



University of Sussex

How Intergence will keep communities connected with a faster, future-proofed approach to student WiFi.

Prestigious, prolific and home to some of the brightest analytical minds in Psychology, History and Geography; few institutions carry the educational accolades of the University of Sussex. This historic university welcomes over 18,000 full-time students from over 100 countries Worldwide and, as such, depends on high-capacity, high-speed networking to keep its people connected.

The modern student learns through connections, collaboration and the freedom of information. As such, their online resources are invaluable, keeping them forever-connected to their work and their colleagues.

Even so, when it came to student satisfaction with the university's IT infrastructure, one key area suffered from recurring criticism: its WiFi. The existing solution had been comparatively under-invested and couldn't support the learning requirements of the modern-day student. Upon review, over 91% of the university's networking equipment had reached end-of-life.

As a forward-thinking institution, the University of Sussex didn't only recognise a need for faster WiFi – but an opportunity for a major network overhaul. Intergence successfully tendered for their role in this transformative Network Replacement Programme (NRP) and were appointed in July 2021.



About The University of Sussex:

- Established in 1961, the first of seven new universities developed after WWII
- Recognised as world-leading in over 89% of its research activity by the Research Excellence Framework (REF)
- Provides more 4-star rated Geography research submissions than any other institutions across the UK
- Provides a prolific and profitable local businesses hub in the Innovation Centre – an environment for over 80 high-growth companies.
- Hires an equivalent of 2,615 full-time employees, having welcomed three Nobel Prize Winners and 12 Fellows of the British Academy to its faculty.

The Solution

Intergence are engaged in project, programme, change management and technology consultancy for the provision of a wired and wireless network solution, requiring complex coordination of a combination of technical works, civil engineering, people management and communication bigger than anything the University has done independently over the past two decades.

The team completed an options appraisal and the Outline Business Case for the proposed network solution was approved. Following a period of procurement, value engineering and progressing design, the Final Business Case was recently submitted to council November 2022 and full funds release has also now been approved. The programme is now transitioning into delivery with an estimated completion April 2025.

In parallel, Intergence are providing ongoing IT support to free-up internal network resources and to ensure that existing campus technologies are not left to languish.

- Approximately 300km of new fibre and associated ducting around the campus.
- Upgrade of over 200 IT equipment rooms.
- Provisional internal and external Wi-Fi access points.
- Installation of over 3000 new devices and supporting software.
- Implementation of a new service operating model.





The Results

The planning and implementation of the NRP is more than just a technical upgrade. Across the campus, students and research faculties will experience the following planned network benefits, which will be tracked, monitored and realised throughout delivery:

- Enhanced security by contributing to cyber risk probability reduction
- Improved productivity and satisfaction because of a superior network and Wi-Fi experience
- Reduced CO2 emissions through more energy efficient IT equipment and increased remote working
- Increased business continuity by improving network availability and performance
- Faster and more secure data transfers from improved connectivity, speed, and resilience

Why Intergence?

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Intergence weren't content to simply provide an iterative upgrade. They've implemented a transformative approach to our network that has benefitted everybody across the campus – faculty included. Their solutions are part of a broader technical drive for the University and, on the basis of these results, allude to an exciting future for the University of Sussex

- University of Sussex

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Intergence's dedication to outcomes and focus on teamwork, communication and collaboration have been instrumental in delivering this complex, cross-functional NRP. Yet this is a smaller part of a much more grandiose future for the University of Sussex, and their partnership with Intergence.

Planning is now underway for the University's Sussex 2025 strategic framework, which is set to transform learning experiences, further enhance the University's worldwide research capabilities, and provide students with unparalleled technical skills and resources.

