

# Enhancing learning for pre-K children in South Texas with dedicated fiber connectivity

## Overview

- Hidalgo County Head Start needed bandwidth to deliver preschool education programming for over 3,000 children across 1,500 square miles.
- Running a network to multiple locations over a wide area requires pinpoint access management supported 24/7/365.
- Every classroom and Head Start staff office must have reliable voice communications.

## Outcomes

- Multiple Head Start locations enjoy fast connectivity with Dedicated Fiber Internet.
- Access to all locations is controlled at the hub using Managed Network Edge with SD-WAN.
- The ability to communicate and conference instantly from anywhere is provided by Unified Communications with Webex.

## Why it matters

- High bandwidth availability is critical to utilize learning services over the cloud.
- The network manager has full oversight to resolve issues readily and remotely.
- Having a cloud-based communications tool offers closer organizational cohesion.

## Hidalgo County Head Start reaches children across hundreds of miles via the cloud

For communities where language barriers and lower incomes are common, early learning access is essential. Each year, Hidalgo County Head Start Program (HCHSP) in Texas prepares over 3,000 children ages 3-5 for elementary school.

HCHSP fosters social interaction, improved English literacy and family support as part of a broad preschool program stretching across 1,500 square miles. Robust cloud-supported learning tools and centralized voice communications are vital components to this end.

To make this happen, Hidalgo County Head Start counts on one technology partner: Spectrum Business.

### Reliable connectivity for every student

HCHSP must have high-speed, symmetrical internet access to every classroom location. Specially designed tablets are distributed to students for faster learning comprehension. These tablets generate heavy bandwidth demand.

For reliable, scalable internet access backed with a service-level agreement (SLA) guaranteeing 100% uptime, seven HCHSP classroom locations were outfitted with [Dedicated Fiber Internet](#) circuits.

"When a construction team comes out, does a survey, rolls out the fiber, and



Designated Hidalgo County Head Start locations offer pre-K learning environments to support a largely rural population.

## Customer profile



### Company

Hidalgo County Head Start Program

### Industry

K-12 Education  
(Early Head Start and Pre-K)

### Services

Dedicated Fiber Internet  
Managed Network Edge  
Unified Communications with Webex



Seven Hidalgo County Head Start locations run on fiber connectivity from Spectrum Business, including the above site in San Carlos, Texas. Other Head Start programming in the county is supported in part by Spectrum Business technology.

it's ready to go, I enjoy that," notes Sam Juarez, Network Manager, Hidalgo County Head Start. "Spectrum Business has got it all. They brought us a turnkey solution. The children don't see it, the parents don't see it, but man, do I see it! And it's tremendous."

#### **One tool to oversee multiple functions**

Running so many devices and locations simultaneously and securely requires centralized oversight. To Juarez, this initially seemed out of reach.

Using a Cisco Meraki device combined with 24/7/365 managed oversight from Spectrum Business, HCHSP now enjoys enhanced firewall and routing capabilities via a mobile app using [Managed Network Edge](#).

"Since we've gone in with Spectrum Business, they have more than proven themselves. We have covered so much ground together these last three years. Our relationship keeps getting stronger and stronger."

– Sam Juarez, Network Manager, Hidalgo County Head Start

Juarez also uses Managed Network Edge's SD-WAN (software-defined wide area network) capability to manage the needs of multiple HCHSP locations either collectively or individually.

#### **A cloud-based platform for voice service**

With over 600 employees, including teachers, health aides, social workers and family services workers, a centralized communications platform was needed to work with both mobile apps and desktop devices. HCHSP got this with [Unified Communications with Webex](#).

"If we ever have an emergency, I can put out an outgoing message and set up a caller attendant," Juarez says. "Spectrum Business gives us the bandwidth and the technology we need, bringing us voice and data. I feel like all options are available."

With Spectrum Business, Juarez today enjoys optimal uptime at all locations as well as the ability to run ideas by a skilled team of engineers and technicians. "It's a dream come true for me," he says.

"It's always been a pipe dream of mine to live in a day where I could just walk into a cloud-based situation to manage my needs. Now thanks to Spectrum Business, I have one dashboard from which I run a network that stretches across 1,500 miles."

– Sam Juarez, Network Manager, Hidalgo County Head Start

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