



## Ellucian Revitalization Services

### IMPROVE ORGANIZATIONAL EFFECTIVENESS ON YOUR CAMPUS

Doing more with less means taking a hard look at your campus investments to make sure they are working as well as they can to support your institutional goals. That might mean reallocating resources, redesigning business processes, investigating hosting options, or creating new strategic plans.

Ellucian's Revitalization Services takes a holistic look at the components that make up your unique digital campus, reviews how well your teams are working with these solutions, and identifies areas where you can do more to make the most of your current investments in people, processes, and technology. By aligning existing solutions with strategic goals, you can improve organizational effectiveness across your campus.

### WHY ELLUCIAN REVITALIZATION SERVICES?

There are a number of reasons why your solutions might not be working optimally to support your strategic goals. If you implemented your digital campus system more than five years ago, you might find that:

- You have overlooked more contemporary functionality delivered through maintenance releases
- You have not had time to thoroughly train system users or end users on newer functionality
- You have not always taken the opportunity to improve business processes as you perform upgrades
- Business units on your campus now have different goals or strategies that your processes do not support

- New executive leadership has mandated change that your current processes do not support
- Mandated funding cuts require new, more streamlined processes that have not yet been put in place
- Retirements have left "knowledge gaps" that have slowed adoption

Ellucian Revitalization Services provide your institution with the support you need to identify better ways of doing business and map those processes to the tools available to you in your system of record. We also help you document resulting operational improvements and establish ongoing governance to ensure continued success.

The services are delivered by a diverse and knowledgeable team that brings deep higher

education experience and specific functional knowledge to the challenges you face across your campus. Our senior consultants understand the complex nature of change management in higher education. Because they are well versed in higher education issues and aspirations, they are able to build bridges between people, processes, and technology to overcome barriers. That kind of comprehensive expertise distinguishes our services and, more important, instills the kind of trust that change management requires.

A glance at some components of Ellucian Revitalization Services demonstrates the value this engagement can bring to your institution.

### **BUSINESS PROCESS MODELING**

This activity is core to the Ellucian Revitalization Services program. Our consultants work with key players across your institution to review and define business process models, including the departments and individuals involved at each

point in the process. At the same time, we identify and document what technologies are being used (or are not being used) to support each step in the process. Business process modeling gives you a 360 degree view of the tasks, people, and technologies needed to perform a business process.

### **PROCESS IMPROVEMENT ASSESSMENTS AND APPLIED TRAINING**

Using the information gathered during the business process modeling activity, we deliver an analysis and assessment of your business operations, recommending how to improve them and support them with the technologies you already have on campus. Business processes, however, are ultimately dependent on the people who carry them out. We use the business process modeling analysis to identify where training and support need to be provided, so that each person in the process understands how to carry out the business process as effectively as possible.



## PERFORMANCE WORKSHOPS

At the conclusion of your business process modeling activities, we offer performance workshops that help you design and implement the measures you need to track how well your modeled business processes are working. Of course, the ability to demonstrate improvements in operational efficiency has become increasingly important over the last few years. Additionally, this element of the Ellucian Revitalization Services package is critical for sustaining your digital campus at the levels of performance you require.

## STRATEGIC ADVISORY SERVICES

When you engage in Ellucian Revitalization Services, you receive advice and counsel to help identify the initiatives that will have the most impact on your organization and execute those initiatives successfully to achieve your intended outcomes and associated measures of success.

## SOLUTION OUTCOMES

- Clearly documented business processes across the enterprise
- Customized training based on process-centric business models
- Targeted initiatives that improve organizational effectiveness
- Clearly defined performance indicators to document the success of each initiative

## WHAT SETS US APART

- Deep higher education experience
- Strategic understanding of business needs
- A process-centric view
- Clearly defined and measurable outcomes





## 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, please visit [www.ellucian.com](http://www.ellucian.com)**

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