

Powered Student for Higher Education

A KPMG Service for G-Cloud 15



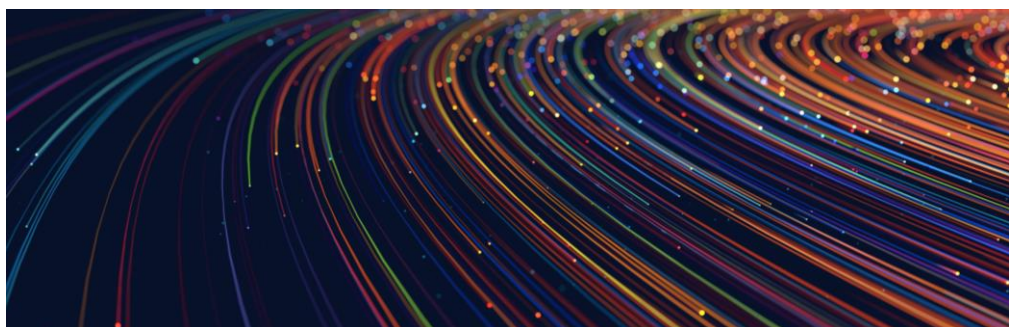
KPMG Powered Student for Higher Education



Service Description:

KPMG's Powered Student offering for Higher Education helps deliver sustainable change, increased performance and lasting value through end-to-end, next generation student lifecycle and record management capability.

This offering includes a target operating model for leading practice marketing and student recruitment, student administration and support, and alumni services, accelerators in Microsoft Dynamics 365, Ellucian and other CRM and student record system platforms, and the option of future-proofed managed services.



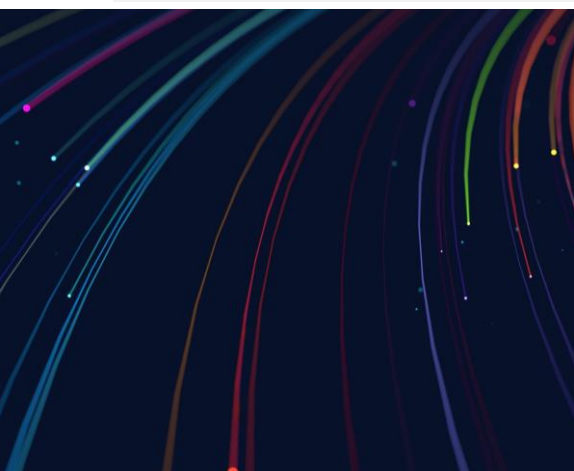
What are the benefits of KPMG Powered Student service?

- Full advantage of the cloud delivered in a flexible way that enables you to transform the Student Experience
- Significant reduction in time to deliver transformation using pre-existing assets underpinned by a wealth of experience in HE programme assurance
- Based on pre-defined academic, student and professional services staff personas.
- Experienced HE transformation expertise through our dedicated Education team, including university-specific programme, change and communications experience
- Business case development and benefits management expertise
- Strategic relationship with Microsoft, Ellucian and other technology providers with the ability to keep your solution up to date and provide consistency and continuity of service



Our service features

- A whole of operating model transformation approach encompassing the entire student lifecycle:
 - experience design
 - service delivery model;
 - people,
 - organisation and roles;
 - functional processes;
 - technology;
 - performance insights and
 - data and governance
- Pre-configured accelerators in Microsoft Dynamics 365 plus other complementary technologies
- Accelerators and assets in Microsoft Dynamics 365 and Ellucian plus other technologies
- Full lifecycle project management from vision to delivered business outcome. Collaborative approach, informed stakeholder engagement
- Financial business case management of costs and realisable benefits
- Optional future proof application managed services



Our Approach

We're your experienced partner

We have extensive experience in:

- student experience design across the end-to-end lifecycle
- professional service transformation programmes
- ERP and HCM Cloud Migration programmes
- Internal Audit and Major Programme Assurance reviews
- Multiple remediation and turnaround projects
- Global HE sector research

We will work side by side with you to deliver the right outcomes.

We understand that investing in a new platform is a substantial undertaking and that universities need assurance over the solution and may also need consistency and continuity of service.

Our assets and accelerators in Microsoft 365, Ellucian and other technologies mirror our target operating model. You would ultimately own the solution.

Once we've delivered the programme you can continue using our Managed Service or work with another partner.

We already support hundreds of customers across the globe with our Managed Services. We use our strategic relationship with Microsoft, Ellucian and other technology providers and our deep expertise to continue to evolve and optimise your solution.

We understand Higher Education

We understand your context and challenges including:

- Increasing inflationary pressures
- The desire to foster a better service culture
- Ailing infrastructure (both physical and digital)
- Increasing student expectations
- The inexorable shift to Cloud/SAAS
- The push for greater operational agility
- Increased focus on post-Covid hybrid working

We know you want to:

- Utilise emerging technology
- Make changes with ease
- Make data driven decisions
- Benefit commercially from fewer suppliers / economies of scale
- Flex your partner/supplier ecosystem
- Use popular productivity tools (Word, Excel, Teams)

We know universities typically struggle with change, and need particular support with:

- Mindset
- Scope
- Preparation
- Approach
- Governance
- Procurement

We know what it takes to help you transform

To take advantage of the opportunities that cloud has to offer you need to achieve a change in institutional mind-set from 'adapting' technology to 'adopting' technology;

Whilst Universities are different in many ways, and operate within their own unique regulatory landscape, a lot of the core processes and functions that they deliver are no different from any other business;

In order to pave the way for true transformation, you need to address your whole delivery model not just the technology that underpins it;

In HE, the real challenge isn't technical, its gaining institutional buy-in to change – which is no mean feat;

Therefore, to be truly transformative you need to combine four things which our Powered Student for Higher Education solution will provide you with:

- Target Operating Model experience
- Technical Design Capability
- Behavioural Change Management
- HE Specific Understanding



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