



Leveraging capabilities to drive tangible change



What if we could change your core student record system and CRM within 12 months, for a fixed fee? Well, that's exactly what the latest offering from Ellucian will do for you. We've taken stock of the changing demands higher education institutions now face and have used the last 15 months wisely to invest in creating a new implementation approach that reduces risk, increases clarity and allows you to fully deploy and adopt a capability lead approach. This means we deliver the output you want first-time.

We've condensed our experience into a newly defined methodology incorporating our proven capability model and proven cloud services. This allows us to accurately map out your journey, align with your strategic priorities using an established digital transformation approach and deliver a student record system that will help you achieve your goals.

What is the Capabilities Model?

The Capabilities Model is rooted in one question — what needs to be done to achieve business

objectives? Traditionally, institutions have developed their student record systems from the perspective of processes. This type of thinking, 'these are the processes that we follow and this is how we are going to improve them,' limits growth, as it historically focuses innovation around how the institution has always done things. And more importantly, it can lead to the development of silos across functional areas, making reporting and data analysis a challenge.

Rather than driving change by looking at processes, the Capabilities Model is a pathway to tangible business growth leveraging Ellucian's decades of experience across higher education. The model is based on the well-established UCISA capabilities framework and permits a deployment approach which is "out of the box," allowing the delivery of complete business processes. This is a new way of implementing a package of student record system solutions, and will substantially reduce the time to deploy, improve the quality of the initial deployments and ensure that customers

Ellucian's capabilities approach includes over 140 documented, best practice business processes across the Teaching & Learning Level 1 domain. This includes:

- Curriculum management
- Academic administration
- Student attraction & recruitment
- Student admissions management
- Student enrolment
- Student administration
- Student support & wellbeing management
- Student assessment
- Student completion & graduation

are very clear on what the initial solution will include.

The focus of this approach is to deliver a defined set of operational processes, to meet a tangible business outcome (Capability) in a working state with transparency about the outputs and a reduced emphasis on scoping or decision making required. We have seen that this has traditionally become a burden for institutions, during both procurement and implementation cycles.

The benefits of the Capabilities Model

By switching the focus from business processes to business objectives, higher education institutions have a defined pathway to achieving their strategy.

The advantages of moving to this style of approach are centred around the need for more standardised implementations which focus on time to value. It allows institutions to focus on genuine strategic and business

needs through change management activity, rather than focusing on just a technology implementation. Further benefits of taking this approach include:

- Capabilities aligned with strategic objectives that provide transparent and informed prioritisation
- Faster, higher quality and more defined implementation of a new student record system
- An in-depth review of all elements impacting objectives, not solely functional requirements
- An understanding of how the delivery of the capability will affect people, process and technology
- Reduced demand on resources by leveraging standard capabilities that replace the 'build-by-committee' approach

- Minimised risk in the onboarding stage, with a templated approach allowing for confidence that the finished solution will be a driver for business growth

Tangible business change, enabled by the cloud

Ellucian has over 15 years of experience delivering cloud solutions for more than 700 customers. Ellucian Cloud provides several benefits including:

Resource optimisation

Freed from managing data centre resources, solving daily crises and implementing nonstop

patches and upgrades, IT can focus on partnering with business units institution-wide to improve everything from data-driven decision-making to the student experience.

World-class security

Ellucian Cloud applications and infrastructure undergo regular third-party compliance audits, adhere to strict data-privacy policies and ensure strict governance over access, configuration and development.

Business continuity

Data resides in multiple remote, secure locations – all built on world-class Amazon Web Services (AWS) infrastructure. This ensures



that cloud applications are more consistently available than those running on-premise, which keeps both the campus running smoothly and students on track.

Agility

Resources can be moved around to ensure maximum impact on innovation and strategic priorities. In a rapidly evolving market, agility is the key to remaining responsive, efficient and competitive.

Performance

You can stop making hardware investments that support peak load at limited points in the year (such as during course registration) but sit idle for the rest of the year. The infrastructure supporting the Ellucian Cloud is scaled up and down as needed to maximise performance.

Improved capability to achieve business goals

In a world where ease and innovation have become basic expectations, higher education institutions need to keep pace with the changing needs of the student community alongside operational demands. With continual access to the latest and greatest capabilities — all without having to manage software upgrades — you're in the best position to focus on genuine change management activity all while driving great student, staff and faculty experience.



Learn more about how you can follow a Capabilities Model to implement your new student record system and work towards achieving your business goals:

[Learn More](#)



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