

Jenzabar[®] Managed Services

Transform your IT service

Now more than ever, the success of your IT organization is vital to the success of your institution. From wireless access to remote support, from software implementation to hardware upgrades, the demands on your department keep growing even as your resources keep shrinking. You might be overloaded and understaffed—but you're still charged with achieving your mission.

Jenzabar Managed Services help you build and manage a strong technology environment to position your institution for future growth. Acting as your partner, we will extend your capacity so you can deliver top quality services to all your constituents. We help by supplying the IT expertise and comprehensive services you need to meet your goals—whether that's day-to-day support, project management, network management, or managing your technology for future growth.

At a Glance

Jenzabar Managed Services include a comprehensive suite of IT support and services tailored specifically for higher education. We focus on both proactive and reactive services to deliver a secure, scalable environment responsive to and aligned with your institution's mission.

Make the most of your IT resources, enhance your data security, and keep your technology current with Jenzabar Managed Services. Just tell us what you need—and consider it done.

Advantages

- ▶ Long- and short-term support
- ▶ Higher education experience and systems knowledge
- ▶ Cybersecurity expertise
- ▶ Remote and/or onsite support
- ▶ 24x7x365 coverage options
- ▶ Speed up your digital transformation
- ▶ Quick staff augmentation for urgent project
- ▶ Free up IT team to work on high-value services and strategic initiatives



Help Desk Support

IT Staff Augmentation

Remote Infrastructure
Management

Risk Management

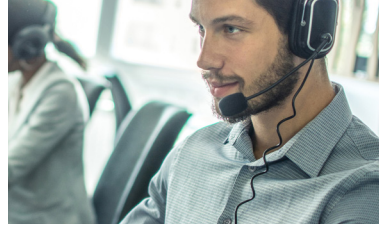
Jenzabar one

A flexible, cloud-ready platform exclusive to higher education. Our powerful suite of technology products and services provides your campus with mobile-friendly solutions for both student and institutional success.

Jenzabar SONIS

A powerful yet cost effective student information system designed specifically for smaller higher education and vocational institutions. Our cloud-based, mobile ready software connects students, faculty, and administration in one easy-to-use package.

We've got you covered



Mitigate risk and improve compliance

Rely on our experts in risk management to help you implement and manage plans on:

- ▶ Data and network security
- ▶ Disaster recovery
- ▶ Network security audits

Rapidly respond to student demands

Students and staff expect rapid and reliable assistance around the clock, wherever they may be. Jenzabar Managed Services offers student and faculty end users 24x7x365 Help Desk support, with phone, email, web form, and chat interface options.

Grow without adding resources

We can provide both onsite and remote staff to assist your IT team on important short- or long-term projects, and gain the advanced skills and expertise you may be missing. We can even provide permanent staffers or help you hire the best additions to your team.



Enrich the educational experience

Today's students are more connected than ever before with smart phones, tablets, and laptops that are essential to their educational experience. Jenzabar Managed Services can help you extend connectivity to students and all of your constituents, from candidates to faculty and alumni, and offer an open yet secure environment for collaboration and information exchange.

Infrastructure management

Jenzabar can maintain your systems remotely via a scalable and reliable cloud platform, so you can focus on helping your students succeed.

- ▶ Remote server management, Remote database administrator, Remote systems administrator
- ▶ 24x7x365 network monitoring
- ▶ Identity and access management
- ▶ Cloud backup-as-a-service
- ▶ Asset management
- ▶ End-user support for Jenzabar and non-Jenzabar applications

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