

HARVARD

CAMPUS SERVICES

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Event Management Systems (EMS) Software Master Service Agreement (MSA) Summary

Event Management Systems software @ Harvard

Several Schools/Departments across the University have purchased Event Management Systems software to increase facility scheduling and event management efficiency, improve communication among faculty, students and staff, and streamline the process of academic scheduling. Historically, Schools/Departments have negotiated their own individual software agreements with outside vendors. As a result there are numerous instances of EMS featuring wide-ranging pricing agreements, legal terms, conditions, etc. At the request of the schools, the Office for Strategic Procurement has negotiated a Master Service Agreement with Dean Evans & Associates which is available to the entire University. The MSA leverages Harvard's scale and offers improved cost savings as well as consolidated legal terms and conditions.

What are the benefits of joining the EMS MSA?

- Significant cost savings for *new clients* - Schools/Departments that acquire a new individual license outside of the MSA incur costs of approximately \$23K as opposed to \$12K under the MSA. Potential savings is ~50%.
- Significant cost savings for *existing clients* - The MSA provides discounts for Schools/Departments that purchase additional modules (i.e. Outlook, HR toolkit, Video Display, Master Calendar, etc.) The MSA includes a 55-60% discount for such purchases.
- Implementation and training fees reduced by 5%
- 33-digit code validation capability for room booking within the system (functionality pending)#
- New clients will be automatically upgraded to a higher service level, while existing clients have the ability to receive premier level service at a cost lower than previously offered.
- Improved Service Level Agreement (SLA) terms (i.e. response times to critical issues, escalation process, quarterly review process, training/documentation).
- Indemnification & other protections from the MSA to further mitigate risk of non-compliance with University requirements.

For more information, including costs for new and existing clients, please contact Events Director Madeline Meehan at 6-6709.