



Petra Christian University migrates 9000 students to Google Apps, increasing email storage by 24.95 GB per user at no added cost



At a Glance

What they wanted to do

- Provide a stable email service with little downtime for students and faculty
- Increase email storage, improve spam filtration and provide a suite of tools for faculty and students to collaborate and communicate easily

What they did

- Implemented single sign-on and integrated Google Apps for Edu with internal IT apps for the university

What they accomplished

- Increase in student satisfaction with tremendous early adoption, evidenced by 200 signups the first morning after Google Apps for Edu went live
- Saved valuable IT resources to be dedicated to further developments at Petra University
- Increased email storage by 24.95 GB per user from 50 MB to 25 GB

Institution

Petra Christian University was established in 1961 in Surabaya, Indonesia. The private university consists of 600 faculty and staff, roughly 9000 students across 6 faculties and has an alumni base of around 25000 students. True to its vision of being a caring and global university committed to Christian values, Petra boasts a diverse student body coming from various cultural backgrounds and different parts of Indonesia.

Challenge

To facilitate communication on campus Petra provided email accounts to all 9000 of its students, hosted on Postfix mail servers running on Linux. This system was costly, insecure and unstable. With every power outage the on-premise mail servers crashed and needed tremendous maintenance. Spam filtration was poor, and storage capacity was minimal. The existing mail service provided 500 GB storage for all accounts, allocating only 50 MB per user. Petra was unable to host faculty and staff accounts, focusing resources on students, and as a result communication between faculty and students was inefficient. The head of Petra's IT department, Justinus Andjarwirawan, knew there was a way to improve the IT infrastructure in order to transform Petra into a cohesive, caring and global community.

Solution

Petra's IT team believed Google Apps for Education was the correct solution for Petra's IT problems. Mr. Andjarwirawan had been using Google Apps personally for years, and knew the products were easy to use, effective and reliable. The biggest criteria when selecting a new service was stability – Petra wanted to be sure students were able to access services as required without worrying about downtime. Luckily, Google Apps for Edu boasts almost no downtime – a mere 4 minutes a month on average, and 24x7 IT support. Google's effective spam filtration and security policy made Petra's key decision makers confident that it was the right choice.

The deployment process took a total of 4 months. Petra reworked its web authentication systems, adopting a single sign-on for Google Apps as well as its internal web applications and wi-fi authentication. The IT team also worked to synchronize Google Apps for Edu with its existing services, including RADIUS (Remote Authentication Dial-In User Service).

"Google Apps has already helped my university to build our dream and the dream is having this remarkable collaboration."

—Justinus Andjarwirawan, IT head, Petra University

Students at Petra University heard the news about the migration through word of mouth and expressed great excitement at the provision of Apps for

About Google Apps for Education

Google Apps for Education is a free suite of hosted communication and collaboration applications designed for schools and universities. Google Apps includes Gmail (webmail services), Google Calendar (shared calendaring), Google Docs (online document, spreadsheet, presentation, and form creation and sharing) Google Video (secure and private video sharing – 10GB free) and Google Sites (team website creation with videos, images, gadgets and documents integration), as well as administrative tools, customer support, and access to APIs to integrate Google Apps with existing IT systems.

For more information visit
www.google.com/apps/edu

Education. To further spread awareness around campus, Petra's IT team broadcast the news via email and on their website, as well as distributing paper leaflets among the student body. By the end of the morning that Google Apps for Education went live at Petra, 200 students had already set up their accounts.

Benefits

Whereas previously, email accounts at the domain @john.petra.ac.id were available only to students, since Google Apps accounts are going to be rolled out to students, faculty and staff at Petra, the campus community as a whole is more connected. Teachers will be able to collaborate with their students directly on their work, commenting and providing feedback in real time.

IT head Mr. Andjarwirawan is optimistic about the possibilities for this collaboration. Students will no longer lose their work because of viruses and faulty thumb drives, and he has already noticed more students using their email accounts regularly, as opposed to only employing them during course registration period when they have to wait for a confirmation email. Mr. Andjarwirawan also points out that previously, faculty and staff used email back and forth to set up meetings and confirm attendance, whereas with Google Calendar they can RSVP to the meetings publicly and easily find a suitable time for all attendees, facilitating departmental collaboration and communication.

Finally, the savings enjoyed by the IT department by no longer spending time and resources on email service maintenance can be dedicated to other IT developments in the university, such as internal apps. Petra can continue to advance as an IT-based campus on the way to its vision of a global university.

