



Designing a cloud-first, cloud-only university



Challenge

Supporting students with an IT staff of one

Solution

[Ellucian Manage Services](#)

Results

- For small institutions with small IT teams, managed services can be the answer to directing resources toward the core mission
- Managed technology services let staff members focus on student support
- An ideal technology partner doesn't just know IT—it knows higher ed too

Topic
[Cloud for Higher Ed, Operational Efficiency, Student Experience](#)

Institution Type
[Continuing Ed / Workforce Development](#)

Institution Size
[3,000 - 5,000](#)

This one hundred percent online institution keeps its focus on students first.

Michael K. Moore, Chief Academic and Operating Officer, University of Arkansas System eVersity

We are an entirely online university and I have an IT staff of one. And when we began this project, we had zero. Ellucian is our IT office, so they manage all the bundles and all the upgrades, all the patches, all that stuff that needs to be taken care of. They schedule it. They make sure everything's working. We have a problem, we talk to them. They solve it.

That's the kind of thing I want. I want somebody that can be held accountable, that understands what we're doing, and is able to take care of all of our needs and let us focus on what is at the core mission of the university, which is teaching and learning and supporting students.