Jenzabar®

# IT & Managed Services

## The Technical Support You Need to Power Your Digital Campus

Staffing and resource constraints, data security, informational silos—higher education IT staff have a lot on their plates. Jenzabar IT & Managed Services give your IT teams the support they need as well as additional expertise and manpower to build efficient strategies, strengthen system security, and improve user experiences across campus.

With Jenzabar IT & Managed Services, you gain access to Jenzabar's 40+ years of higher education technology experience and a team of experts dedicated to safeguarding your institutional and student data. Because each institution is unique, Jenzabar IT & Managed Services are tailored to meet your specific needs, while ensuring you get the top-notch support your campus deserves.

## At a Glance

Jenzabar IT & Managed Services include a comprehensive suite of services designed specifically to address higher education's technology demands. Whether you require support for your cloud infrastructure, system administration, or database management initiatives, Jenzabar can provide you with a specialized team of IT professionals to ensure your day-to-day operations run smoothly and your technology infrastructure is safeguarded against the unexpected. Move to the cloud with ease and take advantage of the financial, operational, and technical capabilities of a SaaS environment.

## Advantages

▶ Access best-in-class support based on 40+ years of industry experience.

▶ Scale your infrastructure without adding internal resources.

▶ Leverage valuable reporting capabilities to enable data-driven decision-making.

▶ Improve your system security, data protection, and disaster recovery capabilities.

▶ Customize services to fit your specific campus's needs.

▶ Deliver better student and staff experiences by ensuring your technology is up to date and running smoothly.

▶ Implement best practices to resolve lingering IT issues.

Learn more at jenzabar.com/service/managed-services

# Support Your IT Staff With
# Jenzabar IT Services

Jenzabar IT Services give you access to a hand-picked team of specialized IT professionals trained to help you optimize processes, manage infrastructure, improve your use of Jenzabar solutions, translate complex data into valuable insights, and more. Customize your experience by selecting from an array of curated IT services.

## Jenzabar Product Support Management

Jenzabar IT Services can help your staff improve processes, apply best practices, and implement preventative measures to mitigate risk.

| Process Consulting | Advanced SQL Programming | JICS Administration | Project Management |
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| Data Cleanup & Maintenance | FormFlow & Workflow Management | | Setup Modification & Configurations |

## Reporting Services

Jenzabar IT experts can help you aggregate data and gather vital insights using a suite of commercially available reporting tools.

| InfoMaker Reporting | SSRS Reporting | Auditing Services |
|---|---|---|
| FormFlow & Workflow Management | | Microsoft Excel Reporting |

## IT/Facilities Management

Jenzabar's IT professionals work tirelessly to ensure you are using the latest and most secure technologies to transform your campus.

| IT Leadership | Information Systems Staffing Services |
|---|---|
| IT Service Auditing | Third-Party Application Integration & Implementation |

## Infrastructure Management

Jenzabar IT services cover everything from disaster recovery to active directory, SQL database administration, and more!

| VMware Management | Data Protection Consulting & Backups | SQL Database Administration Services |
|---|---|---|
| Disaster Recovery Services | Monitoring Services | Active Directory Services |

# Leverage the Power of the Cloud With Jenzabar Managed Services

Jenzabar understands that moving to a Software-as-a-Service (SaaS) model can be daunting. Jenzabar Managed Services takes risk out of the equation by ensuring you can seamlessly migrate to the cloud and leverage the full power of a hosted environment—this includes unparalleled scalability, security, and support. Jenzabar Managed Services provides dedicated servers, vigilant monitoring, and industry standard failover recovery to keep operations running smoothly.

▸ **Unlock Unlimited Scalability:** Jenzabar Managed Services provides you with a cloud solution that scales based on actual usage and eases future growth as your institution changes.

▸ **Gain 24x7x365 Monitoring:** Jenzabar Managed Services delivers customized software monitoring options for Jenzabar applications, including monitoring services from real IT professionals.

▸ **Easily Access Your Data:** Connect directly to your data to ensure seamless integration with third-party applications and accurate reporting.

▸ **Achieve High Availability & Failover:** Jenzabar's hosted environment ensures uptime greater than 99.95%.

▸ **Maximize IT Security:** Jenzabar Managed Services provides comprehensive cybersecurity capabilities, including 24x7 threat hunting, penetration testing, as well as yearly application/data center audits.

▸ **Minimize Risk:** Back up your data to protect against ransomware and other cyberattacks.

▸ **Ease Staffing Constraints:** Jenzabar Managed Services take care of behind-the-scenes maintenance and more when you leverage Jenzabar's cloud infrastructure.

## Find out more

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