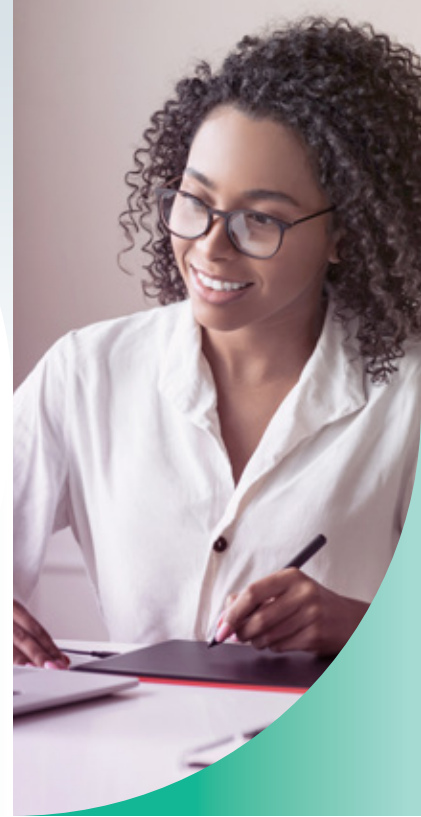




SOLUTION SHEET

Ellucian Advisory Services

Unlock the potential of your team



Ellucian Advisory Services adds unsurpassed industry expertise and capacity to accelerate your institution's strategic programs. Your dedicated Advisor partners with your organization to increase the value Ellucian solutions bring to your institution's users.

Technology is changing rapidly, providing new opportunities for institutions to differentiate themselves within a competitive market. An institution's online experience competes with entities and organizations outside of education—it must also meet the standards and expectations of modern users who are acclimated with social media, transportation, and other consumer services.

Institutions are also under increasing pressure to do more with less—this is particularly acute in IT organizations with recent education model shifts, limited budgets, and ongoing talent shortages. With so many systems and integrations to manage, it has become increasingly difficult for IT teams to deliver the extensive capabilities that Ellucian solutions provide to faculty and students.

Ellucian Advisory Services provides ongoing engagement with an Ellucian subject matter expert who closely partners with your institution. With shared Ellucian insights, our expert Advisors collaborate to

build and manage an annual support plan that directly aligns Ellucian solutions to your institution's strategic objectives.

Expert

Ellucian has exclusively served higher education for decades, helping thousands of institutions uniquely implement Ellucian solutions, use-cases, and requirements. No one knows your institution better than you; no one knows Ellucian solutions better than your Ellucian Advisor. Adding an Ellucian Advisor to your team builds confidence in delivering greater value from Ellucian's products and services.

Insights informed by industry and Ellucian expertise

- **Unsurpassed knowledge of industry and Ellucian solutions:** Ellucian Advisors leverage insights, strategies, and efficiencies from countless customer engagements—they can rapidly share best practices to solve unique customer challenges.
- **A single point of access to Ellucian enterprise resources:** Customers will benefit from streamlined interactions and insights into Ellucian support, service teams, and solutions experts. Advisors advocate for the customer's needs and deliver faster results.

- **Proven guidance on adopting new features and versions:** Ellucian Advisors bring proven knowledge of current Ellucian solutions and can help your institution make informed decisions regarding upgrades and updates.

Flexible

By design, your Ellucian Advisor is focused on your most pressing needs, according to your timeline. Whether your team is considering an upgrade, a new solution, or a migration to the cloud, your Advisor will assess your needs, collaborate with your team, and create an actionable plan to achieve your objectives. Your Advisor's impact grows month by month as expertise is shared among your team, and your constituent's needs are clearly mapped to your Ellucian solution's vast capability set.

Customized engagement for your unique strategic needs

- **Adaptable approach to address diverse institutional outcomes:** Ellucian Advisors have deep knowledge of the Ellucian solution they support, the Ellucian organization, and professional experience working in the departments supported.
- **Rapid deployment and impact:** Your Advisor begins working with your team within days, bringing rapid, visible support to your project challenges.
- **Prioritized to high-impact customer needs:** Advisors support customers as priorities shift, re-planning projects and resources while reframing timelines as needed to achieve your desired outcomes.
- **Progress at your pace:** Advisors support customer initiatives on the timeline that works best for the institution, while ensuring continuity alongside Ellucian release timing.

Consistent

Ellucian Advisors are dedicated to your organization and become your single point of contact for escalations and other Ellucian support and services. This ongoing partnership maintains a constant communication channel and ensures your constituents enjoy the full power of your Ellucian solutions.

Dedicated, long-term partner

- **Reliable, unchanging Ellucian expert:** Our Advisors remain assigned to you through the year to build deep customer insights and ensure continuity.
- **Trust and visibility:** Advisors create a regular cadence of customer interactions, providing recommendations to optimize Ellucian solutions. Advisors engage directly with other Ellucian SMEs, removing roadblocks to progress.
- **Long-term commitment enables change:** The annual commitment allows your Advisor to build a track record of credibility and performance, which supports the case for change and innovation.
- **Proactive agenda-setting builds momentum and accountability:** Advisors become part of the customer's institution, advancing the program plan even when your teams are focused on other priorities.



For more information,
visit ellucian.com/services



Charting the digital future of higher education with cloud-ready technology solutions and services, Ellucian serves more than 2,700 customers and 20 million students in over 50 countries.

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