

# CASE STUDY



## From Outdated to Outperforming

Muscogee County School District relies on NetPlanner Systems' expertise and Cisco technology to upgrade its wireless network capabilities

For a 58-location school district—and the second largest employer in the county—modernizing and improving the strength, quality and accessibility of wireless communications is not an easy task. Yet, that's exactly what the Muscogee County School District (MCSD), located in Columbus, Georgia, specified in its RFP for comprehensive wireless LANs (local area networks) at every facility. The MCSD had been struggling with antiquated wireless equipment and infrastructure, and its busy, growing schools and alternative education centers didn't have adequate coverage for an increasingly digital environment.

Today, as a result of their partnership with NetPlanner Systems, Inc., all 58 educational facilities—as well as their faculty and 30,000 students—have gotten big productivity boosts from ubiquitous wireless coverage over 100% Cisco networks. "The project went more smoothly than any I have ever worked on," says MCSD Senior Network Engineer Paul Morgan. "NetPlanner has a great team, with extensive knowledge, and they really care about their work."

### The Right Partner for the Project

Morgan and the MCSD had done business with NetPlanner before, he says, but this was the largest project yet. Nevertheless, his familiarity with the firm put him at ease. "We know the work NetPlanner does, and we have a good relationship with them.

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*—Paul Morgan  
MCSD Senior Network Engineer*

They did a good job developing a proposal based on the needs they knew we had," Morgan relates.

"We had not worked with NetPlanner's network team before, but they listed their credentials on the RFP and stated who we would be working with," he continues. "They took the time to show us their people were qualified. The level of expertise—project leads with CCIE\* certifications and other qualifications—was impressive."

### Rising to the Challenge

Once the RFP award was confirmed, Morgan and the NetPlanner team began work at an accelerated pace, focused on an aggressive project completion target of eight to 12 months. The initial project goal was two schools every week and a half, but Morgan says he soon knew they could do more. "There were a few kinks to work out, but we learned our lessons after two schools and ran with it," he notes. "Once we were going, it flowed so well that we accelerated our timeline to three schools every week and a half."

Morgan credits NetPlanner for helping him maintain the faster pace. "If I had any issue—even if it was not their fault, I'd tell the site manager or the lead tech and they would jump on it," he says. "I was worried about doing a project that size after hours, but they kept it rolling."

He also liked the straightforward manner in which NetPlanner handled special requests and other unexpected issues. "If we overlooked something, or a new requirement came up, the techs were on top of things," Morgan says. "We didn't have to go through a change control process."

## Above and Beyond

During the effort, Morgan says, NetPlanner techs went beyond the project scope several times to deliver the most complete, high-quality job possible.

Even more beneficial, given the tight budgets on which school districts operate, was the extra work NetPlanner was able to perform. "Towards the end of the project, we were under budget and were able to order some extra work," says Morgan. "We performed a WAN switch upgrade at all of our middle schools and high schools, upgrading the main switch and the closets from a one-gig to a 10-gig connection. NetPlanner planned the upgrade so each school could get back online the next day."

## Project Wrap-Up

The project made its completion target, at which time NetPlanner delivered complete network diagrams and all the related hardware documentation—another "extra" that impressed Morgan. Asked if he would refer other organizations to NetPlanner, Morgan responds, "I would recommend them, any day, any time. They are incredible to deal with. Even on a project of this size, they made us comfortable that they knew what they were doing."



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## About Muscogee County School District

Located in west-central Georgia, the Muscogee County School District (MCSD) is comprised of 58 schools and alternative education facilities. Serving more than 30,000 students from kindergarten through the 12th grade, the MCSD has consistently high graduation rates above the state average. The mission of the MCSD is to inspire and equip all students to achieve unlimited potential. For more information, please contact the Office of Communications at 706.748.2034 or [communications@muscogee.k12.ga.us](mailto:communications@muscogee.k12.ga.us).



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