13,000 students in Coppell, Texas rely on Juniper Mist Wi-Fi for learning

CISD COPPELL
INDEPENDENT SCHOOL DISTRICT
Empowering Educational Excellence

Technology is wholly integrated into the curriculum in the Coppell, Texas schools, and the outcome is evident. Coppell ISD has a reputation for educational excellence, with multiple measures of achievement above state averages.

An AI-native Juniper Mist wireless network delivers exceptional user experiences and simplifies network operations at the district's 21 locations.

OVERVIEW

Company	Coppell Independent School District
Industry	Education
Products used	Juniper Wireless Access Points, Juniper Mist Wi-Fi Assurance, Marvis Virtual Network Assistant
Region	Americas

CUSTOMER SUCCESS AT-A-GLANCE

1:1

Digital learning to raise educational outcomes above state averages

25,000+

Tablets and laptops receive an exceptional wireless experience every day

50%

Reduction in wireless support tickets with AIOps

CHALLENGE

Innovative learning in an evolving world

Consistently excellent Wi-Fi is a prerequisite at Coppell ISD as educators thoughtfully use technology as part of a rigorous curriculum and student-centered learning to bring learning to life for 13,400 students. Coppell, a suburb of Dallas, provides tablets or laptops to every student, from pre-K to Grade 12. Students and staff also can use their own personal devices.

"We were looking for a next-generation wireless solution that would meet our needs today and support our level of thinking for the future of digital learning," says the executive director of technology at Coppell ISD.

SOLUTION

AIOps streamlines network operations

"The wireless experience with Juniper Mist is a night-and-day difference," says the executive director. "We chose Juniper Mist because of the visibility into the user experience."

Coppell ISD uses Juniper Mist wireless across its elementary, middle, and high schools. Juniper wireless access points work in conjunction with the Juniper Mist cloud architecture, driven by Mist AI, to optimize the network user experience and streamline operations.

Juniper Mist cloud services, including Wi-Fi Assurance and Marvis Virtual Network Assistant, continuously optimize the network user experience, deliver insights, automate network operations, and proactively resolve network problems. IT can set, monitor, and enforce service level expectations for clients.

"Wireless always gets the rap when things don't work," he says. "Regardless of whether it's the Internet, DHCP, DNS, or something else, wireless always gets the blame."

AIOps simplify network operations and speed troubleshooting. Marvis, which provides client-level insight, rapid troubleshooting, trending analysis, anomaly detection, and proactive problem resolution, has helped the network team quickly fix VLAN misconfigurations and DHCP issues.

"Before Mist, our network engineers were always chasing ghosts in the wireless," he says. "Now, Mist AI provides visibility so we can see what the issue is. Mist AI is tremendous for troubleshooting."

OUTCOME

Prepare students for the future

The Juniper Mist Wi-Fi is predictable, measurable, and reliable.

"The volume of Wi-Fi-related issues has gone down 50%," says the executive director. Spending less time troubleshooting client connectivity problems frees up more time for the IT team to focus on strategic work.

Coppell ISD can leverage its Juniper Mist network to support asset tracking and wayfinding. Juniper access points, which include virtual Bluetooth® Low Energy (BLE) sensors, along with Mist Indoor Location Services, drive down deployment costs and improve location accuracy. Most immediately, IT can use Mist locations service to better track misplaced iPads and other devices, and in the future, a way to enhance campus safety.

"We chose Mist because of the visibility into the user experience."
Executive Director of Technology, Coppell Independent School District

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