

# case study

## SOUTHGATE CAMPUS CENTRE TALLAHASSEE, FLORIDA

SouthGate Campus Centre in Tallahassee, Florida is a private, full-service student residence serving Florida State University, Florida A&M University and Tallahassee Community College. Located directly across the street from the South entrance of Florida State University, they are as convenient as any on-campus dorm but offer more modern conveniences.

SouthGate offers a host of amenities including weekly housekeeping, covered parking, computer center, fitness room, and recreational rooms. Their Internet service, however, was not meeting the property's high standards of service and support that they desired for their residents until they partnered with Apogee.



**"Apogee was the right choice. I only wish we had their services earlier."**

Jamie Thomas, Managing Director  
SouthGate Campus Centre

### Slow Connections / No Support

Prior to Apogee, SouthGate was experiencing fluctuations in their Internet speed, which became especially slow during peak study times. In addition, viruses and malware were problematic on the network. It was hard to address issues in a timely manner because none of the companies they previously contracted with followed up or offered additional assistance after the installation. There was no on-site assistance, leaving the property managers to address a stack of service requests from its residents. **"Our main focus should be providing room and board. Before Apogee, valuable time was diverted from budgeting, event planning and leasing activities - it wasn't fun,"** said Jamie Thomas, Managing Director of SouthGate. The property needed a company that recognized customer service and support was just as important as providing reliable connections.

### A Solution Everyone is Happy With

SouthGate found a solution by partnering with Apogee, a company experienced in managing student networks for colleges and universities. **Thomas comments, "Since Apogee was a new vendor, we weren't sure what to expect, but they have exceeded our expectations."** Today's students expect reliable, high speed Internet access because that is what they have been using at home. Apogee was not only able to provide high speed Internet for SouthGate, but also offered on-site assistance during move-in and throughout the year, as well as call center support via a toll-free number. **"Students are able to get all of their questions answered, and parents feel more comfortable that their students are getting the attention they need,"** says Thomas. Thomas also appreciates Apogee's integrated 24/7 network monitoring to proactively address network issues. This assistance has allowed the SouthGate property managers to focus on their core jobs.