



# Maintenance Advantage Program

Get technical assistance and collaborate with peers when you need support most



Higher education institutions make a significant investment in the Ellucian software and systems that keep their campuses running smoothly and efficiently. The Ellucian Maintenance Advantage Program helps you maximize that investment by providing expert technical support, rich resources, and access to a community of peers who know our solutions and your business challenges.

The Ellucian Maintenance Advantage Program offers two support options—Advantage and Advantage Plus—to help you get the most out of your Ellucian solutions. Both options provide responsive service, ongoing solution enhancements and regulatory support, and valuable feedback for insights on maintenance utilization.

## Learn from solution experts

As an Advantage or Advantage Plus member, you get to call on our dedicated, highly skilled analysts who have an average 12 years' experience with Ellucian solutions. They not only answer your technical questions, but offer solution advice and provide reports detailing your interactions.

Our experts aren't the only ones who know our solutions and the business challenges common to higher education. More than 50,000 higher education professionals share questions, ideas, and feedback in our virtual communities and at regional events. Advantage or Advantage Plus membership enables you to collaborate with them.

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## Get ongoing enhancements

Your maintenance benefits provide you with timely regulatory updates, new product releases, and product enhancement support. In addition, you get access to thousands of assets in our knowledge repository—all with details, direction, and insight on Ellucian solutions and their real-world use.

## Improve your solution utilization and performance

Your Maintenance Advantage Program membership also enables you to engage with peers in a variety of ways and gives you an easy way to submit, vote on, and monitor ideas for product enhancements.

## Get the most value for your investment

Whether you're a member of Advantage or Advantage Plus, both options help you use your Ellucian solution to its full advantage.

OFFERING ELEMENTS	ADVANTAGE	ADVANTAGE PLUS	DESCRIPTION
Product enhancements	✓	✓	Get major and minor product releases and support, including correction and resolution support.
Regulatory releases	✓	✓	Get support for state, regional, and federal regulatory product releases.
Access to Ellucian community	✓	✓	Connect with an active, engaged, and informed user community through regional groups and portals for ideas, answers, and insights on Ellucian products, as well as issues and trends in higher education.
24/7 online self-service	✓	✓	Download software and documentation around the clock; access thousands of up-to-date articles, peer insights, and more than 1,900 user documents, including guides, handbooks, release guides, and release highlights.
Unlimited support	12/5	24/7	Communicate with support analysts on functional or technical questions related to your Ellucian solutions, plus receive notifications when areas of interest are updated.
Customer case dashboard	✓	✓	Gain insight into the cases your institution has opened with Ellucian, monitor response times, and understand the status of each case.
Priority case escalation		✓	Get high-priority attention from knowledgeable and appropriate Ellucian support staff for rapid case resolution when a case is escalated.
Technical account manager	Optional	Option with discount	Get a technical account manager's advice on business operations and optimization of your software infrastructure so that you achieve sustainable value from your Ellucian solutions.

\* Advantage Plus 24x7 support for Colleague® by Ellucian and PowerCampus™ by Ellucian covers production-critical cases



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