



# UNICON SERVICES FOR uPortal

**Create a personalized gateway  
to your online campus.**



Developed by higher education for higher education, uPortal's framework is one of the most widely used in the industry. Building out the framework to create a personalized gateway for the campus requires expertise and resources. Unicon is a founding member and leading supporter of the uPortal open source community, as well as a Jasig Commercial Affiliate. Unicon is deeply committed to ensuring uPortal's long-term success and offer expertise along with a wide range of services to maximize your investment in uPortal.

## **Expert, Experienced, and Committed**

Once institutions select uPortal for their academic, administrative or over-all enterprise portal, they are ready to use its features and infrastructure to model the complexity of their university or college. However, with the demands of delivering the portal quickly, lowering risks and managing costs, institutions are engaging Unicon with its specific portal skills to assist in the delivery of the portal to their enterprise.

Unicon is selected for technical aptitude, project management and business skills as they apply to implementing, enhancing, and maintaining uPortal in the education environment. Unicon consulting brings to each customer engagement an unprecedented focus of the portal lifecycle. This focus, together with a time-tested methodology and best practices honed over 15 years and hundreds of projects, results in on-time and on-budget delivery of solutions that meet customers' unique objectives.

Unicon affords institutions the option to combine some or all of the following capabilities to successfully deploy the institutions' IT services:

- ✓ Implementation
- ✓ Cooperative Support
- ✓ Custom Development
- ✓ Outsourced Capability and Capacity Program
- ✓ Project Management
- ✓ User Experience
- ✓ Software Support
- ✓ Application Support
- ✓ System and DB Support
- ✓ Portlet Development
- ✓ Business Alignment
- ✓ Mentoring
- ✓ Training
- ✓ Call Center

The expertise and experience of Unicon's people help reduce risk and ensure success. Unicon's Team Roles:

- ✓ Program Manager
- ✓ Project Manager
- ✓ Business Analyst
- ✓ Technical Architect
- ✓ Developer
- ✓ User Experience Designer
- ✓ Database Administrator
- ✓ System Administrator
- ✓ Quality Assurance Lead
- ✓ Release Manager
- ✓ Product Manager

#### Unicon is a Commercial Affiliate of the uPortal Project

Unicon, Inc. specializes in providing software consulting services which include software engineering, systems integration, as well as delivering technology solutions and support. The company effectively utilizes open source frameworks, applications, and software to provide enterprise-level portal, learning, messaging, and authentication solutions.

Unicon is a Sakai Commercial Affiliate for the open source Collaboration and Learning Environment, a Jasig Partner and authorized Solution Provider for both CAS and uPortal, and member of the Oracle Partner Network. Unicon strives to base its solutions on standards-based, open source technology for increased productivity and reduced costs.



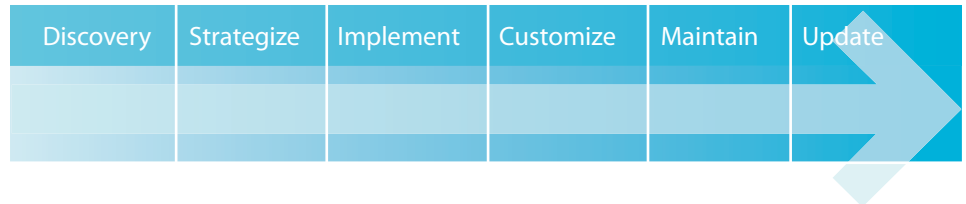
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## Advantages of Unicon's Services for uPortal

### Full Support from Start to Finish

Implementing and maintaining a portal is a long-term project involving multiple phases. Finding resources within your institution to provide expertise and guidance at every step can be a challenge. That is why Unicon offers services for each phase of your portal project life cycle, from evaluation and implementation through customization, support, and upgrades. Our team includes architects, developers, integration consultants, and administrators who are open source systems experts with extensive community and project knowledge.

### uPortal Life Cycle



With help from the Jasig and its community members, there are many resources available to educate yourself on best practices for implementing and maintaining uPortal. Nevertheless, attempting to educate your team then install an open source solution can lose valuable time and resources.

### Services for uPortal

Unicon's strength lies in its ability to get the job done right the first time. Unicon's uPortal services and support teams are open source systems experts with deep community and project knowledge. Leveraging experience gained from hundreds of open source framework implementations, Unicon's services and support teams can help your institution design, implement, and maintain your portal environment.

- Evaluation
- Implementation Planning
- Branding
- Installation and Configuration
- Platform Training
- Systems Administrator Training
- Portlet Development Training
- Combined Platform and Portlet Development Training
- Customization and Integration
- Consulting and Mentoring
- Cooperative Support for uPortal
- Toro Installation

### Commercial Support for uPortal

The Unicon Cooperative Support program is commercial support for open source uPortal. Subscribers gain access to a dedicated support team of expert developers and administrators, each possessing experience in the open source project. All support cases are handled directly by these experts right from the start - there are no support tiers to navigate to get to the person who can truly solve the problems. This program offers Developer, Standard, and Enterprise levels of support, affording options to meet each institution's needs. When not working support cases, Unicon Cooperative Support program staff applies development effort to enhance the uPortal open source software in ways selected by a vote of the program membership.

For a discussion of your specific needs, or a demonstration, please contact us via the information to the left.