



Maximize the value of your Ellucian software with an expert solution advisor

Optimize your Ellucian solutions with personalized guidance from an Ellucian solution advisor. When you work with a solution advisor, you'll get tailored support to help you operate more strategically, run your software more effectively, deploy your resources for maximum impact, and get long-term value out of your investment.

Advisory services are available for:

- Banner® Student
- Banner® Financial Aid
- Banner® Finance
- Banner® Human Resources
- Banner® technical support
- Colleague® Student
- Colleague® Financial Aid
- Colleague® Finance
- Colleague® Human Resources
- Colleague® technical support
- Ellucian CRM Recruit



"The assistance I receive in planning major projects, proactively dealing with potential issues that may impact our institution, and having a resource who is committed to my success is invaluable."

SAUL KLEINMAN,
Associate Vice President,
Management Information Systems,
Fairleigh Dickinson University

Proactive, knowledgeable support service

By partnering with an Ellucian solutions advisor, you get a designated expert who provides consistent, ongoing guidance and support. Your advisor becomes an extension of your team, empowering your staff and aligning your solutions to institutional goals and priorities.



What we do

- Establish a close working relationship through a regular cadence of meetings, phone conferences, and email
- Conduct an annual on-site planning and working session
- Invest the time to understand your challenges
- Collaboratively build a plan for ongoing improvement
- Partner with you through the improvement process
- Contribute expertise to assist with day-to-day challenges
- Review operational issues to understand root causes
- Proactively assist with upgrades and new features
- Provide a single contact to escalate, manage, and coordinate support
- Assess readiness around product directions, such as cloud transformation



What you get

- Direct access to a seasoned expert who understands your unique challenges
- Knowledge sharing and “how-to” information that empowers your team
- A documented direction for improvement
- Expertise that improves business efficiency and increases value
- Tailored guidance on projects, new releases, and changes
- Accelerated time to resolution on business challenges
- A partnership aligned with your evolving priorities



Learn more about partnering with an Ellucian solution advisor at
ellucian.com/solutions/deploy-sustain



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