

## Jenzabar Case Study

# Shaw University Uses Jenzabar Managed Services to Align IT Capabilities With Institutional Goals



## Core IT Challenges

- ▶ Escalating contract costs
- ▶ Inability to support campus-wide IT needs
- ▶ Lack of strategic focus for IT
- ▶ Unhappy stakeholders
- ▶ Lack of insight into user experiences and satisfaction

## Project Outcomes

- ▶ Cut contract costs by \$157K over the course of 3 years by bringing IT in house
- ▶ Better campus-wide IT support
- ▶ Gained greater control of IT capabilities with a fully developed internal IT support team
- ▶ Improved service stability by achieving 99.95% uptime for mission-critical ERP applications
- ▶ Resolved more than 5,000 tickets since launching the internal help desk with user satisfaction rates exceeding 96%
- ▶ Increased engagement with IT degree students

While technology offers the promise of nearly limitless innovation in higher education, those tools need to meet the needs of every user across campus. After experiencing challenges in supporting IT needs throughout the institution, Shaw University recognized the opportunity to enhance its IT capabilities, leaning on Jenzabar's Managed Services for support in stabilizing its IT environment, regaining control over IT resources, and aligning IT capabilities with institutional needs and objectives.

Before working with Jenzabar, Shaw University was outsourcing its IT operations, which inhibited the institution from having full ownership over its IT environment and limited its visibility into core problems that contributed to poor user experiences. Shaw University selected Jenzabar's Managed Services to stabilize and staff its IT department so the institution could have an in-house IT team and utilize its IT environment more efficiently. Most importantly, it put Shaw University back in control of its IT department and technological destiny.

Jenzabar's unique services model enabled Shaw University to harness expert help in recruiting, hiring, and training IT employees. Jenzabar's "try before you buy" model allowed Shaw University to experience first-hand what it would be like to work full time with prospective staff. Using the Jenzabar model of contract-to-hire instead of long-term outsourcing, Shaw University created a partnership with Jenzabar to solve their IT operational problems.

Through this partnership, Shaw University hired a new CIO, David Alexander, and rounded out the rest of the IT department with experienced team members. The institution was able to use its new staff to launch and support an internal help desk, which would assist the team in addressing problems that arose for faculty, staff, and students on and off campus.

"Our university continues to grow and, as we do, our technology demands across campus increase in scale and complexity. We needed to strengthen our IT footprint to hit our critical technology requirements and support our users effectively," said David Alexander, Chief Information Officer at Shaw University. "Jenzabar helped us bring together an all-star team and manage the resources we need to empower faculty, staff, students, and other users on our campus."

By strengthening its IT department with Jenzabar's help, Shaw University became better equipped to support end users and offices across the institution, including admissions, registration, financial aid, and other departments.

## Empowering IT to Meet Needs Across Campus

Shaw University has been a longtime user of Jenzabar's market-leading student information system, but it was facing challenges associated with its incumbent database administrator and a third-party support provider. One of Shaw University's biggest challenges was not having the internal means to support the technology and IT needs across the entire university.

"We had to find a way to get control over our IT environment and operations," said David Alexander. "Jenzabar's Managed Services empowered our university's IT department, validating the importance of our strategic partnership."

As part of the partnership, Jenzabar helped Shaw University use the student information system to its fullest extent. Jenzabar also provided training on how to care for and update the software. Later, Jenzabar helped Shaw University round out its IT team by bringing on new personnel, including a Systems Administrator, a Network Administrator, a Help Desk Manager, and a Help Desk Lead.

By using Jenzabar's IT staffing and managed services, Shaw University was able to implement a new team that enabled the institution to tackle IT backlog, address self-inflicted technical problems, and resolve critical stakeholder issues.

## Bringing IT In House

One of the biggest advantages of bringing its IT operations in house was the ability to launch an internal help desk, which allowed Shaw University personnel to address challenges facing users across campus. Since its launch in July 2019, the institution's IT help desk has resolved thousands of tickets, tackling large and small issues that plagued user efficiency and experiences.

The internal help desk also granted substantial visibility into user satisfaction. Because IT operations were traditionally managed by a third party, Shaw University could never quantify how users felt about the systems and applications used throughout the campus or what kinds of issues individuals faced when using software. Now, the internal help desk attaches a survey with every resolved ticket, allowing more visibility and insight into user experiences and satisfaction. In 2020, the average satisfaction rate has exceeded 96 percent thanks to the responsiveness and efficiency of Shaw University's internal IT support team.

### About Shaw University

Shaw University, a private, liberal arts university in North Carolina, was founded in 1865 and is the oldest historically black universities in the southern United States. Shaw University offers more than 25 academic programs to the equivalent of more than 1,300 full-time students.

**IT performance transformed overnight with the arrival of the new team from Jenzabar. By internalizing IT, we drastically improved our ability to identify and proactively address issues for our users.**

**David Alexander**  
Chief Information Officer  
Shaw University

Jenzabar, Inc.  
101 Huntington Avenue  
Suite 2200  
Boston, MA 02199, USA

### Find out more

☎ 1.800.593.0028  
✉ [info@jenzabar.com](mailto:info@jenzabar.com)  
🌐 [jenzabar.com](http://jenzabar.com)

