

Building a Roadmap for Technology That Stabilizes, Standardizes and Transforms



INSTITUTION TYPE:

Private, Catholic, liberal arts university

LOCATION:

Loretto, Pennsylvania

TOTAL ENROLLMENT:

2,680

Looking to broaden their reach and serve students outside of their region, Saint Francis University decided to expand their online program offerings. To reach this goal, they needed to scale their operations to deliver a quality, technology-enabled student experience.



KEY TAKEAWAYS

3

year one
transition projects

14%

IT budget cost savings

96.3

Net Promoter Score

CHALLENGES

- ▶ Ambitious growth goals
- ▶ Deliver a quality, technology-enabled experience
- ▶ Strengthen and modernize the technology infrastructure
- ▶ Build a long-term strategic roadmap to digitally transform

SOLUTIONS

- ▶ Comprehensive IT Managed Services
- ▶ IT Leadership & Governance
- ▶ Virtual CIO
- ▶ 24/7 Tech Support & Help Desk
- ▶ Enterprise Applications
- ▶ Infrastructure & Operations

SITUATION

Saint Francis recognized the need to modernize their technology infrastructure and strengthen their capabilities in order to achieve their goals and improve long-term stability. The institution was searching for a partner that could support their entire IT department's daily operations, while also building a strategic roadmap to enable and transform their digital infrastructure. Collaborating with Collegis Education, Saint Francis found a partner that could implement a comprehensive IT managed services solution and make progress toward their longer-term goals. Through the partnership, the university gained access to a wealth of technology expertise and new capabilities.

The Collegis managed services solution for Saint Francis included stabilizing their technology and infrastructure, standardizing expectations through strong IT governance, and optimizing business processes and infrastructure for increased efficiencies.

Collegis conducted an assessment of key digital infrastructure to find efficiencies and cost savings. The result was a strategic roadmap that included recommendations for technology transition projects, augmentation of staff, and an expansion of student and staff help desk services.

In addition, Saint Francis leadership worked with Collegis to install a virtual CIO to oversee strategy and operations for the department and to transition Saint Francis staff to the Collegis technology team.



RESULTS

Collegis created a transition plan to retire technology debt by upgrading major platforms. Significant transition projects to stabilize the university's infrastructure were completed, including:

- ▶ A new card access system
- ▶ A more secure, robust Active Directory to replace outdated authentication
- ▶ Upgraded campus-wide Wi-Fi network

Collegis helped the entire university adapt to remote work and transition to hybrid classrooms and virtual technology. Additionally, the Saint Francis IT help desk transitioned to the Collegis Personal Support Center (PSC) technology support program. Since the transition, the 6-month average Net Promoter Score is 96.3, as rated by faculty, students and staff.

Just one year into the partnership, Collegis began to optimize and transform Saint Francis's technology landscape, conducting business process assessments, streamlining student laptop programs, and implementing the Microsoft Office 365 suite to increase security and improve user experience.

14%

Cost Savings in the University IT Budget

Overall, the strategic planning and implementation of a long-term technology roadmap identified efficiencies and a 14-percent cost savings in the university's IT budget, allowing the funds to be reinvested into digital transformation initiatives.

During the global COVID-19 pandemic, Collegis also provided strategic technology leadership and recommendations to deploy CARES Act funds for a smooth transition to remote and hybrid learning delivery and paved the way for capital projects that continue to help Saint Francis University transform.