



## **TOP OF THE CLASS: HOW COMPUTACENTER HELPS DELIVER A RICHER STUDENT EXPERIENCE WITH GREATER DIGITALISATION**

Computacenter helps higher education institutions maximise connectivity, security and flexibility to support blended learning on a global scale.

LET'S GO



**Meeting student expectations is getting harder. A great experience encompasses much more than just how, when and where learning is delivered. From pastoral care to research funding, students want an experience that will help them realise their full potential – regardless of their background or location.**

During the Covid-19 pandemic, the issue of location was propelled into the limelight when homes rather than campuses became the hubs for higher education.

This rapid shift to remote and online learning exposed a lack of digital readiness. According to Wonkhe, less than 10% of teaching and support staff described the digital learning and teaching provision for students at their institution as well developed before the pandemic.<sup>1</sup>

But now everyone has seen the art of the possible, it's raised both digital expectations and ambitions. More than 70% of academic staff say they are willing to experiment with new technologies to enrich teaching and learning.<sup>1</sup> Digital technologies can not only enhance the education experience but also key touchpoints during the student lifecycle – from processing applications and enrolments to allocating accommodation and managing interventions and graduations.

**Outstanding students demand outstanding experiences whether they are based at home or on campus – and universities and colleges that fail to deliver risk putting their revenues, research programmes and reputations on the line.**

<sup>1</sup> <https://wonkhe.com/blogs/educators-experience-of-digitally-enabled-learning-and-teaching-during-covid-19/>





# OPTIMISING NETWORKING AND SECURITY TECHNOLOGIES FOR AN ELASTIC CAMPUS

**Technical debt is a major barrier for the higher education sector and has the potential to hamper not only the delivery of digitalisation roadmaps but also blended learning strategies.**

To ensure students can stream lectures, access tests and share assignments both on and off campus, institutions need to reimagine their networking infrastructures. According to Jisc, more than 60% of students highlighted poor WiFi connections as an issue when learning online while 30% experienced access issues with online platforms and services.<sup>2</sup>

Poor WiFi connectivity can not only disrupt learning schedules and research projects but also impact student and staff satisfaction levels, resulting in reputational damage.

With more sensitive data traversing private and public networks, universities and colleges need to ensure their security solutions and policies can withstand both malicious external attacks and intentional internal misuse.

The shift to online learning has made the education sector a prime target for cyber criminals with attack volumes up by 60% in 2021 compared with the previous year.<sup>3</sup> As well as putting student and research data at risk, cyber attacks can lead to exams and timetables being disrupted. Security breaches can also prove very expensive - from ransomware demands and compliance penalties to system outages and remediation efforts.

<sup>2</sup> <https://www.jisc.ac.uk/reports/student-digital-experience-insights-survey-2020-21-uk-higher-education-findings>

<sup>3</sup> <https://www.globenewswire.com/en/news-release/2021/10/06/2309366/0/en/As-battle-against-cybercrime-continues-during-Cybersecurity-Awareness-Month-Check-Point-Research-reports-40-increase-in-cyberattacks.html>





# REDUCING COST AND COMPLEXITY WITH EXPERT ADVICE

With limited internal resources and constrained budgets, transforming IT systems and student experiences can be a massive challenge. Universities and colleges must find a way to overcome this challenge if they are to remain competitive and attract students from around the world.

By partnering with experienced and trusted IT providers, higher education institutions can tap into the additional skills they need to fast-track digital transformation and enable success.

From networking infrastructures and data storage platforms to cloud resources and security solutions, Computacenter helps universities and colleges source, transform and manage the technologies they need to meet the demands of today's flexible campuses and global learning communities.

With hundreds of certified engineers, technical consultants and solution architects, Computacenter provides the additional skills needed to accelerate digital transformation and ongoing innovation. As well as assisting with IT deployments, we provide managed services that help universities and colleges minimise cost and complexity.

Our services and solutions can be scaled to support large-scale digital transformation programmes or individual projects. We can also help universities and colleges identify ways to minimise the environmental impact of their buildings and systems with smarter controls, insights and policies.



# ATTRACTING THE BEST TALENT WITH THE BEST TECHNOLOGY

To harness the full potential of digital, universities and colleges will need to do more than empower teachers and students with new technologies. They will need to transform their IT infrastructures to enable greater flexibility, better connectivity, sharper security and broader accessibility. This will not only help to boost efficiency, sustainability and agility but also unlock financial savings and actionable insights.

By accelerating the shift to digital and enabling data-driven decisions, universities and colleges will be able to meet the expectations and needs of students, faculty and administrative staff regardless of their location. By providing everyone with an exceptional experience, universities and colleges can attract the best talent, research grants and industry partners from around the world. And they can empower today's learners to become tomorrow's leaders.

70%+

OF ACADEMIC AND SUPPORT STAFF BELIEVE STUDENT EXPECTATIONS FOR DIGITALLY-ENABLED LEARNING WILL INCREASE IN THE LONG-TERM BECAUSE OF COVID-19<sup>1</sup>

1,468

THE AVERAGE NUMBER OF ATTACKS PER HIGHER EDUCATION ORGANISATION PER WEEK<sup>2</sup>

50%

OF HIGHER EDUCATION PROFESSIONALS BELIEVE WIFI IS THE MOST IMPACTFUL IT INVESTMENT FOR THE STUDENT EXPERIENCE<sup>4</sup>

<sup>1</sup> <https://wolkhe.com/blogs/educators-experience-of-digitally-enabled-learning-and-teaching-during-covid-19/>

<sup>2</sup> <https://www.globenewswire.com/en/news-release/2021/10/06/2309366/0/en/As-battle-against-cybercrime-continues-during-Cybersecurity-Awareness-Month-Check-Point-Research-reports-40-increase-in-cyberattacks.html>

<sup>4</sup> <https://edtechmagazine.com/higher/article/2021/07/what-technologies-do-colleges-need-support-modern-students>



# 5 ESSENTIALS FOR DELIVERING A GREAT STUDENT EXPERIENCE

1

Richer pedagogy

2

Greater flexibility

3

Broader inclusivity

4

Faster connectivity

5

Better accessibility

## SECURITY: PREVENTING CYBER ATTACKS

To harness the full potential of digitalisation, security needs to be 'built in' not 'bolted on'. Computacenter provides digital identity, endpoint, cloud, data and infrastructure security advisory and consultancy services to help higher education institutions identify any vulnerabilities and establish the robust foundations they need to protect devices, datasets and users both on and off campus. We can also assist with the procurement and implementation of new security solutions and the optimisation of existing tools and controls.





## CONNECTIVITY: ENABLING BLENDED LEARNING

To provide seamless access to digital systems and online resources, universities and colleges need to transform their network architecture and assets. Computacenter's wireless assessment and network readiness services help higher education institutions identify connectivity gaps that could impact learning quality and the overall student experience. Our specialists can also help to design, test and implement new networking solutions and advise on best practice approaches to maximise performance and minimise cost.



# SMART INFRASTRUCTURE: KEEPING STUDENTS CONNECTED

To deliver seamless connectivity, higher education institutions need robust and optimised infrastructures that can be scaled to meet future demand. Computacenter's smart and physical infrastructure services include structured network cabling installation, wireless access point and LAN deployment, smart building systems and datacenter power and cooling. As well as improving efficiency, our smart infrastructure services can help to boost an organisation's sustainability credentials by reducing energy consumption and carbon emissions.



## COMPUTACENTER: A TRUSTED PARTNER FOR HIGHER EDUCATION

- We have 40 years' experience of helping private and public sector organisations source, transform, optimise and manage their IT to deliver better outcomes
- Headquartered in the UK, we employ more than 16,000 people and are committed to operating ethically and inclusively
- We have relationships with more than 1,100 IT vendors and 4,000 manufacturers, including specialist providers of higher education apps and platforms
- Our specialists hold certifications and accreditations across the entire IT spectrum, including networking, security, datacenter, cloud and audio-visual technologies
- We are helping to upskill the UK with our Future Talents programme, which includes IT apprenticeships, STEM outreach in schools, and a prestigious graduate scheme





# LET'S TALK

To find out how Computacenter can help transform your IT infrastructures and enable greater flexibility, connectivity with sharper security, please contact your Account Manager, call **01707 63100** or email **enquiries@computacenter.com**

## About Computacenter

Computacenter is a leading independent technology partner, trusted by large corporate and public sector organisations. We help our customers to source, transform and manage their IT infrastructure to deliver digital transformation, enabling people and their business. Computacenter is a public company quoted on the London FTSE 250 (CCC.L) and employs over 17,000 people worldwide.

[www.computacenter.com](http://www.computacenter.com)

