

Enabling Student Success Through Flexible, Resilient Connectivity

How eCampus modernized its network to support millions of students, manage seasonal demand, and help make higher education more affordable

eCampus

www.ecampus.com

- Online textbook and course materials provider headquartered in Lexington, Kentucky
- Serves more than 3 million students and over 375 colleges and universities
- Provides physical and digital course materials, campus retail solutions, and book buyback services
- Helps educational institutions improve affordability and access to learning resources

Challenges

- Supporting significant traffic spikes during peak academic ordering periods
- Managing infrastructure remotely while maintaining performance and reliability
- Improving resiliency following disruptions at a previous hosting provider
- Transitioning to a compliant colocation environment with stronger operational controls
- Balancing technology investments against strict cost and budget requirements

Solutions

- **Lumen® Ethernet Fabric Connect** provides scalable bandwidth that can be adjusted as demand changes throughout the academic year
- **Lumen® Cloud Connect** delivers secure, direct connectivity supporting cloud-enabled operations
- **Lumen® SOC 1 Program** supports operational and compliance requirements through a secure colocation environment

Results

- Supports high-volume ordering periods that account for approximately 80% of annual sales activity
- Greater flexibility to scale network resources in near real time
- Improved resiliency and remote network management capabilities
- Reduced operational complexity while supporting compliance requirements



ecampus.com

Scalable connectivity

as business needs evolve

Enhanced resiliency

helps maintain continuous access to course materials

Operational simplicity

faster provisioning and greater control

LUMEN®

Challenge

Helping Students Access Learning Without Missing a Beat

For more than two decades, eCampus.com has helped students access affordable course materials through a combination of physical textbooks, digital content, campus retail programs, and book buyback services. Today, the company supports more than three million students and hundreds of educational institutions across the United States. As demand for affordable learning options continued to grow, so did the importance of maintaining a fast, reliable, and scalable digital experience.

The business experiences significant seasonal spikes at the beginning of each academic semester, when students rush to secure required course materials. At the same time, eCampus.com needed an infrastructure model that could be remotely managed, support future growth, and provide greater resiliency against evolving network and security challenges. Following service disruptions experienced at a previous hosting provider, the company recognized the need for a more dependable environment capable of supporting its mission during critical enrollment periods.

Solution

Building a More Agile Network for Academic Demand

To support continued growth, eCampus.com partnered with Lumen to modernize its infrastructure and create a more flexible network foundation. By moving operations into a Lumen co-location environment and implementing Lumen® Ethernet Fabric Connect and Lumen® Cloud Connect, the company gained the ability to scale bandwidth and services based on changing business needs. Rather than maintaining excess capacity year-round, eCampus.com can adjust network resources during peak periods while aligning costs to actual demand. The Network-as-a-Service model gives the team greater operational control through self-service provisioning, reducing reliance on manual requests and accelerating deployment timelines.

As Eric LaZur, Director of Internet Services notes, *"With a few clicks, we can connect a few ports, set the bandwidth, and be ready to go within minutes."* Combined with secure connectivity, voice services, and an environment that supports SOC compliance, the solution provides a scalable and resilient platform capable of supporting continued innovation.

Solution Set

- [Lumen® Ethernet Fabric Connect](#)
- [Lumen® Cloud Connect](#)
- [Lumen® SOC 1 Program](#)

"We trust Lumen to provide the best service possible. We don't have to go shopping around for different services. They allow us to provide the highest level of service for our customers."

– Eric LaZur

Director of Internet Services, eCampus.com

Results and Future Plans

A Stronger Digital Foundation for Affordable Education

With a more agile and resilient infrastructure in place, eCampus.com can better support the students and institutions that depend on its services year-round. The modernization effort also supports eCampus.com's broader mission of improving educational access. Through initiatives such as Inclusive Access and Equitable Access programs, the company helps institutions deliver required course materials to students on the first day of class, reducing barriers to learning and promoting stronger academic outcomes.

Operationally, the organization is now better positioned to pursue new partnership opportunities, support future cloud initiatives, and continue expanding its services while maintaining financial discipline. As Tiffany Lavoie, Senior Director of Marketing and eCommerce at eCampus.com, explains, *"We always want to put the customer first. Lumen makes sure that we're able to deliver a seamless product."*

With scalable connectivity, flexible network services, and a trusted technology partner, eCampus.com is helping make affordable education more accessible to support the future of learning.