



IT Managed Services

Strategic Results and Happier Campus with Transformative IT Managed Services

CampusWorks' Managed Services isn't your father's IT outsourcing model. In today's rapidly evolving digital landscape, traditional approaches simply won't cut it. We've rewritten the playbook, revolutionizing how higher ed IT organizations operate by offering a strategic, forward-thinking approach that helps institutions become future ready.

Managed Services shouldn't be about just "keeping the lights on." It should be a strategic, purpose-driven decision that prioritizes long-term efficiency and sustainability instead of a short-term need. We not only understand the critical demands of cybersecurity and system availability, but we also appreciate the essential partnership that must exist between Information Technology (IT) and the rest of the institution to address the needs of the student journey.

Why IT Managed Services?

With limited IT resources and budgets, higher ed institutions often struggle to keep pace with rapidly advancing technologies, maintain robust cybersecurity platforms, and provide reliable support to faculty, staff, and students. The CampusWorks IT Managed Services model offers a strategic solution to these challenges by providing access to specialized expertise, scalable resources, and cost-effective solutions that enable institutions to enhance operational and cost efficiency, improve service delivery, and overall employee satisfaction and positive cultural environment.

IT MANAGED SERVICES BENEFITS

- ▶ Provide Expertise and Specialization
- ▶ Provide Staffing Solutions
- ▶ Reduce Technical Debt
- ▶ Reduce Long-term Costs
- ▶ Enhance Cybersecurity Security and Compliance
- ▶ Provide Scalability & Flexibility
- ▶ Direct Focus to Institution Mission
- ▶ Secure Risk Mitigation
- ▶ Enhance Innovation and Technological Advancement
- ▶ Improve User Experience

Managed Services in Action:

HAPPY CAMPUS

Arizona Western College



CHALLENGE

After providing several services to Arizona Western, they happily extended into Managed Services in order to recruit and retain quality IT talent, stabilize and enhance current IT support for the entire college, provide 24/7 help desk support, deploy focused remediation for cybersecurity, and streamline IT processes.

GETTING BACK TO HAPPY

► **Strategic Planning** CampusWorks' collaborative approach to guiding the strategic planning process created a shared vision, strategy

and implementation plan, and a positive and data-informed culture.

► **Interim CIO**

A CampusWorks Interim CIO was brought on to address the ongoing technology and IT staffing needs, lead the day-to-day tactical needs of the IT department, provide oversight, direction, and guidance on current IT projects, and develop and implement a strategic IT master plan.

► **IT Managed Services**

The College has committed to significant transformation efforts and driving change in

enterprise applications solutions, including Ellucian Colleague and other supported 3rd party applications through the lens of their revised mission, vision, and desired student and employee experiences. Their goals also include enterprise application leadership and management, programming services, and database administration, as well as project management, information security services, and infrastructure services.

HAPPY CAMPUS

Jackson College



CHALLENGE

Jackson College, an innovative community college in Jackson, Michigan, partnered with CampusWorks to grow and evolve (IT), meet increased demand on information services, and deliver a technology-rich environment that supports student success.

GETTING BACK TO HAPPY

► **Process Reimagine & Redesign (PRR)**

CampusWorks' optimization experts engaged key stakeholders in co-creating the College's

optimal "future state" by providing a process improvement program manager to lead and coordinate the implementation of PRR recommendations, as well as provide guidance on the deployment of modernized business processes aligned to technology, training, and organizational change.

► **IT Managed Services**

CampusWorks had previously assisted Jackson College with an initiative to engage its campus community in reimagining IT operations to support students'

changing needs. Over six years, Jackson's current IT team is augmented with a chief information officer (CIO), two director-level IT professionals, and hard-to-find technical talent. Jackson College will strengthen its information security practices at a time when higher education institutions are at greater risk, and they will build staffing to optimal skill levels with CampusWorks' national access to technical and functional higher education professionals.

HAPPY CAMPUS

Fresno Pacific University



CHALLENGE

Fresno Pacific University's leadership recognized the strategic value in leveraging technology to improve operational efficiency and meet the evolving needs of its campus community members. They partnered with CampusWorks to determine the University's level of IT maturity and get on a path to strengthen it.

GETTING BACK TO HAPPY

► **IT Assessment**

CampusWorks' technical experts evaluated key components within

three "pillars" that comprise the solid foundation of a modern IT organization—Management, Technology, and Operations. Leveraging the insights gained, the CampusWorks team provided actionable recommendations to advance IT maturity and align FPU's people, processes, data, and technology with the University's mission.

► **IT Managed Services**

The University transitioned its IT operations to CampusWorks to provide consistent IT support across the institution.

CampusWorks aligned IT around the proactive engagement of stakeholders and improved the use of existing technologies to reduce costs, improve outcomes, and prepare the institution to act more nimbly as market demands and students' needs change. This partnership gave the University access to CampusWorks' extensive talent pool of higher education experts to deliver transformative projects that advance the University's mission and achieve its strategic goals and priorities.

HAPPY CAMPUS

Wittenberg University



CHALLENGE

When Wittenberg University's highly customized Colleague enterprise resource planning (ERP) environment became an impediment to operational efficiency, the University's leadership partnered with CampusWorks to provide Managed Services for five years to stabilize and transform IT.

GETTING BACK TO HAPPY

► **Process Reimagine & Redesign:**

CampusWorks' optimization experts reviewed high-priority staff and student processes related to the Colleague ERP environment. The redesign focused on creating future state processes that would deliver the ideal student, Finance, and HR experiences to create a framework for driving growth and innovation.

► **IT Managed Services**

CampusWorks assumed responsibility for the University's IT operations and established short- and long-range IT work plans to achieve the institution's goals. Under CampusWorks' leadership Wittenberg's IT environment is being revitalized—from overhauling the network for better connectivity to redesigning business processes for greater efficiency to de-customizing Colleague for increased utilization, and more.



Pain Points that Deserve a Conversation

Managed Services partnerships in higher education typically include a comprehensive suite of services tailored to meet the specific needs and requirements of the institution. Some of these key components include:

- ▶ Talent Strategy and Staff Augmentation
- ▶ Strategic IT Planning and Implementation
- ▶ IT Infrastructure Management
- ▶ Cybersecurity and Compliance
- ▶ Proactive Monitoring and Maintenance
- ▶ 24/7 Help Desk
- ▶ Compliance & Regulatory Support
- ▶ Data Governance & Reporting
- ▶ Application Management
- ▶ Digital Transformation

Why CampusWorks?

Our track record speaks for itself. With more than 25 years of experience leading Managed Services initiatives in higher education, CampusWorks is not just a service provider; we are your partner in transformation.

- ✓ **Focused on higher education** CampusWorks' exclusive commitment to addressing the needs of higher education ensures that our services will be planned and executed with an eye toward the unique needs of your institution.
- ✓ **Fierce independence** CampusWorks is *completely* vendor-neutral. We have no financial relationships with any software/ERP or hardware vendors. We purposely do not partner in order to remain completely unbiased in our recommendations to our clients.
- ✓ **Happy clients** We are honored that our clients are our biggest fans and we encourage you to talk with them to learn how we collaborate and deliver superior deliverables and tremendous value throughout our engagements.

Ready to Reach Your Institution's Full Potential?

The first step is a conversation about your vision and goals. Let's talk!

- ▶ [Book your free consultation.](#)



Additional Managed Services Resources:

- ▶ [Managed Services Partnership Creates Far-Reaching Impact](#)
- ▶ [The Human Impact of Moving to Managed Services](#)
- ▶ [Successful ERP Implementation with Application Managed Services](#)
- ▶ [Arizona Western College Partners with CampusWorks for IT Managed Services](#)
- ▶ [Unique IT Services to Start Where You Are and Get You Where You Need To Go](#)

STREAMLINE THE STUDENT JOURNEY | GET MORE FROM ENTERPRISE SYSTEMS | TRANSFORM IT