



SOLUTION SHEET

Ellucian Managed Services

Strengthen your strategy and execution for improved institutional performance



Skill gaps, turnover, and misalignments between processes and institutional objectives are all too common. These challenges lead to shortfalls in leadership, infrastructure, and ultimately, a decline in constituent satisfaction and student success. Power your institution's performance, quickly and more effectively, with Ellucian Managed Services.

Services to support the entire institution

By using proven methodologies and best practices, we can partner with you to design a service package uniquely matched to address the needs and goals of your institution. Our dedicated higher education experts can help you:

Drive institutional transformation

Dedicated on-site leadership, flexible remote services, and IT expertise to ensure your technology plans align with short- and long-term institutional objectives

Enhance strategy and planning efforts

Cutting-edge knowledge offerings and execution support to help you accelerate your strategic plan, enhance academic operations, and secure and manage grant funding.

“Our partnership with Ellucian is a huge win for the institution because of the depth of their expertise. The power and the breadth of what Ellucian brings to the table is infinitely greater than anything we could have done in-house.”

JAMES STEEN

Vice President for Enrollment Management, Houston Baptist University

Improve management and operations

A stable and predictable technology environment, including call center and web development services, to support your institution's success and growth.

Design Your IT Services Package

Ellucian education and technology experts have the experience and insight to deliver the right services for your institution. As a technology company focused exclusively on higher education, we have numerous opportunities to accumulate best practices. More than 48,000 of our customers participate in a vibrant online community, and more than 1,000 of our client institutions are represented on our various advisory boards.

Our unique approach makes all the difference



Documented \$350M+

in ROI across our customer institutions



Servicing 145+

higher education institutions



Ranked in the Top 100

service providers for the sixth year in a row¹



Rated as the #1

services provider dedicated to higher education¹

“Ellucian Managed Services has helped us through reimagineering our business processes from the ground up to drastically increase productivity and data quality and access. There was a 41% increase in the first year using our improved systems.”

DR. DEVIN STEPHENSON

President, Northwest Florida State College

ON-SITE RESOURCES	REMOTE SERVICES	STRATEGIC SERVICES
Chief information officer or IT executive director	Application hosting services in the Ellucian cloud	Technology leadership aligned with institutional priorities
Experts in administrative systems, networking, server administration, etc.	Network monitoring and alerting services	Institutional strategic plan facilitation and development
Experts in academic technology, web services, and desktop support	Security services, including expert remediation	Technology strategic and annual work plan development
Directors of key technology functions	Disaster recovery and business continuity support	IT governance process development
Project managers	Call center, application management, and campaign services	Instructional design services for developing or modifying online courses and/or programs
Training	Web development services	Grant writing and administration, and grant roadmap development



For more information, visit

ellucian.com/solutions/managed-services



Charting the digital future of higher education with cloud-ready technology solutions and services, Ellucian serves more than 2,700 customers and 26 million students in over 50 countries.

To find out what's next in higher education solutions and services, **visit Ellucian at www.ellucian.com**.