

Customer case study | Public Sector

Pittsburg State University

Building resilient authentication access for students, even when the main campus is offline.



Pittsburg State
University



INDUSTRY

Public Sector

ENVIRONMENT

**Distributed ADFS /
Multi-Site**

CAPABILITIES

**Cloud Failover + Load
Balancing**

OUTCOME

**Improved
Disaster
Recovery**

The Customer

Pittsburg State University, also known as Pitt State, is a public university in southeast Kansas with more than 200 undergraduate and graduate academic programs. Its IT services support student access to both campus systems and remotely hosted applications, making reliable authentication a critical part of everyday operations.

The Challenge

Pitt State sits in the heart of tornado alley, close to Joplin, Missouri, where a devastating 2011 tornado caused widespread power, communications and IT disruption. The university wanted to ensure that critical services could remain accessible even if its main campus became unreachable. ADFS was the key dependency: it provided the single sign-on path into local and cloud-based resources.

1. Disaster readiness

A severe regional event could disrupt power, communications and campus infrastructure.

2. Authentication dependency

ADFS was the gateway to both local systems and remotely hosted services.

3. Geographic resilience

Authentication needed to continue even if the primary campus was unavailable.

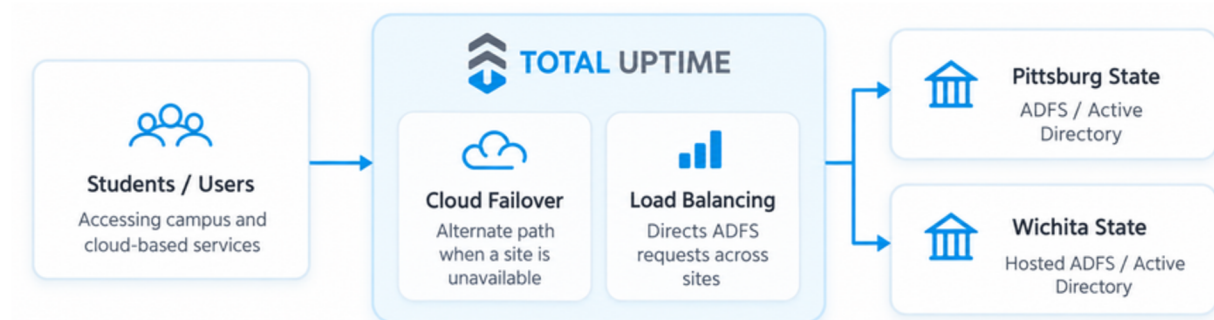


The best solution to fit our needs.

Timothy Pearson | Assistant Director, Office of Information Services

Resilient authentication across geographically separated sites.

To strengthen ADFS resiliency, Pitt State placed redundant Active Directory and ADFS infrastructure at Wichita State University and used Total Uptime Cloud Failover and Cloud Load Balancing across the two locations. The design allowed authentication requests to continue even if the Pittsburg campus went offline.



✓ Cloud Failover

Provides an alternate path to authentication services when the primary location cannot be reached.

✓ Cloud Load Balancing

Distributes ADFS requests across geographically separated servers for resilient application delivery.

✓ Distributed ADFS

Separates Active Directory and ADFS infrastructure across two Kansas locations to reduce single-site dependence.

✓ Straightforward Deployment

Total Uptime helped configure a solution the customer described as simple, geographically distributed and highly redundant.



Continued Access

ADFS authentication requests can still be processed if the entire main campus is offline



Improved Disaster Recover

Redundant infrastructure across separate locations improves the survivability of authentication services.



Distributed Resilience

Geographic diversity and independently operating sites reduce reliance on a single campus.



We placed one ADFS server in Pittsburg, Kansas, and a second one at Wichita State University across the state. The two are connected via the Kansas Research and Education Network, but are capable of operating independently.

Timothy Pearson | Assistant Director, Office of Information Services