



SOLUTION SHEET

# Ellucian Cloud Services

## Accelerating institutional outcomes



Ellucian Cloud increases operational efficiency, resilience, and institutional agility while providing industry-leading reliability, redundancy, and 24/7 full stack administration of your Ellucian solutions. This combination empowers your teams to focus on achieving student engagement and institutional success.

Higher education institutions sustain a complex combination of operations and workflows through years of onboarding various solutions. A new challenge then arises to maximize the benefits of upgrades and capabilities. As competition grows and new technologies become available, there is increasing pressure to do more with less.

CTOs understand the importance of how their students perceive public-facing technology, especially when being recruited. Presidents and provosts know that advancements in student success and retention are driven by offering more online service options through updated systems and modern user interfaces.

Ellucian's team of subject matter experts partner with you to understand your institution's specific challenges and strategic

ambition with the goal of optimizing your Ellucian ERP/SIS for maximum performance in the Ellucian Cloud. From initial analysis, to transitions and ongoing upgrades, Ellucian is your dedicated, end-to-end cloud partner.

### EXPERIENCED

Ellucian Cloud is powered by unsurpassed industry and Ellucian-systems knowledge, combined with an ongoing commitment to maximizing the performance of your Ellucian ERP/SIS solutions. Having one end-to-end partner to support all elements of your Ellucian Cloud initiative offers increased efficiency and resources, ensuring clear accountability for ongoing performance.

With Ellucian Cloud, our teams become yours. Project management, transition, monitoring and administration teams become part of your institution, completely aligned and focused on your success priorities.

“With the plethora of applications integrating together creating complex ecosystems—and when you look at the cost and resources it takes to upgrade and maintain them

all—it no longer makes sense for us to do it ourselves...By hosting our Banner ERP in the Ellucian cloud, the college projects \$1.5 million in savings over the next three years.”

#### **RODNEY NOBLES**

Waukesha County Technical College,  
Chief Information Officer

### **Proven expertise in cloud deployment and management**

- **Single end-to-end partner for all analysis, planning, transition, and management needs:** Your institution works with one company to prepare, transition, and receive ongoing maintenance and support for all their Ellucian solutions.
- **Recommendations to expand impact of Ellucian Cloud solutions:** Your Ellucian Cloud team evaluates use-cases and existing workflows to offer guidance on the latest features, benefits, and capabilities available in the Ellucian Cloud.
- **Unsurpassed knowledge of industry and Ellucian solutions:** Ellucian has planned and transitioned over 500 higher ed customers’ ERP/SIS systems to the cloud, each with a unique set of requirements. No one knows more about how to benefit from Ellucian solutions than we do.
- **Amazon Web Services workload migration & ITIL change management experts:** Ellucian adheres to AWS processes to efficiently migrate software applications to AWS and uses ITIL change management practices to minimize risk of IT changes.

### **RELIABLE**

The Ellucian Cloud team leverages AWS to offer the reliability institutions need to maintain and improve business operations. Your Ellucian Cloud team provides 24/7 full stack administration and monitoring of your Ellucian ERP/SIS solutions—this ensures students and

faculty maintain access to the online classes and critical services they need. Ellucian solutions hosted in the Ellucian Cloud are specifically designed for higher ed and optimized to provide seamless data exchange across all of your institution’s systems. This enables you to benefit from faster implementation of Ellucian updates and upgrades.

“We had Hurricane Maria on the 20th of December. Puerto Rico didn’t have telecommunication, didn’t have water, and didn’t have electricity. We are in the cloud, the Ellucian Cloud. We were up in two days, and we are able to run the payroll for the employees. If we had the system on premises, it would be a different story.”

#### **JOSSIE SALGUERO**

Universidad Interamericana De Puerto Rico,  
Chief Information Officer

### **Performance optimized for security, stability, and availability**

- **Real-time disaster recovery, redundancy, and back-up management:** Count on the Ellucian Cloud team to manage your operations, ensure ongoing availability, and protect your reputation.
- **24/7 full stack administration and monitoring from one team:** One team of database developers, application engineers, and administration specialists to maintain and manage system performance.
- **Efficient data exchange with other vendors and solutions:** Ellucian Cloud solutions are developed and tested to efficiently map and pass critical data between your institution’s systems, whether in our cloud, elsewhere, or on your premises.
- **Compliance with government and industry privacy and security guidelines:** Expert teams understand and manage controls to address perimeter security, vulnerability management, data encryption, and privacy.

## ■ Enabling

The Ellucian Cloud provides the most up-to-date, purpose-built user interfaces and experiences to support your students, faculty, and recruiting needs. When your Ellucian ERP/SIS is in the Ellucian Cloud, your IT staff can transition away from managing uptime, maintenance, and system updates to becoming an effective partner to your institution, supporting its most critical priorities. Ellucian Cloud also ensures capacity and processing can be confidently scaled up to support peak usage needs and back down to optimize costs. Ellucian does all the work so your IT teams can focus on achieving results.

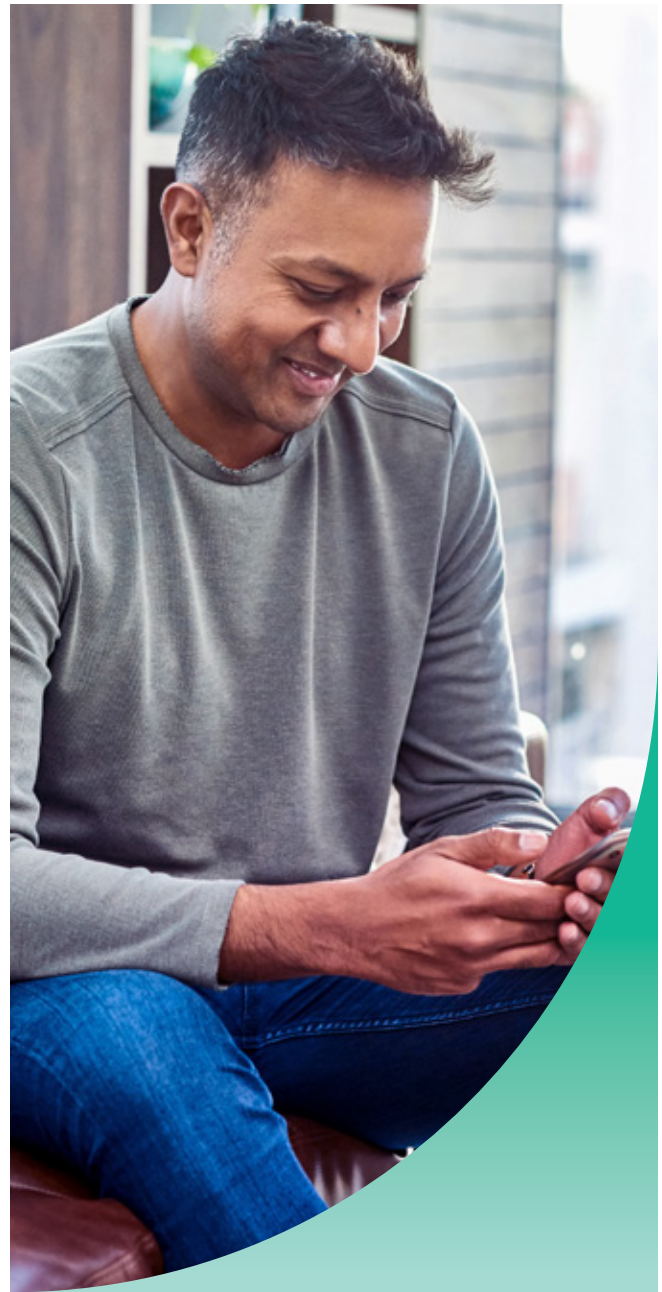
“The minute we were on the cloud, our teams were able to look at other things, instead of worrying about operations. We’ve sort of like uplifted ourselves or removed all of these burdens from our IT teams. And now someone else is responsible for them. And we can again focus on the customer, the student, the faculty member. And that has made us able to deliver value more and will continue to allow us to deliver value more. So our teams are now actually focusing their time on what really matters to an institution like us.”

### DR. IMAN MEGAHEDE, AVP FOR DIGITAL

American University in Cairo,  
Innovation and Chief Strategy Officer

### Acceleration of critical institutional priorities

- **Modern experiences for students and institutional stakeholders:** Stakeholders enjoy unparalleled online capabilities and new UI & UX from the Ellucian Cloud.
- **Re-allocation of IT resource to top institutional priorities:** IT teams spend a disproportionate amount of time on patches, updates, and other maintenance issues and will now have more time to support top-priority business initiatives.
- **Responsive load balancing and server scalability:** Highly trained teams monitor system performance around the clock and can quickly adjust capacity during peak usage periods. This ensures reliability and availability metrics are achieved.
- **Easier implementation and faster results from Ellucian releases:** SaaS customers automatically receive all the enhancements and benefits from Ellucian upgrades. Managed Cloud customers get an accelerated upgrade schedule compared to on-premises customers.





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