



OPERATIONAL PERFORMANCE SERVICES

CUSTOMER
RELATIONSHIP
MANAGEMENT

Are you struggling with maintaining your institution's software while balancing other priorities? You are not alone. We all know that sinking feeling followed by panic when software fails. Your institution depends on its technology and when that technology doesn't work properly, it can adversely impact students, faculty, and staff.

If your staff is challenged with finding the time to perform important system maintenance, OPS is a cost effective and turn-key solution that can help.

What is OPS?

As a leader in Higher Education, SIG has created a comprehensive maintenance solution that can help keep your software properly serviced and allow your staff to focus on the business at hand...educating students.

OPS offers a customizable framework with features that make life easy for busy staff and managers. At the core of the framework is a set of customized activities that are unique to each functional area and aligned with the academic calendar of events.

BENEFITS

- >>Smoothly run systems
- >>Avoid unexpected outages
- >>Meet security and compliance requirements
- >>Leverage new features and functions
- >>Increase efficiency and productivity
- >>Reduce support costs

OPS includes four total sessions, one per quarter. Sessions are customized to meet each functional area's needs.

The OPS Maintenance framework is focused on four core areas. Below we have provided a brief description of some of the activities performed. Please contact SIG for a complete list.

System

Review updates, new regulatory releases, and impacts to processes and/or policy changes affected by updates

Security

Evaluate changes to system access as it relates to on-boarding and off-boarding staff

Training

Provide Micro Training sessions when needed. These are 10 to 15 minute training sessions focused on essential "need to know" elements

Operational Readiness

Prepare staff to perform essential duties necessary for the upcoming quarter, such as:

- Review industry and professional lists for timely topics
- Evaluate new/modified third-party products on the market, which can integrate with the CRM to enhance local operations
- Review industry best practices for consideration to implement into current business operations or local policy & procedures

OPS is an affordable and comprehensive subscription service available to all areas of your institution.

Available OPS Offerings!

- Student
- Student AR
- Financial Aid
- HR-Payroll
- Finance
- Advancement
- Degree Works
- Remote Database Administration
- Identity Management
- Customer Relationship Management
- Business Intelligence



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