



Ellucian Maintenance Advantage Program: Technical Account Manager

Get maximum value from your Ellucian software with an expert technical advisor

All institutions face the IT challenge of balancing peak performance with the efficient use of resources. Just maintaining operational continuity and user satisfaction levels does not allow a lot of time to plan for upcoming releases and feature enhancements. While Ellucian Client Support addresses specific problems in the moment, access to a technical advisor results in proactive identification of longer-term issues and solutions.

Ellucian technical advisors, or Technical Account Managers, are available to you as an option within the Ellucian Maintenance Advantage Program. Technical Account Managers have the insight to help you operate more strategically so your software runs effectively, your resources are deployed for maximum impact, and your investment retains long-term value.

Ellucian
Technical Account
Managers know
your environment and
apply their expertise to
expedite issue resolution
and build strategies
for success.

Proactive, knowledgeable support service

An Ellucian Technical Account Manager is an experienced advisor who serves as your designated point of contact, provides guidance and support, and establishes a long-term technical relationship. This expert becomes an extension of your IT staff and focuses on maintaining system reliability and overall attainment of your IT goals and priorities. Respecting that your institution has complex operations with unique requirements, the Technical Account Manager works virtually with your team on a regular basis, and meets on-site annually to assist with IT planning and perform a system audit that optimizes your Ellucian software.

Access to a Technical Account Manager is particularly helpful when you need immediate assistance during mission-critical processing. This high-touch advisor delivers expedited access to experts familiar with your environment for the fastest possible resolution.

Realize greater benefits with your existing Ellucian solutions

Your Technical Account Manager is invested in your success and takes the lead in ensuring that you use your Ellucian software to the fullest. In addition to providing proactive assistance when planning changes or upgrades, discussing new product change requests, and reviewing the root cause analysis on closed support cases, your Technical Account Manager also provides the following deliverables to support your success:

- **SUPPORT PLAN.** Your Technical Account Manager works with your IT team to develop a support plan that captures specific goals unique to your institution—along with a strategy for achieving them.
- **SYSTEM AUDIT REPORT.** Your Ellucian expert will perform an audit of all your Ellucian software and infrastructure. Updated annually during an onsite visit by the Technical Account Manager, this report covers an inventory of hardware and software, configurations and settings, and recommendations for improvements based on best practices and Ellucian product roadmaps.

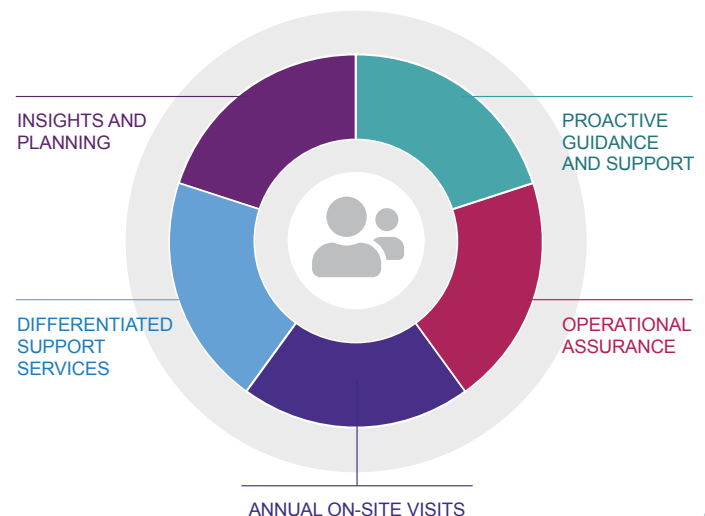
- **SUPPORT UTILIZATION REPORT.** As your advocate, the Technical Account Manager compiles the details of support cases created by your staff so you know the trends and can plan for appropriate support.

An accessible technical resource for your team

As a Maintenance Advantage Program customer using a Technical Account Manager, your institution can extend the benefits of this resource to your team members. Your Technical Account Manager is available to staff during regular business hours, as well as during regularly scheduled conference calls, to discuss support cases and other software operational issues.

A Technical Account Manager is a valuable complement to your other Ellucian Maintenance Advantage Program resources. In addition to your online training materials, community user groups, and the Ellucian Support Center, a Technical Account Manager can help you rise to new levels of performance and efficiency. And the benefits compound: you can identify and mitigate issues before they impact processing, and you'll get expedited access to Ellucian experts for critical answers.

Technical Account Manager Value: A winning combination of support and deliverables



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