CAMPUS℠
MANAGEMENT

TRANSFORM OPERATIONAL EFFICIENCY WITH MANAGED SERVICES

PARTNER WITH MANAGED SERVICES

The best higher education technology in the world still can't replace the expertise and best practices that go into making that technology adapt and respond to your institution's needs on an ongoing basis. The best solution still needs expert staff who can adapt and evolve the technology with your institution's culture, departmental workflows, and goals.

That's why Campus Management clients turn to Managed Services. As a trusted partner, our Managed Services team combines higher education expertise with a solid understanding of your institution's mission and day-to-day needs.

Instead of hiring, training, and managing more staff, you can let Managed Services become your virtual team for unleashing the full potential of your investment and maximizing operational efficiency across the institution.

Optimize CampusNexus with Managed Services

Campus Management clients turn to Managed Services to maximize platform support and performance as well as application utilization. The team combines expertise in higher education technology and best practices to help your institution optimize solutions, ensure uptime and performance, and adapt easily to new strategies.

Whether your Campus Management solutions are maintained on premises or delivered in a SaaS model via CampusNexus® Cloud, leveraging Managed Services helps you balance staffing needs and focus more time and resources on strategic initiatives and helping students succeed.

Keep Your Solution Aligned with Your Mission and Needs

- Does your institution need additional support to maximize solution performance and reliability?
- Are your applications aligned with business processes and goals?
- Are you leveraging all the rich software features to automate processes and improve services?

Gain Additional Resources and Expertise

- Scale easily as budgets shrink and competition for staff increases
- Configure solutions to your exact business processes and goals
- Maximize utilization of features and capabilities of CampusNexus solutions
- Manage costs through a fixed, predictable, pay-as-you-go pricing model

Increase Efficiencies Through Expert Services

The Managed Services team offers the critical services required for your business office to accelerate feature utilization and business-process efficiencies. These services, available to support applications hosted on-premises or through CampusNexus Cloud, include:

SIS & CRM Application Administration

- Configuration Updates & Management
- Release Evaluation & Feature Deployment
- User Support & Training

Forms Builder and Workflow Administration

- Requirements Analysis
- Forms Development/ Workflow Configuration
- Change Management

CRM Imports and Exports

- Requirements Gathering and Analysis
- Data Analysis and Staging
- Automated Input/Output of Critical Data Sets

Campaign Configuration and Management

- Targets, Mailing Lists, Offers, and Workflow
- Monitoring of Target Progression
- Metric Monitoring/ Reporting

Business Process Advisement

- Requirements Gathering and Analysis
- Business Process Redesign
- Best Practices

Technical Account Management

- Proactive Planning and Technical Reviews
- Predeployment Code Review and Troubleshooting
- Deployment/Customization/ Integration Planning

"WORKING WITH THE MANAGED SERVICES TEAM IS THE BEST THING WE HAVE EVER DONE WITH CAMPUS MANAGEMENT."

Matt Johnston
President / Santa Barbara Business College

CHALLENGE

Manually calculating, monitoring, and managing satisfactory academic progress (SAP) across five campuses outside of CampusNexus Student created a significant drain on staff and increased the likelihood of errors.

SOLUTION

Managed Services reviewed the schools SAP policy, configured, tested, and deployed a solution that automates staff alerts and communication to students.

RESULTS

SAP is now run in CampusNexus Student, automatically notifying advisors of students at risk and assigning remediation activities that are monitored by management.

"I CAN'T IMAGINE HOW MUCH FURTHER ALONG WE WOULD BE TODAY IF WE WOULD HAVE STARTED WORKING WITH MANAGED SERVICES A YEAR EARLIER."

Alyssa Wyant
Communication Specialist / University of Nebraska Kearney

CHALLENGE

Requests for Information (RFI) required a preliminary review to determine which Program Coordinators would review and respond to each prospect inquiry. This resulted in inconsistent messaging, limited branding, and delays in response time.

SOLUTION

The Managed Services solution captures unique RFI programs of interest from the lead, providing program-specific information to prospects, and creates emails with dynamic content that has increased the rate at which prospects are added to campaigns.

RESULTS

The institution now sends a branded, program-specific response to each prospect within minutes of an RFI inquiry. By moving RFI communications into the CRM, staff can now monitor open rates and URL clicks to analyze response effectiveness.

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Your Transformation Provider

Campus Management develops strong relationships with client institutions and provides exceptional services in support of its solutions, including:

- CampusNexus Cloud options for cost-effective hosted solutions

- Managed Services programs to augment your staff's skill-sets, provide technical assistance and disaster recovery, and protect your investment

- Implementation packages designed to meet your institution's goals, timelines, and budgets

- Project management services to facilitate communications across the organization and oversee the progress of your implementation

- Training and consulting to enhance your use of the products and extend your ROI

- Customer support with expanded hours to cover multiple time zones

- Self-paced, asynchronous classes on products and industry topics through the Campus Management Learning Center

- Networking & training at CampusInsight – Campus Management's annual users conference

CAMPUS™
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About Campus Management Corp.

Campus Management is a leading provider of cloud-based SIS, CRM and ERP solutions and services that transform higher education institutions. Today, more than 1,000 institutions in over 20 countries partner with Campus Management to transform academic delivery, student success, and operational efficiency.

campusmanagement.com

5201 Congress Ave.   1.866.397.2537
Boca Raton, FL 33487   +1.561.923.2500