TruePath Technologies

TRUEPATH HELPS HOBART & WILLIAM SMITH
MONITOR NETWORK CONSTRAINTS AND OPTIMIZE PROCESSES

HOBART AND WILLIAM SMITH COLLEGES

Hobart and William Smith (HWS) are amongst the top private liberal arts colleges in the country. Focused on interdisciplinary curriculum, HWS prepares students for a continuing path of excellence. With over 2,200 undergraduate students, nearly 1,400 of which study abroad in more than 40 countries, HWS is positively influencing and shaping future leaders across the globe. The 21,000 alumni have thrived beyond their experience at HWS-garnering prestigious fellowships like the Rhodes, Gates Cambridge, Udall, Fullbright, Goldwater- and are ranked by SmartMoney magazine 10th in the nation for helping grads "Get Top Salaries".

The Challenge

Work with HWS to evaluate opportunities for a bottleneck in the student registration process. Students are allowed to register on a first-come first-served basis, causing a squall of registration requests that severely taxes IT infrastructure

Particularly, HWS sought to:

- Utilize existing framework, avoiding need for significant additional equipment expenditures
- Eliminate the possibility for a traffic related network failure during this short but intense process
- Ensure students a smooth and effective experience
- Monitor peak system load under specific conditions

The Solution

TruePath analyzed hardware architecture and software during a live registration and concluded that the current IT infrastructure had ample capacity. TruePath provided several recommendations to improve data flow such as; assigning restrictions, organizing the student "shopping cart", and ordering queries to be more linear.

> **// TruePath provided a customized review of our specific scenario by taking the time to understand our business processes and challenges while looking for ways to deliver as much knowledge as possible. //**
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> **Jeremy Trumble**
> *Director of Enterprise Solutions, HWS*

The Results

Hobart and William Smith Colleges are now able to fully comprehend the impact of the student registration process via graphical and numerical reports generated by TruePath during this collaboration. Implementing TruePath's recommendations, HWS realized numerous benefits including:

- Confirmation that there was no need to augment current system capacities with additional equipment- saving money
- Improved understanding of how the information is processed within their software
- Direction for allocating network resources going forward to handle future complexities
- Overall greater process stability for the end user, enhancing the student's experience