PowerSchool

Technical Solutions Group
Enterprise Management Service (EMS)

To assist you with the management of your PowerSchool SIS or ERP solution, the Technical Solutions Group (TSG) offers the Enterprise Management Service (EMS).

EMS is a comprehensive solution that manages and maintains your self-hosted environment while allowing you to retain complete ownership, control, access, and integration capability. Our team of technical experts will monitor and maintain your PowerSchool environment, including compliance updates, cybersecurity assessments, SSL certificates and more, to lower your costs, risk, and downtime. Includes 24/7/365 environment monitoring, nightly backups, long-term storage of data, and infrastructure support.

Key Benefits of EMS:

Reduced Costs

Reduces the total cost of ownership by reducing the staffing effort necessary to maintain and manage PowerSchool. TSG staff is available afterhours and weekends reducing the need for downtime during business hours.

Automatic Updates

Shifts responsibility for technical administration duties from the PowerSchool customer to TSG. Includes automatic or on-demand deployment of all PowerSchool SIS updates and upgrades as well as Windows OS updates.

Disaster Recovery

Reduces risk by ensuring a secure and reliable disaster recovery strategy. EMS includes 365 days of offiste backup retention, same day restoration, and up to 30 days of temporary disaster recovery hosting.

Secure Infrastructure

Hardens the PowerSchool infrastructure against security risks and threats by malicious actors. TSG can perform review and evaluation of architecture, configuration, versioning, credentials, and business logic of all security elements

EMS Features

- 24/7/365 systems monitoring
- Unlimited updates, refreshes, and migrations
- 365 days of offsite data storage
- Monthly reporting on environment health
- Ongoing cybersecurity and database consulting
- SSL certificate administration
- Infrastructure Support

Personalized and "white-glove" service

- Interaction directly with TSG
- Responses to all situations within one-hour SLA
- Can initiate or conclude any situation with TSG
- Dedicated phone option and email address
- Staffing available afterhours and weekends

EMS Customer Testimonials

> **Doing server updates for us frees me to work on tasks that cannot be delegated.**
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> **VANCE ALLEN**
> Student Information Systems Coordinator
> Idaho Falls School District #91, ID

> **It's saved us time and money not having to bring down our system while people may be using the system. In the past I've had to do these over the weekend and they took much longer than needed since I'm not upgrading the system regularly.**
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> **RUSSELL NG**
> Director, Student Information Systems
> Alliance College-Ready Public Schools, CA

For more information about Enterprise Management Service (EMS), contact your PowerSchool Account Representative.

PowerSchool

www.PowerSchool.com | 1-877-873-1550

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