

Jenzabar® Professional Services

Rely on us to help you succeed!

The success of your technology relies on the right implementation, the right processes, the appropriate product knowledge of your end users and the support you need when things don't work as they should. For this, the right technology and solution partner makes all the difference.

Jenzabar's experienced higher education Service professionals use industry-standards, best-practice methods, and experience gained from installing over 1,350 enterprise systems on campuses worldwide. Helping you get the most out of your technology investment and ensuring your institution's success.

At a Glance

Jenzabar Professional Services offer comprehensive services tailored specifically for higher education. We focus on proactive services to implement and deliver all our solutions on-time and on-budget, and to support you with all your technical support, consulting and training needs.

With implementation specialists averaging 15 years of experience in higher education, hundreds of training opportunities, an active client community and unlimited product support, Jenzabar makes sure you get the most value out of your investment.

Advantages

- ▶ Successful software implementation
- ▶ Clearly defined implementation methodology and expertise
- ▶ Improved business processes
- ▶ Launch on-time and on-budget
- ▶ Integration with 3rd party systems
- ▶ Unlimited Help Desk & technical support
- ▶ Free e-learning on-demand courses
- ▶ Continuous comprehensive training



Implementation
Services

Learning &
Development

Support Assistance

Technical &
Consulting Services

Implementation Services

Your implementation goals are always simple: launch on-time and on budget. Jenzabar will partner with you to create a successful implementation process that is built on thoroughly understanding the needs of your institution and of your users.

Jenzabar's implementation specialists combine well-defined and proven implementation processes with the flexibility to meet non-standard requirements. Our experts will set clear objectives and milestones, measurable results, and will focus on mitigating risk and identifying potential business process improvements for you.

A typical Jenzabar implementation lasts between 14 – 18 months, and the entire system goes live all at once. Over the last 3 years, every Jenzabar implementation has been completed on-time and either on or under budget. This is no small feat that only Jenzabar and our implementation specialists, averaging 15 years of experience in higher education can deliver!



Our implementation team was one of the best teams assembled. Jenzabar was awesome to work with and provided us outstanding customer support! We would not be where we are today without their guidance through the project and their continued guidance since we have gone live.

CHRISTOPHER BRYAN
Associate Director of Admissions
Reinhardt University

Technical & Consulting Services

The success of your institution depends on far more than just the smooth operation of your software.

Jenzabar Technical & Consulting services offer you experts in the higher education field who bring extensive consulting and operating experience. We've helped colleges and universities of all types improve their processes and best integrate and use their technology.

During the initial implementation or any time after that, Professional Services experts are available to provide consulting services.

Business Process Review/Assessment

For most clients, the implementation of a new ERP is the single most important and unique opportunity to create business processes that will maximize the student and administrative experience. Our Business Consultants can help you establish more efficient business processes and provide guidance, documenting the current and desired business processes of any specific functional area you want to improve. Working alongside campus employees, our consultants will make recommendations based on best practices.

Module Training & Consulting

Job descriptions evolve, work responsibilities shift, and organizational changes happen on all campuses. Newly hired employees also need additional support in the beginning of their careers. At the same time, Jenzabar is constantly striving to improve our products and roll out updates that benefit your schools. These changes can lead to the needs for both employee training and system updating at the same time. Let our Professional Services team provide the training and consulting you need to customize your solution, address a complex issue or request, or offer best practices on how to use different features of your software. Leading to maximized campus efficiency and increased employee satisfaction.

Custom Report Writing

At Jenzabar, we know how to store and manage the data that drives your campus. Our software also offers many formats for you to filter and view that data. But sometimes, you don't have the time or you need very specific reports that provide detailed information in a certain way. Our Professional Services team is here to help with that too! Through our custom report writing process, we can provide the data reports you desire.

Integration with 3rd Party Systems

Jenzabar understands that sometimes campuses choose to invest in other software programs for specific purposes. Let our team help you integrate data between your ERP and other software programs already in use on your campus. From configuring single sign-on capabilities, to real-time data transfers that avoid multiple entries across different systems, our Professional Services team is ready to improve your work flow efficiencies.



I feel we are important to Jenzabar. I don't feel like just a number, which sometimes happens with large companies. Our Jenzabar team is always very responsive and personally acts on our needs. That speaks volumes.

DAVID ANDRADE
Enterprise System Developer
Gordon College



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.

Get the maximum impact from your technology

For over three decades, Jenzabar's singular focus has been higher education. This gives us a unique perspective on the industry, allowing us to plan for evolution and ensuring you have the technology, knowledge, processes and strategies to be a leader.

Learning & Development

For your institution to succeed, your end users must know how to use their Jenzabar products efficiently and effectively. That's why our Learning & Development department offers hundreds of learning opportunities each year across a variety of topics, user levels, and formats.

With our free e-learning, on-demand service portal, you can quickly learn a specific process or dive deeper into a topic helping you make the most of your Jenzabar technology investment. You may also access training videos through the Learning & Development website or YouTube channel. Our online, self-paced, on-demand courses include videos, knowledge checks, and interactive quizzes, as well as tutorials, learning guides and eBooks. You can also view your personal training record to keep track of your learning and re-take any course as a review.

The Learning & Development team also offers instructor-led training courses delivered through virtual classrooms facilitated by instructors with true expertise acquired over years of product use and real-world experience. The hands-on training sessions provide relevant and specific examples to help trainees relate to the course material, retain more information, and help them apply their new skills to improve and optimize your institution's processes.

You'll also learn from your peers.

Jenzabar's client community is one of the most active and engaged in the industry, demonstrating consistently high levels of client involvement and satisfaction year after year.

Technical Support

We go above and beyond to make sure your Jenzabar products always work as they should. Unlike other vendors, Jenzabar support is unlimited. Your annual subscription not only covers all product support, enhancement and upgrades to the software, but allows an unlimited access to the Jenzabar Help Desk.

- ▶ Unlimited Help Desk availability for all trained users during business hours
- ▶ Toll-free access to phone, email, and web form
- ▶ Trained staff of module experts
- ▶ Support services are available for after-hours and at a fee-for-service rate

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