SHOWCASE

Project name: UNIVERSITAS - XXI in CLOUD

Description: Oficina de Cooperación Universitaria (OCU) is a technology services company based on the ideas of cooperation and owned by the public universities of Alcalá, Carlos III of Madrid, Castilla - La Mancha, Rey Juan Carlos, Salamanca and Valladolid, and by Santander Bank Group.

Born in 1994, OCU is specialized in the design, development, implementation, maintenance and evolution of software systems for University's management. Its main product, UNIVERSITAS XXI, is a comprehensive software solution of University Management.

OCU is currently present in 9 countries (Dominican Republic, Colombia, Chile, Ecuador, Nicaragua, Peru, Spain, Uruguay and Venezuela), with more than 260 employees, and providing services to more than 100 universities.

Initially, in the 90s, facilities of UNIVERSITAS XXI were performed on servers available on the universities' Processing Data Centers. But with the arrival of external datacenters to the corporate world and large organizations, in 2006 OCU decided to provide hosting for its systems to those universities that due to their size, complexity or availability needs, preferred to host them on external datacenters, taking advantage of the scalability, availability, flexibility and professionalism offered by this model.

Thus, a new service was offered, that has being evolving from a traditional model based on hosting to a model based on cloud services, where the client ignores the existing infrastructure and focuses on enjoying the service. The number of customers using this modality has increased gradually, and today approximately one third of the universities that use UNIVERSITAS XXI do it in a cloud model.

The service offered has evolved and adapted to the needs of environments that in most cases need support and availability 24x7 by being oriented to user groups, such as students and teachers, whose temporal and geographical dispersion requires the systems to be operational all the time.

The services offered also include monitoring the user experience, checking every few minutes from several locations online availability and response times of services offered, alerting support 24x7 teams if needed. In addition, systems' hot backup of databases, and extended management that allow administrative tasks to be run at times that not to interfere with the users. In addition, general support services and management of such environments to ensure the service level agreements and the optimal performance of hosted environments.

The model began with a hosting based on a datacenter located in Spain, under OCU proprietary architecture, to be move to a hybrid architecture with combinations of datacenter services and OCU services, but all offered to the customer as a single service.

For the Latin American universities OCU noticed the convenience of working with a provider with datacenter in Miami, with the goal of optimizing communications. Depending on legal restrictions

related to data protection, the service would evolve in the future towards a model where each country has a local datacenter, but with a same layer of services unified and homogeneous.

It should be noted that the own infrastructure of OCU uses this service model, placing in these same productive datacenters, office systems and CRM systems.

In OCU's experience after more than ten years offering the service of UNIVERSITAS XXI in CLOUD, this model offers great advantages for universities, with more and better features, high flexibility and scalability, faster responses, guaranteed service levels and costs reductions.

Recently, the company renewed its IT systems and fully outsourced them in a Cloud Computing Environment for a better management and for reaching lower costs.