



Functional Managed Services

Maximize Efficiency and Minimize Stress Across Campus Departments

Higher education institutions are currently facing increased demands to optimize operations, enhance student experiences, and achieve strategic goals, and all on a strict budget. If you have one department with constant challenges like employee retention, optimized processes, or consistent, reliable outcomes, it's time to explore new, innovative options so you can sleep at night.

Explore Functional Managed Services

[Functional managed services](#) focus on outsourcing specific areas or departments within the institution serving your cabinet, students, or employees and staff. The goal is to enhance operational efficiency, improve service quality, and ultimately empower that office to transform from responsive to proactive, thus enabling the focus to stay on your core mission of academic excellence and student success.

Innovation is at the heart of everything we do at CampusWorks. Our team of professionals are not only experts in their respective fields but are also constantly exploring new technologies, best practices, and creative solutions to address the evolving needs of today's institutions. With us, you can trust that you're not just getting "business as usual" – you're getting innovative solutions that push the boundaries of what's possible to prepare you for the future.

FUNCTIONAL MANAGED SERVICES BENEFITS

- ▶ **Specialized Departmental Expertise & Leadership:** Partner with experts who understand the intricacies of various institution departments, their technology stack, and cutting-edge service models.
- ▶ **Staffing Assistance :** Access to skilled professionals to fill temporary or permanent roles within specific functional areas, which addresses staffing gaps, manages workload fluctuations, and maintains continuity of operations, ultimately enhancing departmental resilience and efficiency.
- ▶ **Strategic Plan Focus:** Leveraging our specialized expertise and strategic guidance optimizes departmental operations, allowing the institution to support broader strategic objectives such as student success, academic excellence, and institutional growth.

Functional Managed Services in Action:

HAPPY CAMPUS

Drew University

DREW

CHALLENGE

The ability to operate a highly effective contemporary functional department (HR, IR, etc.) is increasingly out of reach for many higher education institutions. To address this, Drew University partnered with CampusWorks to lead and transform University Technology and Human Resources operations.

CAMPUSWORKS PARTNERSHIP

- ▶ IT Managed Services
- ▶ Human Resource Managed Services
- ▶ Finance Support
- ▶ Network Monitoring

GETTING BACK TO HAPPY

- ▶ **Transforming University Technology:** CampusWorks provided a seasoned higher education CIO to lead the University Technology (UT) transformation initiative. To ensure a smooth transition, the CIO developed a robust 120-day Transition Plan outlining high-priority initiatives.
CampusWorks' CIO developed a five-year Technology Master Plan that prioritized key initiatives — such as migrating Banner to the cloud, developing an enterprise data strategy, enhancing knowledge

management and information exchange, rewiring the campus, and deploying a software defined network — while addressing existing technical debt.

- ▶ **Technology Infrastructure Grant:** When institutions partner with CampusWorks, they gain invaluable access to our network of talent and expertise. This played a key role in helping Drew University secure more than \$500,000 in grant funding to support a major network rebuild.
- ▶ **Human Resources Managed Services:** CampusWorks' managed services model worked so well with UT that Drew's leadership decided to expand the partnership to include Human Resources (HR) Managed Services. During this five-year engagement, CampusWorks will manage Drew's human capital and HR-related processes.

ACHIEVEMENTS

- ▶ **User-friendly Ticketing System:** The implementation of a user-friendly ticketing system, ROBOSQRL, that enabled technology users to submit Service Desk requests and access documentation for common issues.
- ▶ **Grant Funding:** CampusWorks' CIO, who had a successful track record in grant writing, assisted the provost in applying for a Higher Education Technology Infrastructure (HETI) grant. Drew received more than \$500,000,

which will play an instrumental role in supporting an initiative to rebuild Drew's network — a \$1.5 million upgrade, the largest in the University's history.

- ▶ **HR Managed Services Benefits:** By entrusting HR tasks to CampusWorks, the University will be able to streamline HR operations, improve efficiency, reduce administrative burdens, and focus on its core objectives, ultimately enhancing overall organizational performance and employee satisfaction.

RESULTS

- ▶ Successfully transitioned University Technology staff and operations to a managed services model, enabling a five-year IT transformation journey
- ▶ Developed a five-year Technology Master Plan to guide the transformation.
- ▶ Secured over \$500,000 in state funding to support a major network rebuild.
- ▶ Expanded partnership to provide operational support and strategic leadership of Human Resources and Payroll to build a world-class HR organization.

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Our CampusWorks partnership and on-campus leadership team are paving the way towards a modern IT organization and advanced infrastructure that truly matches Drew University's vision.

~ Jessica Lakin, Provost, Drew University



Getting Started with Functional Managed Services

While Functional Managed Services typically include a range of support and solutions, the exact services vary depending on the institution's needs and priorities. Some common areas often include financial aid, human resources, student services, payroll, procurement, institutional research, etc. Unlike other one-size-fits-all approaches, CampusWorks' personalized approach assesses specific departmental needs to develop customized solutions that elevate institutional performance and success.

- ▶ Maximize Department Efficiency
- ▶ Department Strategic Planning
- ▶ Vendor and System Optimization
- ▶ Regulatory Compliance
- ▶ Evaluate Department Integration Across Campus
- ▶ Data Management & Reporting
- ▶ Systems Integration
- ▶ Training & Knowledge Transfer

Why CampusWorks?

Our track record speaks for itself. With higher education expertise leading Functional Managed Services initiatives, 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 one of the very few firms that can still say we are 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 Resources:

- ▶ campusworksinc.com/functional-managed-services/
- ▶ campusworksinc.com/revitalizing-hr-payroll-at-a-private-university-prr
- ▶ campusworksinc.com/staff-on-demand-for-higher-education-colleges-and-universities/
- ▶ campusworksinc.com/the-outsider-advantage-leveraging-external-interim-leadership-for-growth-and-optimization/

Need help getting started with Functional Managed Services? Not sure where to start? [Let's talk!](#)