



## SOLUTION SHEET

# Maximise the value of your Ellucian software with an expert solution advisor

Optimise your Ellucian solutions with personalised guidance from an Ellucian solution advisor. When you work with a solution advisor, you'll get tailored support to help you operate more strategically, run your software more effectively, deploy your resources for maximum impact and get long-term value out of your investment.

### Advisory services are available for:

- Banner® Student
- Banner® Student Aid
- Banner® Finance
- Banner® Human Resources
- Banner® technical support
- Ellucian CRM Recruit



“The assistance I receive in planning major projects, proactively dealing with potential issues that may impact our institution, and having a resource who is committed to my success is invaluable.”

**SAUL KLEINMAN**

Associate Vice President,  
Management Information Systems,  
Fairleigh Dickinson University

## Proactive, knowledgeable support service

By partnering with an Ellucian solutions advisor, you get a designated expert who provides consistent, ongoing guidance and support. Your advisor becomes an extension of your team, empowering your staff and aligning your solutions to institutional goals and priorities.



### What we do

- Establish a close working relationship through a regular cadence of meetings, phone conferences and email
- Conduct an annual on-site planning and working session
- Invest the time to understand your challenges
- Collaboratively build a plan for ongoing improvement
- Partner with you through the improvement process
- Contribute expertise to assist with day-to-day challenges
- Review operational issues to understand root causes
- Proactively assist with upgrades and new features
- Provide a single contact to escalate, manage and coordinate support
- Assess readiness around product directions, such as cloud transformation



### What you get

- Direct access to a seasoned expert who understands your unique challenges
- Knowledge sharing and “how-to” information that empowers your team
- A documented direction for improvement
- Expertise that improves business efficiency and increases value
- Tailored guidance on projects, new releases and changes
- Accelerated time to resolution on business challenges
- A partnership aligned with your evolving priorities



Learn more about partnering with an Ellucian solution advisor at [ellucian.com/emea-ap/solutions/deploy-sustain](https://www.ellucian.com/emea-ap/solutions/deploy-sustain)

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