized view has simplified network management for the IT team, helping them continuously monitor and optimize their network performance.

And Kris had this to say about Windstream Enterprise's support: "The support team is always available to answer my questions and help resolve issues. Other service providers are missing the human element of having a dedicated support person."

A+ partnership for the future

With Windstream Enterprise as a trusted partner, Hopewell City Public Schools can continue to fulfill their vision of being a leader in technology-based education. The ongoing partnership provides HCPS with the support they need to keep innovating, confident that their network is running at peak performance. As Kris put it, "We don't need to worry about IT with Windstream Enterprise as our partner."

Our managed connectivity, communications and security solutions are innovative. Your business outcomes are imperative.

"The customer support team has been fantastic. Having a dedicated advocate to reach out to is invaluable."

Kris Reed, Supervisor of Information Technology
Hopewell City Public Schools

For more information on how Windstream Enterprise can support your technology needs, visit windstreamenterprise.com