CROWN CASTLE

Connecting students to vital education and services.

Connectivity has never been more essential to the mission of the City School District of Albany. Its goal—to provide an education that empowers students to achieve their full potential—is especially challenging given its expansive education network. Spread out over 21 square miles and 34 buildings, the network serves more than 10,000 students, 2,000 educators and staff, as well as a small, but nimble support team of just 11 people. At an unprecedented time of changing classroom practices, the district most notably includes a specialized program that supports refugees in need of services, with English as a new language and where connection, in essence, is everything.

The Need

> The City School District of Albany had been planning to expand their bandwidth capabilities—and to switch providers—before the COVID-19 pandemic.

> Beyond increasing their bandwidth capabilities, the district, which we had been working with for more than four years, faced significant challenges, including poor network reliability. These issues negatively impacted the ability of students to learn and administrators to operate.

> Regular DDoS attacks frequently made their network unavailable and their network provider was often unresponsive.

Name
City School District of Albany

Industry
Education (K-12)

District Size
10,000 students
2,000 staff members
34 buildings

Solutions
Ethernet
DDoS Defense
Dark Fiber

Location
Albany, NY

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> There hasn't been a time when we've asked for assistance and haven't gotten all the support we needed and more.
>
> **JOHN WYLD**
> Technology Coordinator

The solution.

> Our Ethernet and Dark Fiber services gave them a faster, more reliable way to connect sites within their network.

> DDoS Defense was added to their internet services to protect their network from attacks.

> As a result, the City School District of Albany was able to:
>   • Increase their internet bandwidth from 1.25Gbps to 5Gbps
>   • Gain flexibility to further increase bandwidth in the future without further construction
>   • Maintain costs at predictable levels

> Our solution also includes a ring network design that makes the network more resilient against outages

The Impact

With the help of our fiber solutions, the district has been able to adopt more cloud-based applications—a critical shift as the pandemic prompted remote and hybrid learning. And DDoS Defense has shielded the city school district at least five times from potentially debilitating cyber attacks since its implementation, preventing any impact on instruction or operations. Recently, the district undertook two important capital projects – an $80M renovation and new building construction for a high school that required a new, dedicated data center. Demolition of a building also required fiber to be moved near a middle school. We continue to work with the district as they prepare for the new bandwidth and data requirements that come with bringing 900 new instructional spaces online. Now, with the right infrastructure, the district can move forward with the confidence to accommodate future growth.

Why Crown Castle?

When you work with us, you get a partner who is dedicated to understanding your needs and delivering a solution to run your organization today—while setting the stage for tomorrow's most transformative innovations.

Expertise
Over the last 30 years, we've built and maintained the nation's largest portfolio of shared communications infrastructure.

Consultation
We take the time to carefully consider all your needs and deliver a solution that meets your business requirements and opens up new opportunities.

Service
Our locally based service teams work closely with you to consult, design and deliver solutions that meet your needs, while our state-of-the-art Network Operation Center works around the clock to keep your network running.

Stability
We are the last owner of our networks, and an S&P 500 company with a history of building and operating infrastructure around the country.

CROWN CASTLE

Crown Castle owns, operates and leases more than 40,000 cell towers and approximately 90,000 route miles of fiber supporting small cells and fiber solutions across every major US market. This nationwide portfolio of communications infrastructure connects cities and communities to essential data, technology and wireless service—bringing information, ideas and innovations to the people and businesses that need them.

For more information, please contact 1-833-561-5984 or visit **CrownCastle.com**