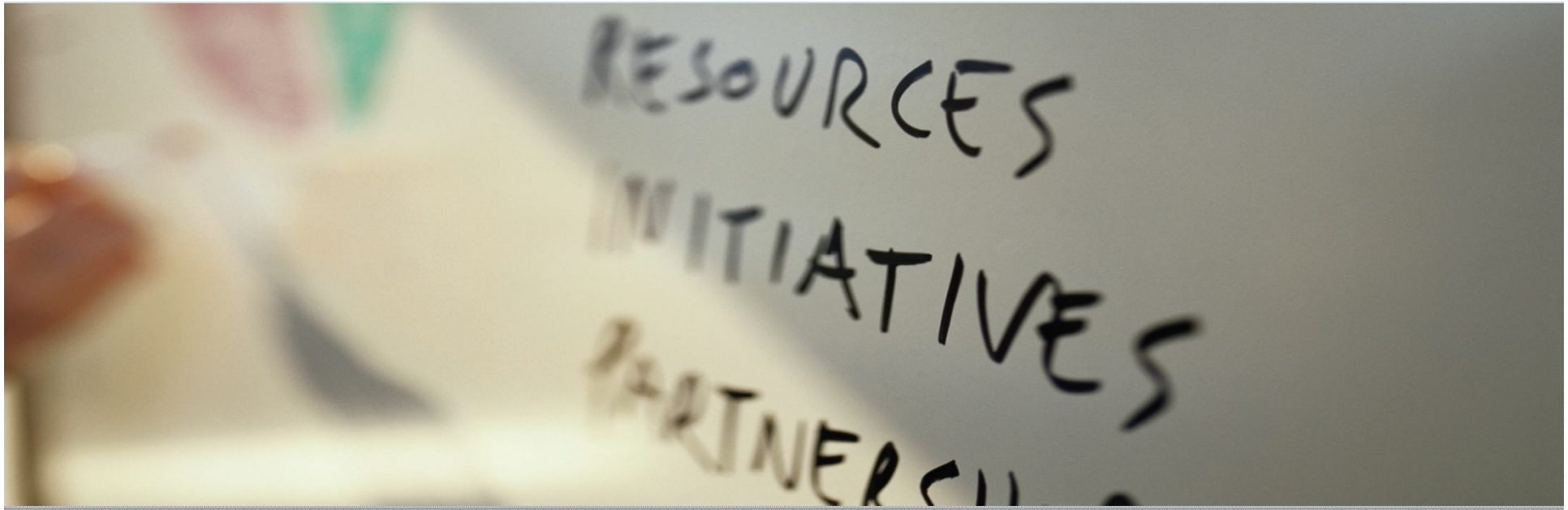


SUNGARD HIGHER EDUCATION

Creating Successful Partnerships to achieve replicable Shared Services in HE

an Chéim computer services

Derek Feeney
CEO, An Cheim

Martine Carassik
SunGard Higher Education

About SunGard Higher Education

- **Forty years** serving higher education
- Largest global higher education customer community: **1800 institutions in 40+ countries**
  - 65% are public institutions, 30% private
- **2500+ employees** worldwide dedicated to the HE sector
  - 85% have a HE background
- **9 solution centres worldwide**
- Serves more than **14 million students worldwide**

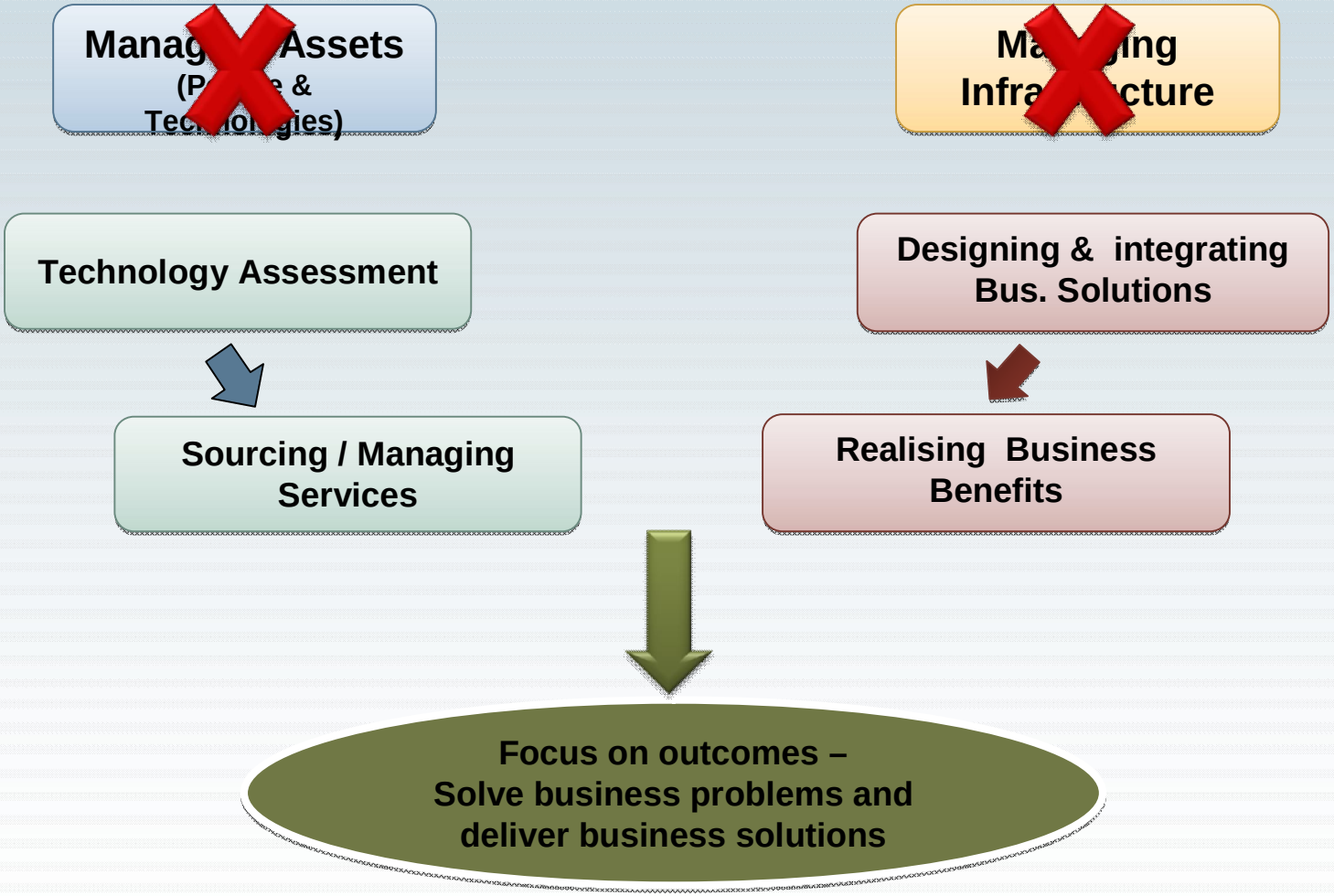
Shaping the future of learning through partnerships

TEACH / RESEARCH & LEARN	MANAGE	CONNECT

We understand the changing worlds of HE and IT

- Our solutions are dedicated to HE and focused on institutional performance
- Our technology is becoming increasingly open and standard-based to facilitate integration and collaboration
- We have built a community of SunGard user-institutions that share and collaborate
- We are committed to partnering as the key to success

The changing role of IT in HE



The changing role of the IT Supplier

- **Change in IT Landscape**
  - ‘Industrialisation’ of IT
  - Wide-ranging customer base
  - Plurality of service providers
- **New balance between the users and the suppliers**
  - Users focussed on own goals and requirements
  - Suppliers need to understand business objectives and operational context
  - Providers must transition to become a source of a plurality of services
- **New delivery models**
  - Plurality of choices for all aspects of IT services
  - Utility computing / Xaas / Cloud services
- **Adoption and differentiation are the key**
  - Specialisation and personalisation of services
  - Ease of deployment and adoption

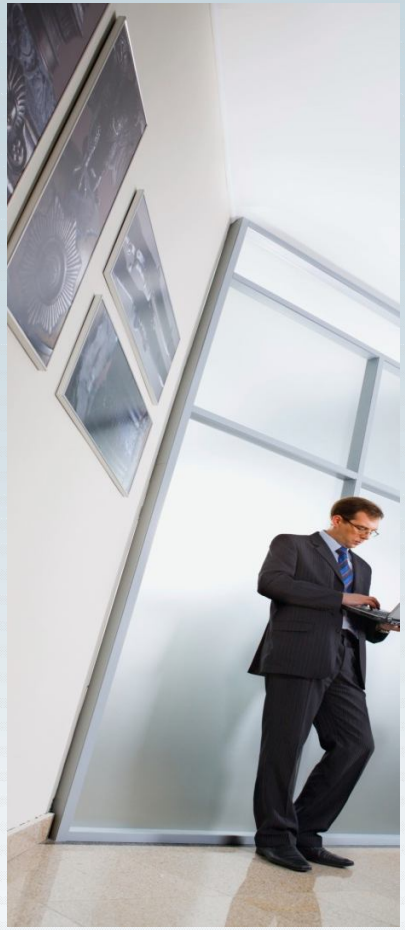
Shared & Managed Services Opportunities

- **Listening Mode**
  - Developing business skills
  - Technology enables flexibility & creativity
  - Transparency in costs
- **HE Partnerships**
  - Large experience and expertise in the sector
  - Progress in concept of ‘brokering’
  - Multi-sourcing or ‘intelligent’ sourcing practice
- **Government**
  - More involvement
  - VAT debate is progressing

Our Future Direction

Consistent with broader software industry trends, SunGard Higher Education is moving towards:

- Solutions that better map to pain points
- Lighter, more modular “solutions”
- More flexible delivery models and options
- Advantageous modern technologies and tools
- Expanding collaboration with customers



Our client Shared Services stories

SUNY The State University of New York

Shared software agenda: 59 licences operating as a single instance in a shared environment – deployed over 64 campuses serving 467,000 learners

Government of South Australia tafe South Australia

Successful implementation of Banner Digital Campus over 53 campuses serving 5,000 staff & 85,000 students in Australia

TEXAS CONNECTION

42 Texas state Universities & colleges using multiple systems achieved a minimum of £5.7 million annual savings for the state

ALABAMA COMMUNITY COLLEGE SYSTEM ACCS

Collaborative approach to selection & implementation of Banner Digital Campus across 6 community colleges in the Alabama Community College System

SYMBIOSIS INTERNATIONAL UNIVERSITY PUNE

Leading Indian University comprising of 42 institutions collaborate to create a single digital campus using Banner Digital Campus and Luminis Platform solutions

Tennessee Board of Regents

Tenesse Board of Regents - 13 colleges, 4 Universities achieved savings of £6.9 - £9.4 million in training & other costs; £2.6 -£7.5 million saved on developing 180 KPIs across the board

Our partnership commitment

- **Why ?**
  - Through our expertise & our partners – we deliver the best possible solution to the customer
  - Our Open Digital Campus technology enables the development of a growing collaborative community
- **Who with ?**
  - HE sector organisations (UCAS, HESA, etc…)
  - Institutions (individually, as groups or as the user community)
  - Other commercial service providers
- **An example ?**
  - An Chéim, in Ireland.

AN CHÉIM

Derek Feeney

CEO

an Chéim computer services

Overview – An Chéim

- **Initial Brief**
  - History
  - Distributed Model
  - Evaluation
- An Chéim Computer Services **Identifies, Evaluates, Procures, Implements and Manages** critical packaged applications and services for the **13** Institutes of Technology in Ireland
- We **Negotiate** contracts to **Outsource** the associated **technical** functions on behalf of the Sector e.g.
  - Data Centre
  - Production, Test and Disaster Recovery
  - Infrastructure
  - Solutions/Applications
  - Managed Services
  - Systems / Business Analysis etc.
- We then **Manage** the Suppliers (SLAs, Contractual Statements of Work etc.)
- We **Retain** the Strategic Focus and Customer interaction, **In-House**
- We **Employ**
  - Framework procurement Panels
  - Proven Industry Methodologies

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Overview (continued)

- **Current Application Portfolio**
  - Student Records System (Banner); Library System (Millennium);
  - Finance System (Agresso); HR/Payroll System (Core);
  - Secure Electronic Academic Documents (Digitary); Reporting (Oracle).
- **Supports over 100,000+ Students (FT & PT) and 6,000+ FTE Staff across the Sector**
  - 4,000 Students / 200 Staff – smallest customers
  - 15,000 Students / 950 Staff – largest customer
- **Current Service Portfolio**
  - Strategic Solution Design
  - Programme and Project Management
  - Strategic Supplier Relationship Management
  - Procurement Negotiation and Management
  - Service Level Agreement Negotiation and Management
  - Contract Negotiation and Management

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Shared Services Features

- **Shared Governance**
- **Shared Design**
- **Shared infrastructure**
  - Primary Data Centre for Production
  - Secondary Data Centre for Backup, Disaster Recovery and Business Continuity Service
  - Development, Test and Training environments
  - Centralised Service Desk
  - Security
- **Shared Support**
- **Shared Portfolio Management**

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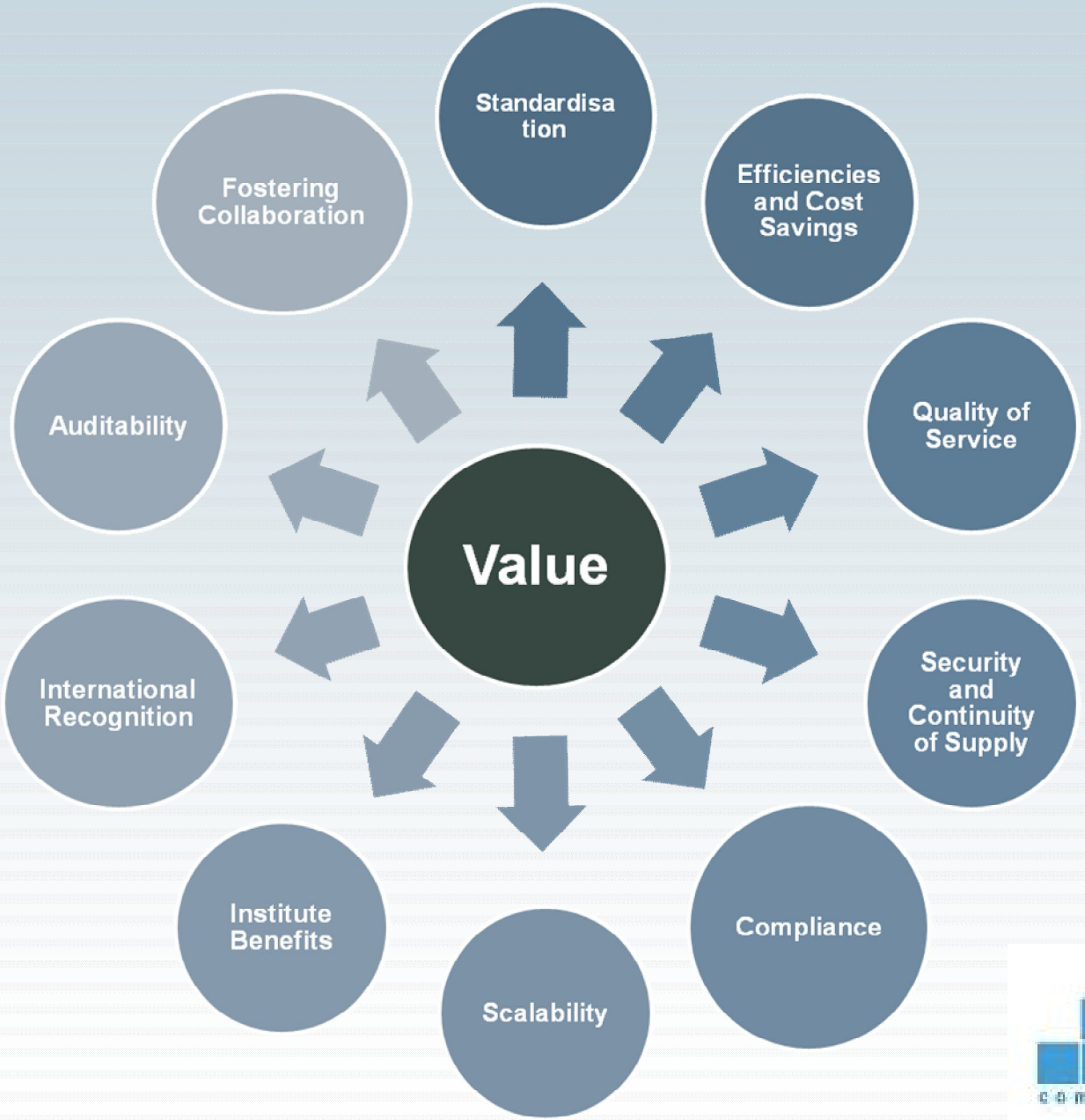
Value Gained



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Operating Model

- **Outsourced Business Model** (mandated by Sector)
- **Agility**
- **Sourcing - Framework Procurement Panels**
  - Supports business model
  - 30+ Suppliers (range from large multinationals to indigenous firms)
- **Aggregator of Demand –** feed into market
- **Combined Purchasing / Bulk Buying**
- **Access to World-Class software, hardware & expertise –** may be out of reach for individual Colleges
- **Key Features:**
  - Supports the Development of Standards
  - Ensures Quality
  - Achieves Economies of Scale / Efficiency
  - Facilitates Repeatability
  - Supports Knowledge Sharing and Best Practice
  - Enables the Business to focus on its future strategic direction

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Future Potential – Facilitator for Shared Services

- **Move to Cloud Computing**
  - Common Standard Design is a springboard / enabler
  - Broker of Cloud Services
- **Student Shared Services**
  - Student application, registration and payment
  - Foreign students/visa processing
- **Financial Management Shared Services**
  - Accounts payable
  - Procurement
- **HR Shared Services**
  - HR administration
  - Pension
  - Payroll
- **Library Shared Services**
  - E-journals
  - Acquisitions Management and Distribution of on-line material

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Report on Exploring Shared Solutions Models available at

www.sungardhe.co.uk/efficiency

THANK YOU

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