

Professional Service Offerings

Built for a co-managed Banner operating model



Service Offering Portfolio

Start with focused assessments. Scale into sustained Banner outcomes.

ENTRY OFFERS 4-6 WEEKS

01 Banner Health Check

- Functional & technical assessment
- Customization inventory
- Upgrade / risk roadmap

02 SaaS Readiness Assessment

- UI, forms, reports & custom code
- Database & middleware review

03 Compliance Readiness

- IPEDS and state reporting
- Financial Aid audit support

CORE SERVICES

Application Managed Services

L2/L3 Banner support • Functional + technical pods • SLA-based pricing • Optional 24x7 peak-cycle support

Banner Modernization

Banner 9.x upgrades • Custom form/report remediation • Oracle DB optimization • UI experience

Integrations & Adjacent Products

Banner ↔ LMS (Canvas, Blackboard) • Banner ↔ CRM (Slate, Salesforce) • Ethos Integration Services • Data warehouse & analytics

Advisory Services

Banner roadmap & rationalization • Ellucian ecosystem optimization • ERP replacement feasibility

Co-Managed Banner Operations

Institution-led priorities. Kastech-managed execution. Shared accountability for outcomes.

1 INSTITUTION RETAINS

- Business priority & backlog sequencing
- Business validation & final acceptance
- Production access & release authorization

2 SHARED OUTCOMES

- Faster response to priority work
- Transparent hours, decisions & dependencies
- Sustainable knowledge continuity

3 KASTECH MANAGES

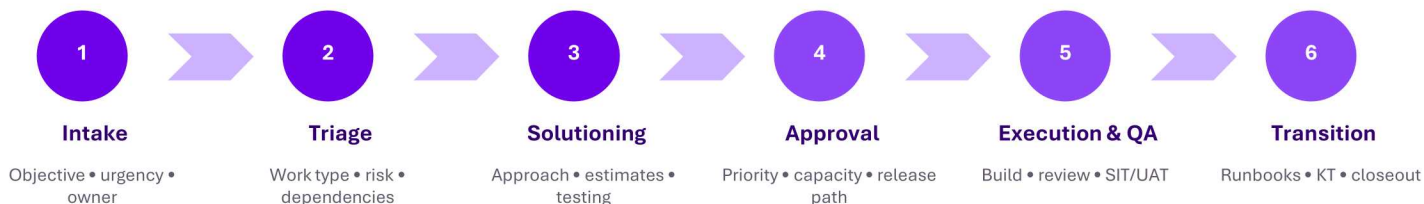
- Single intake, triage & solutioning front door
- Role-based pod assignment
- Status, risks, quality evidence & documentation

Banner CoE: 50+ global workbench • Avg. 8+ years experience • Hybrid onshore + offshore delivery with higher-ed SMEs

How Kastech Delivers

Governed workflow, flexible capacity and release-ready execution.

INTAKE-TO-TRANSITION WORKFLOW



MANAGED SERVICES SCOPE

Operate & Enhance

- L2/L3 and complex issue support
- Functional configuration & minor enhancements
- SQL/PLSQL, reports, extracts & reconciliation
- Oracle DBA / performance advisory
- RCA, backlog, documentation & reporting

Modernize & Integrate

- Banner upgrades & custom-code remediation
- Ethos, APIs, LMS, CRM & third-party interfaces
- Data conversion / migration / validation
- Self-Service & application modernization
- Analytics, roadmap & compliance advisory

FLEXIBLE WAYS TO ENGAGE

1

Professional Staffing

Client directs daily tasks, priorities and acceptance. Time & Materials by approved labor category.

Targeted capacity

2

Managed Services Retainer

Single intake and delivery-management front door. Predictable capacity with a flexible Banner pod.

Accountable delivery

3

Project Work Packages

Upgrades, integrations, conversions and modernization with separate estimate, schedule and acceptance.

Defined outcomes

GOVERNANCE + QUALITY BY DESIGN

1

Weekly

Completed work, priorities, risks and next actions

2

Monthly

Backlog health, throughput, quality and SLA trends

3

Quarterly

Roadmap, recurring issues, automation and optimization

4

Release-ready

Peer review, SIT/UAT evidence, release checklist and controlled access

NEXT STEPS

Align scope & decision rights • Configure coverage & service levels • Confirm capacity, roles & start-up plan

Jayan Ravindranathan | Ellucian Practice Head | jayanr@kastechssg.com