



Ellucian Application Management Services

Improve application performance and enable IT staff to focus on core responsibilities



Measurably improve the value of your applications

Maintaining high performance for today's mission-critical applications requires diligence and specialized expertise, which can be difficult and costly to acquire and maintain. Even daily maintenance and tuning of these applications can be challenging for institutions whose resources are taxed by competing IT priorities.

CHALLENGES FACING HIGHER EDUCATION IT ORGANIZATIONS:

- ✓ **Insufficient resources, staffing, and personnel retirements**
- ✓ **Increasing complexity, costs, and risks of maintaining enterprise systems**
- ✓ **Pressure to improve and accelerate return on investment (ROI) for IT technology**
- ✓ **Inability to effectively deploy and integrate new cloud solutions**

With Ellucian Application Management Services, we take on the daily administration of key enterprise applications, so you can focus your IT resources on other strategic priorities. We will update, upgrade, monitor, and maintain your systems. You control the implementation and upgrade timing. Your institutions will benefit from our years of experience as the leading provider of higher education cloud solutions.

REDUCE RISK

Managing IT is often about managing risk. Minimizing outages, handling back-up procedures, and resolving critical issues on the fly are critical—yet time consuming activities. Additionally, IT resources are stretched with extra responsibilities during major application implementations or upgrades, over-tasking an already burdened staff.

Ellucian Application Management Services can reduce operational risk by managing critical applications and project risk during new implementations or upgrades. Ellucian's cloud services also meet stringent data privacy and security requirements. Our 24/7 help desk services can smooth the transition by providing narrow or broad user support services and issue tracking—regardless of the application.

FIXED FEES FOR BETTER COST CONTROL

Ellucian Application Management Services provide the predictability of a fixed price offering with the depth, breadth, and flexibility of a team-based service delivery model. You can accurately forecast costs for better control. This approach also reduces the cost to deploy and manage new applications while shortening the time-to-value of these applications.

Ellucian offers tiered service packages that provide the scope, service levels, and costs that meet your specific needs. Institutions select from a catalog of software upgrades, monitoring, support, and other services that provide more flexibility and choice.

PROVEN BEST PRACTICES

Ellucian Application Management Services provide institutions with an established and proven single-vendor solution for higher education software and support. Ellucian Application Management engagements are supported by a team of experienced application administrators as well as a designated primary administrator. A single point of contact gives your organization the continuity and focus it needs to move forward. And with the added support of multiple experts, you can rely on our collective resources to get the job done under even the most challenging circumstances.

“ Giving this work to Ellucian, who are experts with this software, I don't feel that I have to worry about updates being done incorrectly. The software updates, patches, and releases are going in more expeditiously and more reliably than we could have done if we'd tried to do it on our own.

Joanna Jasper, Chief Information Officer, Catawba College

SERVICE BENEFITS

- Eliminate the burden and cost of recruiting, training, and retaining quality, specialized technology professionals
- Liberate IT resources by allowing our team to manage your application, operating system, and database environments
- Enhance the reliability and availability of your applications, backed by service level agreements
- Provide consistent service to your users through proactive application, server, and network monitoring, and troubleshooting
- Accelerate time-to-value of software by performing timely application updates and upgrades while providing end users with quicker access to the latest functionality
- Reduce software upgrade, maintenance, and support costs
- Implement industry standard best-practices for change management, incident management, and ticket management

SERVICE FEATURES

- Application and database management and support
- Application and database upgrades and updates
- 24/7/365 application and database monitoring and troubleshooting
- Performance health check, testing, and tuning
- Operating systems administration
- 24/7/365 technical support

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ABOUT ELLUCIAN

Ellucian helps education institutions thrive in an open and dynamic world. We deliver a broad portfolio of technology solutions, developed in collaboration with a global education community, and provide strategic guidance to help education institutions of all kinds navigate change, achieve greater transparency, and drive efficiencies. More than 2,400 institutions in 40 countries around the world look to Ellucian for the ideas and insights that will move education forward, helping people everywhere discover their futures through learning.

To learn more, visit www.ellucian.com.