



# Maintenance Advantage Program— Technical Account Manager

*Derive maximum value from your Ellucian software with a technical advisor*



This high-touch advisor delivers expedited access to experts familiar with your environment for the fastest possible resolution.

All institutions face the IT challenge of balancing peak performance with the efficient use of resources. Just maintaining operational continuity and user satisfaction levels does not allow a lot of time to plan for upcoming releases and feature enhancements. While Ellucian Client Support addresses specific problems in the moment, access to a technical advisor results in proactive identification of longer-term issues and solutions.

Known as the Technical Account Manager, this professional is available to you as an option within the Maintenance Advantage Program. Technical Account Managers have the insight to help you confront more strategic matters so that your software runs effectively, your resources are deployed for maximum impact, and your investment retains long-term value.

## Proactive and knowledgeable support service

An experienced advisor, the Technical Account Manager serves as a designated point of contact to provide proactive guidance and support while building a long-term technical relationship. This expert becomes an extension of your IT staff and focuses on maintaining system reliability and overall attainment of your IT goals and priorities. Respecting that your institution has complex operations with unique requirements, the Technical Account Manager works virtually with your team on a regular basis, and meets on-site annually to assist with IT planning and to perform a system audit that optimizes your Ellucian software.

Access to this individual is particularly helpful when you need immediate assistance during mission-critical processing. This high-touch advisor delivers expedited access to experts familiar with your environment for the fastest possible resolution.

## Realize greater benefits with your existing Ellucian solutions

The Technical Account Manager becomes invested in your success and takes the lead in ensuring that you use your Ellucian software to the fullest. In addition to providing proactive assistance when planning changes or upgrades, discussing new product change requests, and reviewing the root cause analysis on closed support cases, the Technical Account Manager also provides the following deliverables to support your success:

### SUPPORT PLAN

The Technical Account Manager works with your IT team to develop a support plan that captures specific goals unique to the institution along with a strategy for achieving them.

### SYSTEM AUDIT REPORT

Your Ellucian expert will perform an audit of all your Ellucian software and infrastructure. Updated annually during an on-site visit by the Technical Account Manager, this report covers an inventory of hardware and software, configurations and settings, and recommendations for improvements based on best practices and Ellucian product roadmaps.

### SUPPORT UTILIZATION REPORT

As your advocate, the Technical Account Manager compiles the details of support cases created by staff at the institution so you know the trends and can plan for appropriate support.

## Encourage staff to use this accessible technical resource

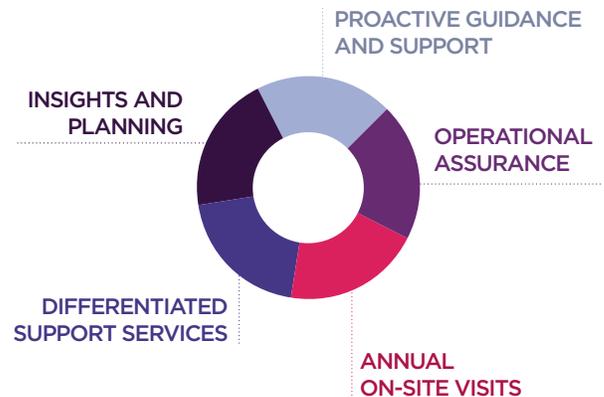
As a Maintenance Advantage Program customer using a Technical Account Manager, your institution can extend the benefits of this resource to staff. Members of your team can not only contact this individual during regular business hours, but they also can participate on regular conference calls with the Technical Account Manager to discuss the support cases received from your institution as well as other software operational issues.

Although customers still use the online training materials, the community user groups, the Ellucian Support Center, and other resources to enjoy the full benefits of the Ellucian Maintenance Advantage Program, the Technical Account Manager role offers a great complement that enables you to rise to a new level of efficiency. And the benefits get compounded: you start proactively

identifying and mitigating issues before they have an impact on processing, and you get expedited access to experts for critical answers.

### Technical Account Manager Value:

A winning combination of support and deliverables



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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](http://www.ellucian.com).