



# Ellucian Customer Success Services

Helping you accelerate adoption and maximize the value of your solutions

You've made an important investment with us—and it's our job to partner with you to maximize the value you receive on a continuous basis. A key to attaining this goal is your Ellucian Customer Success Manager (CSM). Dedicated to delivering high-value expertise and proactive guidance, our industry-certified CSMs partner with you to ensure you get the most from your investments. With a CSM on your side, you'll get actionable advice on everything from implementation and training to solution adoption and future technology strategy.

## Key benefits

### Maximum value from your technology investment

Through success planning and adoption services, your CSM will work with you to increase the reach of your solutions across your institution.

### Early identification of potential problems

Your CSM will help you identify areas of concern, determine root-cause issues, and connect you directly to resolution.



“Without being trite, I would say our CSM is really like a member of my team. And I think that's the critical difference—I don't feel like I'm dealing with a vendor.”

**ROBERT KEECH**

Director of Information Technology,  
Canadore College

### Access to the latest insights

Your CSM will connect you to the successful best practices of your peers and share insights about what's next in higher education.

### A guide to the cloud

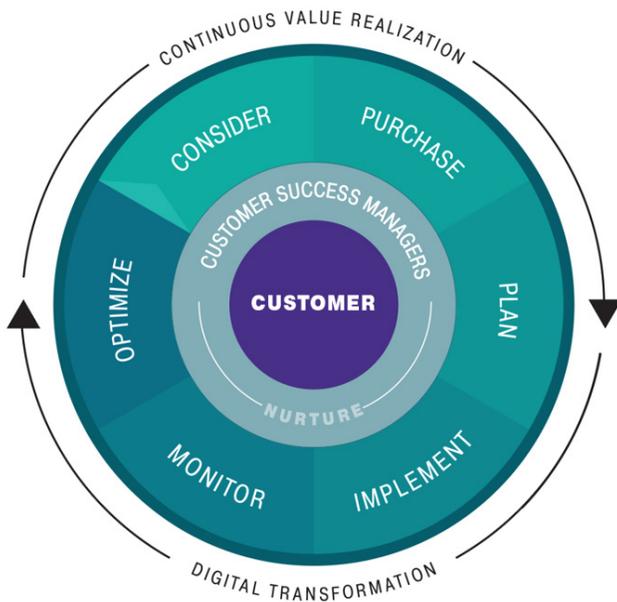
No matter where you are on your digital transformation journey, your CSM can provide customized guidance on the cloud path that's right for your institution.

### A partnership that works for you

With your strategic goals and specific institutional needs in mind, your CSM will use your feedback to drive positive outcomes.

## Working with your CSM

At Ellucian, we serve just one community: higher education. With an unmatched depth of experience, our CSMs apply our product knowledge and subject-matter expertise to solving your institution's unique needs.



## A consistent, cohesive experience

With an Ellucian CSM, you get a dedicated specialist with in-depth knowledge about your institution's goals and solutions. Your CSM is your single point of contact who will ensure that your experience with Ellucian is integrated and seamless—and as your advocate, your CSM will directly connect you to appropriate resources as needed.

### Ellucian CSM highlights

#### Expert success planning

Your CSM will work closely with you to understand your business and technology objectives, then build tailored success plans to help you meet your desired outcomes.

#### Personalized service

Regular engagements with your dedicated CSM keep you informed, connected, and secure on your path to adoption.

#### Resources at your fingertips

Your CSM will connect you to the most relevant webinars, adoption tools, and release updates, plus you'll get access to the Customer Center to get the latest on trending topics.

#### Powering what's next

CSMs are your guide to creating a connected and fully optimized technology environment, helping you empower your students and staff with the information and tools they need.

**To elevate your Ellucian experience, contact us at [CustomerSuccessServices@ellucian.com](mailto:CustomerSuccessServices@ellucian.com)**



Ellucian is the world's leading provider of software and services that power the essential work of colleges and universities. More than 2,500 institutions in 50+ countries rely on Ellucian to enhance operations and enrich the student experience for over 20 million students. **Visit Ellucian at [www.ellucian.com](http://www.ellucian.com).**