
The Challenge
When Armando Gonzales interviewed for Tornillo Independent School District's Network Administrator position, the district’s network went down while he was in their office. The outdated switching equipment frequently crashed for unknown reasons. “My future boss actually made me troubleshoot the problem as part of the interview,” said Gonzales. “It was trial by fire.”

The users, which include students, teachers, administrators, and employees, had gotten used to the flaky connectivity issues and unreachable resources. Heavy traffic between district buildings slowed down the network, and users would frequently complain. The network got so bad that users gave up trying to rely on it. “Connections would be down for two or three weeks, and users just stopped reporting it.”

With 10GB connectivity coming out, the district decided that it was the right time to upgrade their switching infrastructure. The extra capacity would allow them to support continued workstation additions and ongoing network expansion initiatives for supporting high-bandwidth applications like VoIP and an IP security surveillance system.

Once Discouraged Users Now Praise Network Performance and Constant Connectivity

“Web cams and VoIP traffic place a heavy load on the network... The users have never been so impressed... And we’re growing, so it’s nice to know that we have a network that will support us.”

- Armando Gonzalez, Network Administrator, Tornillo Independent School District

Customer Profile:
Tornillo Independent School District operates five schools and an administration building just outside of El Paso, Texas. The district includes high school, junior high, intermediate, elementary and alternative education facilities.

Three of their four main campuses were rated either “Exemplary” or “Recognized” in 2007 – the highest percentage for any public school in the region. They attribute their success to outstanding faculty, programs and resources that include a new 10GB switching and fiber uplink solution.

Tornillo’s recent D-Link network upgrade project was funded almost entirely by the Universal Service Administrative Company’s (USAC) Schools and Libraries Program (90% of the funding). The program provides discounts to eligible schools and libraries for telecommunication services, Internet access and internal connections.

“The D-Link 10GB solution just works wonders for us. Web cams and VoIP traffic place a heavy load on the network... The users have never been so impressed... And we’re growing, so it’s nice to know that we have a network that will support us.”

- Armando Gonzalez, Network Administrator, Tornillo Independent School District

“Web cams and VoIP traffic place a heavy load on the network,” continued Gonzales. Tornillo’s security camera system uses 40 cameras district-wide and constantly broadcasts video feeds to security monitors and recording systems. Their elementary campus uses a server-based educational application called Voyager, which requires healthy network bandwidth, as well.
“The D-Link 10GB solution just works wonders for us,” said Gonzales. “Everything’s centralized and I really like the D-Link interface. The graphical display for port illumination is great, and everything’s very user friendly. My boss likes interfaces that are simple and easy to understand, and I like a bit more detail. The D-Link interface provides the right mix, with a lot of technical information displayed in a good, usable format.”

“And the users have never been so impressed with the network,” he continued. “They can now depend on constant connectivity. I’ve been getting compliments left and right. And we’re growing, so it’s nice to know that we have a network that will support us.”

Moving Forward - D-link Provides Solid Network Infrastructure to Build On

Tornillo Independent School District IT Support, Sergio Sosa, installing the D-Link xStack switches and uplink modules, which helped provide the district with a solid, reliable 10Gigabit network.

“We offer free Wi-Fi service to community users in their homes via access points atop one of our towers,” said Gonzales. “The program started out with seven users, and it’s grown to more than 160. We have a waiting list now for others that would like to have access.” The district is evaluating D-Link enterprise wireless access points for the newest high school in their district. They want to offer students wireless access while maintaining robust security and access management features.

“We have a lot of projects in the pipeline,” said Gonzales. “And thanks to D-Link, we’re able to provide a solid network infrastructure to build on.”