

Blackboard ocllaborate.

Blackboard Collaborate™ Professional Services

UPGRADE AND ENGAGEMENT SERVICES

Tailor deployment, grow capability, and build a better education experience across your academic institution with Blackboard Collaborate $^{\text{TM}}$ Upgrade and Engagement Services. We partner with you to help successfully execute your education strategy and accelerate ROI.



Combining Our Expertise with Yours

You have made a significant investment in learning technology. Every year, our Upgrade and Engagement Services team helps hundreds of clients maximize investment by providing solutions that optimize performance, drive technology adoption, and increase competitive advantage.

As an extension of your team, we provide guidance, transfer knowledge, and make recommendations that are based on industry best practices and aligned with your institutional initiatives and objectives.

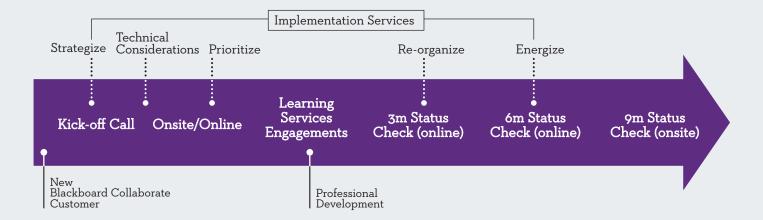
Services include:

- Kick-off call to organize and prioritize service and product deliverables
- Two-day, on-site engagement designed to align faculty use case with a measurable action plan
- Engagement report containing the action plan and associated project plan
- Quarterly status checks to review progress tasks and performance against assigned metrics



Upgrade and Engagement Services Standard Package

With our standard services package, you get the mentoring, training, and knowledge management you need.



Customized Packages from Departmental to Enterprise

Our professional services packages are tailored to your needs. Whether you are implementing an enterprise-wide deployment of the entire Blackboard Collaborate platform or you are just getting started with web conferencing in your department, we offer a service package that will help drive your success.

Let us add our expertise to yours to create a better education experience at your academic institution.

For more information or to request a meeting with a Professional Services consultant, please contact your Blackboard Collaborate sales representative or email collaboratesales@blackboard.com.

Many times when you implement new technology solutions, you have great ideas of how those tools and processes should work, but due to limited time and budget constraints and other challenges, you're never able to realize those initial goals. Blackboard Collaborate Professional Services allow you to retain focus on the goals, guide you through the steps necessary to reach those goals, and celebrate with you each step of the way.

Kara Monroe Assistant Vice Provost Center for Instructional Technology Ivy Tech Community College

