

The American University in Cairo

Enhanced Network Management Efficiency and Resilience with Modern DDI and Automation



Project Objectives

- Reduce AUC's exposure to DNS-based threats through improved visibility, policy enforcement, and protection mechanisms
- Improve service availability and resilience across multi-site campus infrastructure
- Increase network management efficiency with automation
- Ensure scalability for future network growth
- Enable digital transformation, especially for multicloud and IoT

Key Benefits

- Strengthened security due to easier identification of suspicious behavior
- Significant cost reduction compared to legacy DDI-vendor
- Noticeable reduction in administrative effort
- Automation of bulk changes and faster VM provisioning
- Elimination of misconfigurations from manual handling of DNS and DHCP

The American University in Cairo (AUC) is a leading English-language, U.S.-accredited liberal arts institution of higher education and center of intellectual, social and cultural life of the Middle East. The AUC New Cairo campus is home to five academic schools and modern research centers, accommodating 5,500 full-time students and 1,500 Faculty and staff. The 260-acre campus reflects a city built for learning, with 136 smart classrooms and 200 state-of-the-art laboratories.

“The EfficientIP SOLIDserver™ solution enhances our overall network security through stronger policy enforcement and DNS protection, while providing unified visibility across hybrid and multicloud environments.”

Ossama ElGedawy, Senior Security Manager, AUC



Situation and Challenges Being Faced

Over the years, AUC faced ever-increasing operational costs from their legacy DDI vendors. Network management was becoming more and more complex due to incomplete visibility of devices and platforms across their hybrid environment. Data remained siloed across separate DNS, DHCP, and IPAM tools, reinforcing operational inefficiencies. Manual handling of IP addresses, DNS, and DHCP was leading to configuration errors, while limited scalability had made it difficult to support large user and device volumes. At the same time, rising security risks and the demands of digital transformation—such as multi-cloud and IoT—had added further pressure.

These challenges directly impacted business performance. Expansion had been constrained by difficulties scaling IP management across hybrid and multi-cloud setups, while productivity had declined due to slow, manual administrative processes like bulk changes and VM provisioning. Security issues caused by inconsistent policy enforcement or misconfigurations had caused service downtime and increased risk of exposure to DNS attacks. With their IT teams becoming overburdened, AUC needed to simplify management and control of their infrastructure.

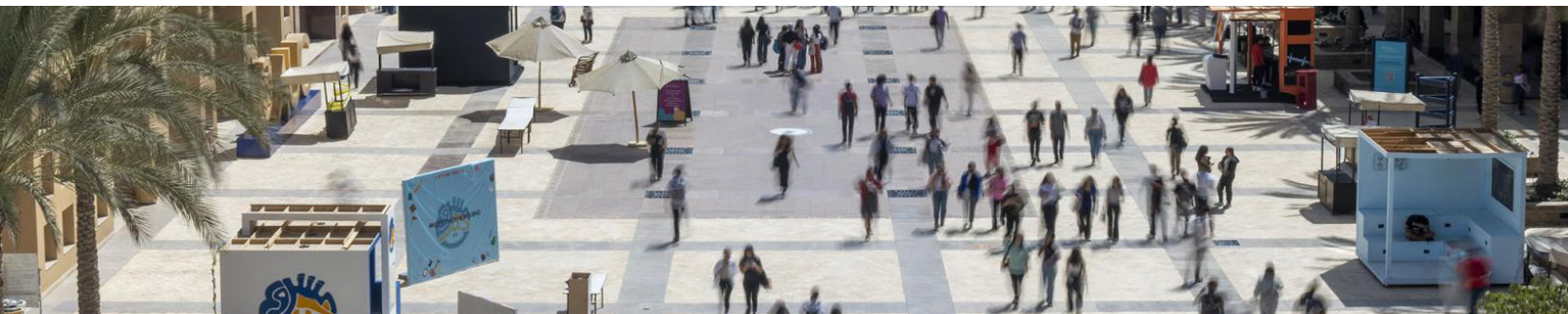
The Selected EfficientIP Solution

The EfficientIP solution was selected primarily for its architecture and high availability. “With two sites in different locations operating within a single, unified architecture, AUC can now manage everything from one interface”, highlighted Ossama ElGedawy, Senior Security Manager. The availability of core services—DNS, DHCP, and NTP—along with security controls to manage DNS attacks, detect suspicious activity, and set limits, were also key deciding factors. In addition, the reporting capability provided strong network visibility. The solution is working well across both on-premises and cloud environments.

From a technical perspective, the migration was smooth. There was no downtime during working days, no business interruption, and the enhancements introduced after implementation did not impact operations. Ossama highlighted that his experience with the implementation was very positive, stating “The EfficientIP team were highly knowledgeable. They improved our security and operations by applying best practices”. Their support and training were very responsive and informative, providing valuable insights and learning to the AUC technical staff.

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Main Results

AUC has been particularly impressed by the strengthened protection brought by the EfficientIP solution. Previously, visibility was limited—they could see blocked attacks, but couldn't extract detailed reports. Now, they can clearly identify suspicious behavior and understand what is being blocked, making it easier to assess the overall security level of their network. This has greatly improved visibility and control for the AUC team.

Senior Security Manager, Ossama ElGedawy, stated: "The EfficientIP SOLIDserver™ solution enhances our overall network security through stronger policy enforcement and DNS protection, while providing unified visibility across hybrid and multi-cloud environments."

Iman Megahed, AVP for Digital Transformation, added: "Benefits include significant cost optimization—with lower total cost of ownership and licensing—as well as up to a 50% reduction in network management time. The streamlined architecture has improved redundancy and reliability, while automation has increased efficiency by enabling faster bulk changes, VM provisioning, and application switching".

Ossama summed up the benefits brought: "By eliminating misconfigurations and offering easier customization and better scalability, SOLIDserver™ DDI and DNS Security have reduced overall risk and simplified our network operations".

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In the Future

AUC is very impressed with the quality of the services currently provided by the EfficientIP solution, and the value they deliver to IT operations. Looking ahead, AUC's roadmap includes expanding into multicloud and hybrid cloud environments, while accelerating their digital transformation initiatives. They are also planning to adopt Zero Trust security models to further strengthen their overall security posture.



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As one of the world's fastest growing DDI vendors, EfficientIP helps organizations drive business efficiency through agile, secure and reliable network infrastructures. Our unified management framework for DNS-DHCP-IPAM (DDI) and network configurations ensures end-to-end visibility, consistency control and advanced automation. Additionally, our unique 360° DNS security solution protects data confidentiality and application access from anywhere at any time. Companies rely on us to help control the risks and reduce the complexity of challenges they face with modern key IT initiatives such as cloud applications, virtualization, and mobility. Institutions across a variety of industries and government sectors worldwide rely on our offerings to assure business continuity, reduce operating costs and increase the management efficiency of their network and security teams.

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