Industry: Education

Location: Japan

Japan's second oldest university is among the highest ranking institutions in Asia and is one of Japan's National Seven Universities. It hosts around 23,000 students and has three campuses offering undergraduate degrees in integrated human studies, letters, education, law, economics, science, medicine, pharmaceutical sciences, engineering, and agriculture. The university also boasts 18 graduate schools, including a school of Asian and African area studies as well as a school of management. The graduate schools offer master's, doctoral and professional degree programs.

accops CASE STUDY

KEY CHALLENGES

- Faculty dependent on IT team

- Lower productivity

- Inefficient utilization of IT resources

- Students have limited lab access

SOLUTION

- Accops HyLabs solution for dynamic ICT (Information & Computer Technology) laboratory provisioning.

CHALLENGES

Being 2nd largest university in Japan, a large number of students & faculty members access the IT infrastructure on a daily basis. University had multiple departments and each department required multiple labs to accommodate the number of students. Faculty members were highly dependent on the IT individuals for daily laboratory coursework & arranging the lab's environment. Even for a small installation or troubleshooting, faculties had to wait for the IT team's assistance. To add to that, faculty students were also dependent on the college infrastructure to access their course material. Students had to wait long hours for the labs to get vacated and then there was also lot of permission process involved incase a particular student wanted to access labs outside classroom hours. Unavailability of labs meant a loss in crucial study time for students. University was also spending a huge amount capital in building the desktop computing infrastructure. Institute was looking for a flexible & secure system infrastructure that could have satisfied the following requirement:

- Increase efficiency of educational computer resources.
- Enhance digital learning environment.
- Higher TCO (Total Cost of Ownership).

SOLUTION

The university was in urgent need of a stable, reliable, and easy-to-maintain new system to address their IT dependency & mobility issues. The university started looking to improve the IT infrastructure with an objective to get a self-sufficient system that can be executed with minimal IT dependency while empowering the faculty & students with an automated lab environment. After detailed evalution, the university liked Accops solution, which was a complete solution suite for all their stated requirements.The solution "Accops HyLabs", a self-service portal enables educational institutes to dynamically provision lab environments and provide anywhere, anytime access to lecture and training content. With the implementation of Accops HyLabs, faculty doesn't have to anymore depend on the IT team for labs environment setup. Students are empowered by having anytime, anywhere & any device access to their lab environment. Institute can provide their educational resources & study material beyond campus timings & even to the distance learning students.

PRODUCT DEPLOYED

HyLabs

Accops HyLabs: Laboratory automation & provisioning

BENEFITS

- Empowered Faculties & Students

- Better utilization of IT infrastructure

- Increased productivity

- Anytime, anywhere access to students

- Realtime Learning Analytics

- Secure access from anywhere, anytime & any device

- Lower TCO

BENEFITS

After HyLabs, the budgets of different departments were consolidated and used for creating a single, shared infrastructure for all the labs. Better utilization of the resources is now possible thanks to sharing of the virtual lab infrastructure. Time-based provisioning feature enabled automated, conflict-free sharing of the virtual lab infrastructure. Resources are automatically claimed back by the system into the shared pool after time is over. With the implementation of Accops solution delegation of lab customization and provisioning can be offloaded to departments and individual faculties via self-serviced portal. HyLabs is empowered to with role delegation across departments and faculty skills and authority. Virtual lab assistant bot (a notifications bot) keeps faculty informed about lab timings thus increasing overall productivity. Self-healing function resolves issues on its own and avoids VDI redeployments. Students do not have to wait after college hours to get the lab or common study area access and now they can get access to their classroom from any location & from any device. Integrated & seamless access to lab machine is now possible even from the University LMS (Learning management system).

Below were the benefits to the university:

- Empowered faculties & students
- Better Utilization of IT resources
- Increased productivity
- Realtime learning analytics
- Lower TCO
- Secure access from anywhere, anytime & from any device

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