



# Ellucian Professional Services

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# Professional Services designed for higher education



Assess your business processes and systems, plan and design optimizations, and go live on schedule with expert Ellucian consultants by your side. With a wide range of standard and custom plans tailored for institutions like yours, Ellucian Professional Services help ensure project success and maximize your return on investment by aligning people, processes, and technology. With decades of higher education experience and unmatched Ellucian product expertise, we're here to help your institution move to the next level with optimal efficiency and proven results.

**450** consultants & PMs worldwide

**20** years average experience in higher education

**9.6** average years at Ellucian

**“Ellucian Services made a dramatic difference in our ability to meet our timelines and to not have to worry while we kept other things working for the institution”**

**DEBBIE FULTON**

Associate Vice President for Enterprise Systems,  
Virginia Tech

## Full-spectrum services

No matter where you are on your path to modernization, or where you're trying to go, we can help you get there faster.

- **Assess.** First things first: Ellucian Professional Services offer holistic assessment and gap analysis of your existing systems.
- **Configure.** From your architecture to your functional business processes, we'll develop plans for success and take away the heavy lifting during configuration. We can even help you with your customizations.
- **Validate.** Our systems-integration approach improves processes and reduces redundancies. We'll align your functional processes with key technical upgrades and help you make the most of your Ellucian investment by connecting systems across your institution.
- **Deploy.** Our seasoned experts and certified project managers will implement the right solutions the right way, using reliable schedules, milestones, processes, controls, and deliverables. You'll get planning, project management, delivery, and support to ensure smooth deployments and continuous operations.

## Services offerings

### Standard Service Offerings

Our Standard Service Offerings (SSOs) save you time and labor while preventing unexpected setbacks. We've already identified the most common needs our customers face and developed prescriptive, best practices to address them. SSOs feature:

- Pre-determined scope
- Set number of hours
- Set number of resources
- Pre-determined timelines

### Custom Service Offerings

Looking for something more tailored? For a more individualized approach, we create Custom Service Offerings based on your specific needs.

## Key benefits

- ✔ **Unmatched expertise.** Experience matters. Our consultants understand higher education and the complex challenges of IT systems. And as the company who wrote the software, we know our solutions inside and out.
- ✔ **Predictability.** Let Ellucian Professional Services take the guesswork out of your project design and delivery. Through regular progress monitoring and accurate estimates of milestone and project completion, we'll make sure your project stays on track.
- ✔ **Quick return on investment.** We can help you deploy our technology faster than you may have thought possible, thanks to proven, established processes and our team's extensive implementation experience.

Category	Sample Service Offerings
Assessment	Business process, system evaluation, product utilization, reporting, cloud readiness
Consulting	Upgrade, functional, technical, change management, strategic planning, cloud enhancements
Custom	Banner and Colleague custom programming, Ethos integration essentials, integration architecture and design
Training	On-demand library, instructor-led courses, custom training services



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