CAMPUSWORKS



Your Technology. Our Expertise. One Seamless Team.

Managed Services—Frequently Asked Questions

1 What is Managed Services?

Managed Services is a strategic partnership in which an experienced external team works alongside your existing team, to lead your IT operations, systems, security, staffing, and support so your institution can stay focused on teaching, learning, and strategic priorities.

The old IT model is no longer scalable. Most institutions still rely on a 50-year-old "in-house everything" IT model. But today's challenges—rising technology complexity, stagnant budgets, and a shortage of critical skills—demand a new approach.

A better model exists.

CampusWorks Managed Services delivers:

- **Cost predictability**—Budget with confidence using a pre-determined pricing model.
- **Deeper expertise**—Tap into a nationwide bench of seasoned CIOs and technology specialists.
- **Operational resilience**—Build stability in the face of high turnover and shifting priorities.

At CampusWorks, partnership is at the heart of our model. We work side-by-side with your staff and campus leaders to ensure a seamless transition and immediate, meaningful results.

2 Why CampusWorks?

We deliver more than coverage; we give you a competitive edge.

- **Objective leadership**—Free from internal politics, we stay laser-focused on your strategic priorities.
- **Shared expertise**—CIOs and specialists collaborate across institutions to solve problems faster.
- **Buying power**—Access enterprise-grade tools and solutions at a fraction of the cost.
- **Scalable support**—Flex your team with surge capacity from a network of 250+ employees and 200+ consultants.
- **Recruiting strength**—We take on hiring, retention, and knowledge transfer, so you don't have to.

3 What will the Campus Experience be like?

Seamless integration. Genuine commitment. Real results.

- CampusWorks staff become part of your community—they wear your logo, know your students, and embrace your traditions.
- Your IT team gains national peer support, mentorship, and professional development opportunities.
- A dedicated onsite CIO builds trusted relationships across campus and with your leadership team.
- CampusWorks executives engage regularly with your cabinet and trustees to ensure alignment and accountability.

4 What are CampusWorks' Centers of Excellence?

Our U.S.-based Centers of Excellence bring deep expertise in:

- Data Infrastructure
- Cybersecurity
- ERP Support
- Service Desk

Outcome: Greater reliability, stronger security, higher performance, and continuous innovation—driving ROI and delivering a seamless experience for students and staff alike.

5 How do we manage the engagement?

Structured for success. Built on trust.

- **Smooth Transition**—Your staff join CampusWorks and immediately gain access to company-wide resources and support.
- **Onboarding Support**—Every team member is paired with a "CampusWorks Buddy" for fast, effective onboarding and support.
- **Onsite CIO**—Oversees daily operations and connects your institution to our full spectrum of expertise.
- **Executive Oversight**—A dedicated Account Director ensures strategic alignment and leads regular leadership check-ins.
- **CEO Engagement**—Regularly scheduled calls with our CEO, Liz Murphy, keep your institution's goals front and center.
- **Crisis-Ready Protocols**—We're prepared to respond rapidly to cyber threats or major outages.

Have More Questions?

Let's explore how this model could support your institution.