

A background image of a server room with rows of server racks illuminated by blue and purple lights.

Modernising the IT Landscape of a Leading University with Enhanced Performance and Robust Disaster Recovery

Overview

As a prestigious private university in Nairobi, Kenya, the institution has earned a reputation for excellence in business, IT, law, hospitality, and accounting programmes. With a growing student population and expanding academic offerings, the university faced significant ICT challenges. Application performance was slow, infrastructure capacity was limited, and disaster recovery measures were insufficient. Recognising the need for a modern, resilient IT backbone, the university partnered with Black Box to undertake a comprehensive infrastructure transformation.

Challenges

The ICT team was struggling with sluggish application response, particularly during enrolment and examination periods, causing delays and affecting productivity. The existing server and storage infrastructure could not keep pace with growing demands, restricting deployment of new applications and scaling of existing ones. Disaster recovery was limited, exposing critical data and applications to potential loss. Multiple vendors and fragmented systems made integration difficult, and budget constraints demanded a solution that was both effective and cost-efficient. Managing the ageing infrastructure consumed significant resources, leaving little room for strategic IT initiatives.

AT A GLANCE

CHALLENGES

- Slow application performance affecting daily operations
- Limited server and storage capacity for growing academic demands
- Lack of robust disaster recovery measures
- Complex vendor integration and infrastructure management

SOLUTIONS

- Full installation and configuration of servers, storage, and network switches
- Upgrades to VMware, storage, and connectivity for enhanced performance
- Remote access enablement and firmware updates
- Data replication at a remote site to ensure disaster recovery

RESULTS

- Improved application response times across departments
- Increased storage capacity supporting academic expansion
- Reliable disaster recovery and minimal operational disruption
- Streamlined ICT management with remote access capabilities

BENEFITS

- Future-ready ICT infrastructure supporting innovation
- Ability to deploy new applications seamlessly
- Reduced operational risks and cost optimisation
- Enhanced IT team efficiency and strategic focus



Solutions

Black Box implemented a full-scale infrastructure modernisation, including installation and configuration of servers, storage systems, and network switches. VMware was upgraded from version 6.5 to 8.0, providing improved performance, enhanced security, and new features. Storage connectivity was upgraded to 16G Fibre Channel and server connectivity to 10G Ethernet, boosting data transfer speeds and reducing latency. Firmware upgrades ensured optimal equipment performance, while remote access capabilities enabled the ICT team to monitor and manage systems from anywhere. Data replication to a remote site established a robust disaster recovery strategy, ensuring critical applications and data remained protected.

Why Black Box?

The university chose Black Box for its expertise in delivering comprehensive, tailored IT solutions. By combining deep technical knowledge with strategic insight, Black Box provided a modern, high-performance infrastructure that enhanced operational efficiency and resilience. This partnership ensured the university could maintain its leadership in education while confidently scaling its digital and academic offerings.

Black Box is a global leader in digital infrastructure solutions, delivering network and system integration, managed services, and technology products to Fortune 100 and top global enterprises. With a presence across the United States, Europe, India, Asia Pacific, the Middle East, and Latin America, Black Box serves businesses across financial services, technology, healthcare, retail, public services, and manufacturing.