Unicon, Inc. is a leading provider of technology consulting, services, and support for the education industry that works with institutions and organizations to find solutions to meet business challenges. Unicon leverages over 20 years of consulting experience to provide software development, systems integration, technology solution delivery, and support. Unicon has the services, domain expertise, and skill set to provide IT consulting with success for clients at the highest level — regardless of the business need. Clients can take advantage of Unicon's large-scale consulting firm professionalism and capabilities, while realizing the agility, personalized service, and relationships of a small company.

Unicon specializes in IT services for optimization of open source and custom-built enterprise applications, helping clients solve mission-critical problems with technology. Unicon's experts have extensive experience in providing the professional guidance necessary to meet the unique needs of clients through faster implementation, increased flexibility, and reduced risk. Unicon has a strong focus on education technology. The company builds, connects, and delivers technology for solutions including identity and access management, student success, learning technology, cloud computing, enterprise portals, and mobile computing. Solutions are delivered on-premise or in the Amazon Web Services (AWS) Cloud.

Unicon has built applications and products for some of the most widely known brands in education (institutions, publishers, and education technology companies). The company has experience with large-scale projects, building solutions that serve millions of people around the world.

Unicon’s priority is to work closely with clients to understand their business and technical challenges, create a path to address those challenges, then develop ‘best-fit’ solutions to resolve them. In regards to confidentiality of data provided to Unicon by its clients, Unicon adheres to a stringent data security and privacy policy. Unicon does not disclose client data to external parties under any circumstances.

The company serves the following industries: corporate, education technology, government, higher education, K-12, and non-profits. Unicon can build custom solutions or use open source software to meet enterprise needs. With the right services, experience, and solutions, Unicon is there to support projects with maintenance and upgrades well after deployment.
Unicon enables clients to follow the course of digital transformation by working with their IT departments on solutions that satisfy the opportunities presented by digital evolution. Solutions are delivered with secure, reliable, scalable, and flexible foundations. Clients depend on Unicon's domain expertise in education technology, application solutions, software development, systems integration, and IT services operations.

Unicon employs a project-based engagement and support strategy to work with clients in moving mission-critical projects forward. This strategy results in regained control, alignment with project goals, and the ability to make resourceful daily decisions towards achieving tech objectives. Working with a trusted vendor grants clients extra time to anticipate and respond to future events while creating operational dexterity to take advantage of rapidly emerging opportunities.

While Unicon frequently focuses on select open source platforms as the foundation for a solution, clients also have the option of engaging Unicon for custom solutions and greenfield projects. Solution expertise includes:

- **Identity and Access Management (IAM):** Unicon has the right expertise and technology to assess, implement, and support IAM solutions to improve IT security and allow collaboration. IAM solutions include web single sign-on (webSSO); federated webSSO; groups and access management; identity provisioning, registry, and password management; and multi-factor authentication. Solutions may be run on-premise, or in the AWS Cloud.

- **Learning Technology:** Unicon develops educational environments and/or specific tools that enable clients to tailor content for constituents. Integration is available with a variety of leading learning management systems. Unicon has experience in building and operating assessment platforms, curriculum and content delivery, complex simulated learning environments, and traditional LMS environments (some of which are globally deployed).

- **Student Success:** Unicon works with institutions to improve student success by providing a guided path for the learning analytics journey, whether an institution is just getting started or has components of a learning analytics infrastructure in place. The end goal is to optimize learning environments to focus on how students learn and how instructors teach. Student intervention technology and case management software aid in the journey by identifying at-risk students.

- **Cloud Computing:** Unicon offers hosting in the AWS Cloud, leveraging experience in design, migration, and operations of cloud-delivered IT services for regional along with global users. Clients achieve time to market advantages; high levels of reliability and scalability; and demand-based sizing/costs when they take advantage of Unicon's AWS expertise. Unicon is uniquely qualified to help organizations realize the benefits of the cloud, and has been hosting applications in AWS since 2009.

- **Enterprise Portals:** Unicon provides responsive, multi-tenant enterprise portal solutions that offer IT service delivery for achieving and driving clients' mission-critical initiatives.

- **Mobile Computing:** In addition to using open source solutions, Unicon specializes in greenfield development to build tools that run everywhere, including offline mode. Unicon uses Responsive Design to maximize user experience for native apps and mobile sites.
Open Source Experts Integrate Unmatched Service Capabilities

Knowledgeable People
Unicon’s employees are the company’s greatest asset. Their diverse backgrounds, experience, and domain expertise from major institutions and corporations bring proven abilities for large-scale projects. Leveraging involvement gained from hundreds of open source framework implementations, Unicon’s services and support teams can help clients design, implement, and maintain technology solutions. Unicon employs a competent and flexible team with deep understanding of a variety of domains, technologies, and the ability to scale projects to fit an IT department’s needs. Clients rely on Unicon as an accountable partner who is responsible for effective and timely delivery of projects.

Services
As a leading provider of IT consulting, services, and support for education technology, institutions and organizations enlist Unicon’s wide range of services for successful delivery of mission-critical projects:

- **Consulting**: The Unicon team provides expert advice and guidance through every stage of a project, ensuring successful project delivery. Consulting expertise includes technology/ product strategy, solution and implementation planning, software engineering, technology and architecture evaluations, and IT operations through Agile implementation and coaching.

- **Software Engineering**: Unicon provides software engineering services to help clients bring new products, services, and ideas to the market faster and more efficiently. Unicon develops custom, leading-edge applications with the latest technologies to meet clients’ specifications, and also provides overarching technical architecture and direction.

- **Systems Integration**: Unicon’s team of experts has handled hundreds of integrations, applying not only technological expertise but project management and program management skill sets. Unicon develops or adapts solutions while leveraging industry standards for data and APIs. Unicon has deep experience with IMS LTI, IMS LIS, and in leveraging SOA Middleware.

- **Technology Delivery**: Software and application delivery provides clients dependable solutions for IAM, learning technology, student success, cloud computing, enterprise portals, and mobile computing. Unicon leverages its technical, business, and project management expertise to align requirements with system functionality in order to deliver the most effective technology solutions.

- **Learning Analytics**: For clients just getting started, Unicon offers consulting services to assess institutional readiness. Unicon’s LA Quick Start service provides clients with a guided path and the technology they need to start the learning analytics journey. Additional services include data integration using industry standards; storing and manipulating large sets of disparate data; predictive modeling; dashboard visualization development and integration; along with student intervention management.

- **Hosting and Managed Services**: By enlisting Unicon for hosting and managed services, clients realize the advantages of Unicon’s application expertise and reliable AWS infrastructure to keep their mission-critical operations running smoothly.

- **Performance and Scalability**: Unicon’s performance testing and scalability services ensure clients the availability and responsiveness they require for applications critical to their success.

- **Accessibility**: Unicon reviews existing applications to identify the steps necessary for accessibility. Additional services also include designing and creating an application that will comply with web accessibility laws.

- **User Experience**: Unicon recognizes the importance of the human element with user experience (UX) services. These services are comprised of two domains: UX design and UX development, which accomplish the vision of the client’s project.

- **Technology Due Diligence**: The Unicon team provides a variety of technology evaluation types, to help organizations in the decision-making process when acquiring new technologies or lines of business, or when they need a simple evaluation of how their current technology is functioning.

Team Roles
- Program/ Project Manager
- Software Architect
- Business Analyst
- Technical Lead
- User Experience Designer
- User Experience Developer
- Software Developer
- Database Administrator
- System Administrator
- Software Engineer in Test
- Quality Assurance
Support for Open Source and the Community

Rely upon Enterprise Open Source Products with Confidence
Selecting open source software solutions increases control, provides a wide variety of choices, and reduces cost. Open source solutions require support, which may prove challenging if IT departments struggle with limited time and resources. Unicon provides enterprise commercial support for open source projects through its Open Source Support program. Unicon’s Open Source Support program provides commercial support for CAS, Grouper, SimpleSAMLphp, Shibboleth, Student Success Plan (SSP), and uPortal.

The program gives clients peace of mind that their open source solutions are fully supported by a trusted commercial partner; primary advantages include:

• **SLA-Driven**: Issues are classified in five severity levels, and addressed based on priority - Critical, Major, Minor, Question, and Request.

• **Guaranteed Response Times**: Response times are tied to the service level chosen by the subscriber, and range from response within the hour to response by the next business day.

• **24 x 7 Support Available**: Around the clock support available to Enterprise service level subscribers.

The Open Source Support program assures the reliability of open source solutions and helps drive the progress of the underlying open source project. Learn more about Unicon’s Open Source Support program at www.unicon.net/support.

Community Involvement
Unicon’s services and support teams are open source systems experts with deep community and project knowledge. Unicon actively supports open source communities through development and documentation contributions, participation in various committees, email discussion list interaction, and speaking engagements at higher education technology conferences. Unicon directly and actively invests in the education of its people in open source projects and communities to bring unmatched technical expertise to ensure the long-term success of clients’ projects.

Getting Started
For more information on IT consulting, services, and support from Unicon, please fill out the form at www.unicon.net/about/contact or contact Unicon via the information to the left.