



Implementation and Customization Services for Blackboard Technology

You've got complex issues that require powerful, flexible solutions to help you deliver on your education strategy and goals. To take full advantage of the power and flexibility of our solutions, call in the experts to tailor your platform precisely to your needs, and ensure that every member of your team has the skills to exploit it. We have the experience and expertise to optimize your products, and to keep your teams versed in the solutions you implement.



Implementation

Helping you design and deliver your new technology in support of your strategic goals

- **Create a tailored deployment plan**
Your vision, mission, and goals for student experience, instructor adoption, and institution brand
- **Define development paths**
Comprehensive analysis to identify potential risks or challenges and develop mitigation strategies
- **Increase usability and adoption**
Change management across your plans which result in deeper adoption and higher student engagement



Customization

Design custom services to support goals and use cases specific to your institution

- **Customize to meet your specific needs**
Customize your Blackboard Learn instance with building blocks, dashboards and other tools that support your goals
- **Facilitate interoperability across your technology**
Create sophisticated integration solutions between Blackboard and your other enterprise platforms
- **Optimize your technology ecosystem**
Improve your online system infrastructure to better support your eLearning environment

Steps To Success

With every service we provide, our focus is always on delivering a successful outcome for your institution. Over years of experience, we've honed this to five steps to success.

Implementation

1. Align

Work with institutions to determine the educational and administrative needs

2. Discover

Work with faculty to identify specific root obstacles to overcome in meeting needs

3. Plan

Create tailor-made plan for training necessary to meet institution needs

4. Develop

Develop well-defined pathways to meet the needs of each institution

5. Document

Measure and document outcomes to facilitate improvement and future learning

Customization

1. Report

Define and establish reporting approach via building blocks and analytics

2. Define

Design and evolve the technology ecosystem to provide effective support

3. Integrate

Identify, define and develop system and data integrations to serve course needs

4. Customise

Design and build functionality specific to your institution

5. Deliver

Implement and operationalize technology environment that aligns with your needs