

Cisco Observability Platform for higher education

Observability enables higher education institutes to deliver high-performing, mission-critical, and secure digital experiences to students and staff alongside the growing complexity of application delivery environments.



THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

With observability from Cisco AppDynamics, LSE was able to pinpoint and resolve issues across the IT stack and eliminate delays impacting students.

<https://www.appdynamics.com/case-study/london-school-of-economics>



Challenge

Existing systems struggled to deliver the speed, scale and reliability LSE's 12,000 students expect from its on-campus and online services. Meanwhile, database bottlenecks brought enrollment processes to a halt, jeopardizing the student experience.



Solution

Cisco AppDynamics provides LSE with visibility across its hybrid environment. Performance issues that once felt insurmountable are solved in seconds, improving student and staff experiences alike.

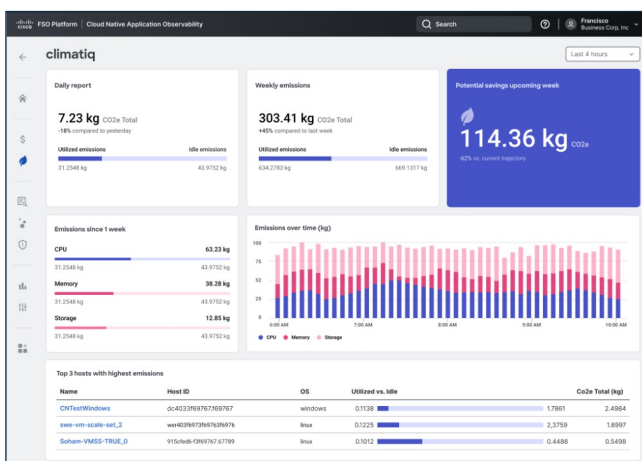
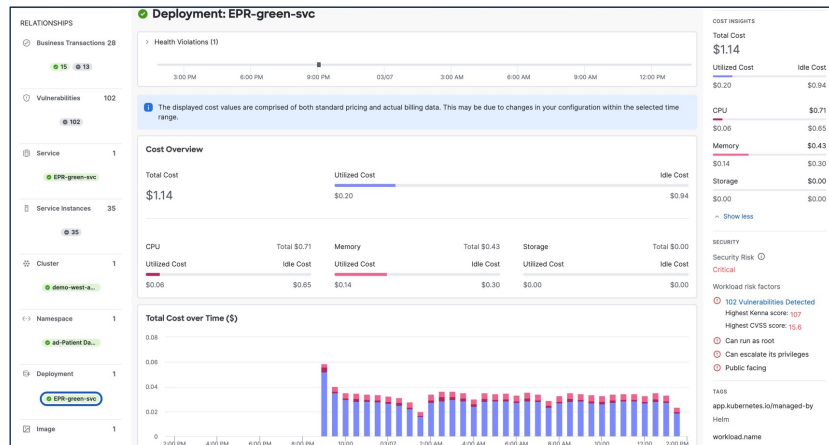


Results

With observability from its database to its end-user experiences, LSE cut webpage load times to milliseconds and eliminated 100% of database errors during undergraduate course enrollment to better support students throughout their academic careers.

Observing your Cloud Spend

- Quickly identify workloads that are overprovisioned and carrying excess cost and those that are under-provisioned and at risk of jeopardising student and staff digital experiences.
- Reduce excess cloud costs and ensure optimal application performance and reliability by eliminating unused cloud resources.



Sustainability

With carbon emerging as a critical KPI for higher education organisations, there is a growing need for IT leaders to consider carbon emissions in resource planning, system design and architecture.

- Optimizing server utilisation
- Spatial load shifting
- Temporal load shifting

Observability for your LMS

Monitor your Learning Management System

Why anything?



- The LMS is among the most critical applications.
- LMS sometimes needs help handling increased users, as it often leads to performance issues.
- LMS databases can be a target for cyber threats, therefore, ensuring the security of users' data and content becomes a priority.

Why Cisco Full Stack Observability?



- Cisco Observability tools monitor the performance and availability of the LMS, setting dynamic baselines to understand whether it is performing as it should be.
- Cisco Secure Application ensures the security of users' data and curriculum content.
- Cisco Full-Stack Observability generates valuable data from the LMS usage and performance trends to help understand patterns. Identifying peak usage times allows for capacity planning to ensure the LMS can handle increased loads without performance degradation. Allowing the university to be proactive rather than reactive.

Benefits



- Enhanced user experience.
- Operational efficiency.
- Capacity planning.
- Security.
- Data-driven decision making.
- Cost savings.
- Brand reputation.
- Student success & retention.

Observability for your CMS and SIS

Monitor your Content Management System and Student Information Systems

Why anything?



- The CMS and SIS are among the most critical applications.
- Higher education institutions rely on content management systems to create, edit, publish, and manage web academic content, all in one place.
- Student Information Systems are key for sharing data between staff and students.

Why Cisco Full Stack Observability?



- Cisco Full-Stack Observability can support the IT teams to monitor key internal or cloud-based applications and cross-institution communications, as well as network and Internet dependencies.
- Cisco Full-Stack Observability can support IT teams in monitoring the performance of the integration between various systems, mainly student information systems, course catalogues, faculty directories, video-class libraries, and student portals, etc.
- Observability can support IT teams to understand local connectivity impact on application experiences and correlate data across the full stack to reduce MTTR.

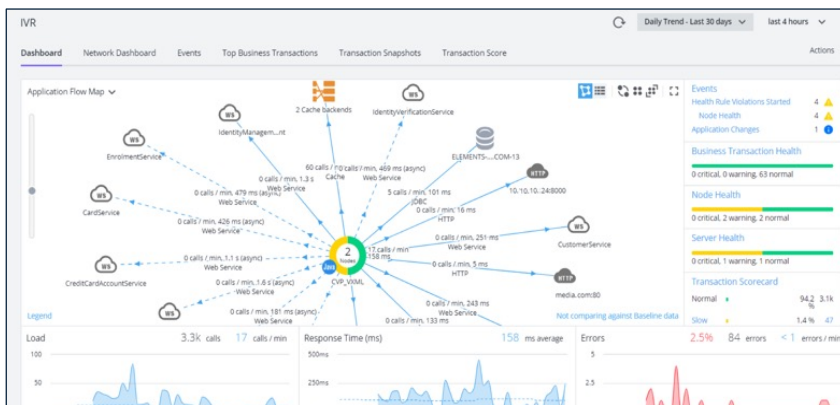
Benefits



- Enhanced user experience.
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- Allows for capacity planning.
- Increases operational efficiency.
- Cost savings.
- Academic reputation.
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Observability for UCCE/UCCX

Monitor UCCE services from a unified view



- ✓ Automatically detect and map calls from the Cisco Voice Portal to backend services and databases.
- ✓ Understand the performance and availability of key services that support IVR flows such as an account service that retrieves the user's account balance.
- ✓ Eliminate reactive searching through log files to determine the root cause and drastically improve MTTR in your call centre.

For more information, please visit <https://www.cisco.com/site/uk/en/solutions/full-stack-observability/index.html>

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