

Tulane University LA, IT Manager

What state are your headquarters located in: LA

Total annual spend for IT and cybersecurity development measures for your company: 900000

What state are you located in: LA

What country are you located in:

Industry Sector: Education

What are key products or services offered by your company? Medical Research, Hospital, Higher Ed

How many people are employed by your company? 1000-5000 employees

What is the current annual revenue for your organization? \$500M-\$1B

How many business locations do you maintain company hardware and equipment such as servers...? 25

How many people are in your IT Department? 35

How many people are on your IT security team? 4

Number of Contact Center Seats: 3

What is your current Operating System? Windows and MacOS

Who is your current ERP vendor? CDW

Who is your Cloud Service Provider? Azure

1) Do you have responsibility for Cybersecurity? yes

Do you plan to add or expand cybersecurity initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,Application Security and WAFSecurity Awareness Computer-Based Training for end-users,Data Security,DevOps Security,Disaster / Backup RecoveryEmployee monitoring – Insider Threat Detection,Encryption,Endpoint prevention,Fraud Prevention / Transaction Security,Identity Access Management,Multi-factor authentication,Zerotrust,Mobile App Security,Mobile Security,Network Security - FirewallNetwork Security - Monitoring forensicsOutsourced Consulting,Penetration Testing and Simulation,Phishing,Physical Security - Surveillance and Access ControlRansomware,Risk Compliance,Security Incident ResponseWeb Security

Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): top security challenges are direct results of covid pandemic by having a dispersed workforce that requires access to critical systems. looking for better remote access solutions, managing byod iot on-site, and improving our workforce knowledge on security threats.

2) Do you have responsibility for Cloud software solutions? yes

Do you plan to add or expand cloud solution initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,Business IntelligenceCo-locationDocument Management SystemsVirtualization

Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): prior to covid, we were looking into the possibility of moving to a hybrid cloud but that project was pushed back for obvious reasons. would like to re-engage in the pro's con's for cloud migration.

3) Do you have responsibility for Digital Solutions?: yes



Do you plan to add or expand digital responsibility initiatives in the next 12 months?: yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Digital Customer Experience Optimization,Digital WorkforceWorkflow and Content Automation

Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): looking to enhance our digital footprint on customer experience as well as for our workforce. especially with remote workers.

4) Do you have responsibility for Data Management? yes

Do you plan to add or expand data management initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Backup/Disaster RecoveryBig Data Analytics,Business IntelligenceData Warehousing,EncryptionNetwork and application performance monitoringServer Storage

Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): need a solution for data management warehousing for our erp systems. currently using monarch and other off the shelf products but need a better user-friendly solution so adhoc and daily reporting that end-users can run themselves rather than have it ticket opened.

5) Do you have responsibility for Software/Application Development and Management? yes

Do you plan to add or expand software / application development initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: APIsDevOps,Microsoft StackOutsourced Software / Application DevelopmentWeb

Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): currently have in-house developers that work on our ehr platform that really need better guidance/tools for security either in-house or outsourced

6) Do you have responsibility for Communication Systems? yes

Do you plan to add or expand communication system initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,Hosted PBXTelecom Expense Management,Unified Communications,Video Conferencing

Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): have aging on-prem avaya phone system for analog, digital and voip protocols but will be needing replacement in the near future. looking for solutions that contain better byod along with sms/mms capabilities as well as softphone on laptops/desktops.

7) Do you have responsibility for Network Systems? yes

Do you plan to add or expand network system initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Company IntranetHosting,MobilityNetwork ConnectivityRoutingSwitchingWAN,WIFI,Wireless

Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): biggest challenges in the networking scope of things would be improving wifi around the campus to support tablets that are replacing paper

clipboards in the field. currently using solarwinds for network management and would like to research other platforms and their unique options.

8) Do you have responsibility for Consulting / Outsourcing? yes

Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,Call CentersDigital Worker,IT Service Management (ITSM),QA/TestingStaffing / Recruiting

Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): looking to see about outsourcing help desk and other services to reduce the need on hiring our own talent and educating them on our unique platforms. rather look at paying for outsourced/contracted educated talent when needed and to expand or reduce as needed based on current projects

9) Do you have responsibility for IT Leadership, Talent Management and Training? yes

Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,IT Asset Management,IT CertificatesIT Training Software for staff : Software,IT Training Software for staff : IT Operations,Leadership coaching,Staffing - Outsourced staffing – Project based,Staffing - Permanent to hire IT staffingStaffing - Staff Retention

Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): looking to see about outsourcing help desk and other services to reduce the need on hiring our own talent and educating them on our unique platforms. rather look at paying for outsourced/contracted educated talent when needed and to expand or reduce as needed based on current projects

