

SHARED SERVICES

Presented to UNC System Staff Assembly
July 21, 2026

DRAFT

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SHARED SERVICES



IT SERVICES

- Banner Hosting
- System Administration
- Managed ERP Services



HR SERVICES

- Payroll
- Benefits

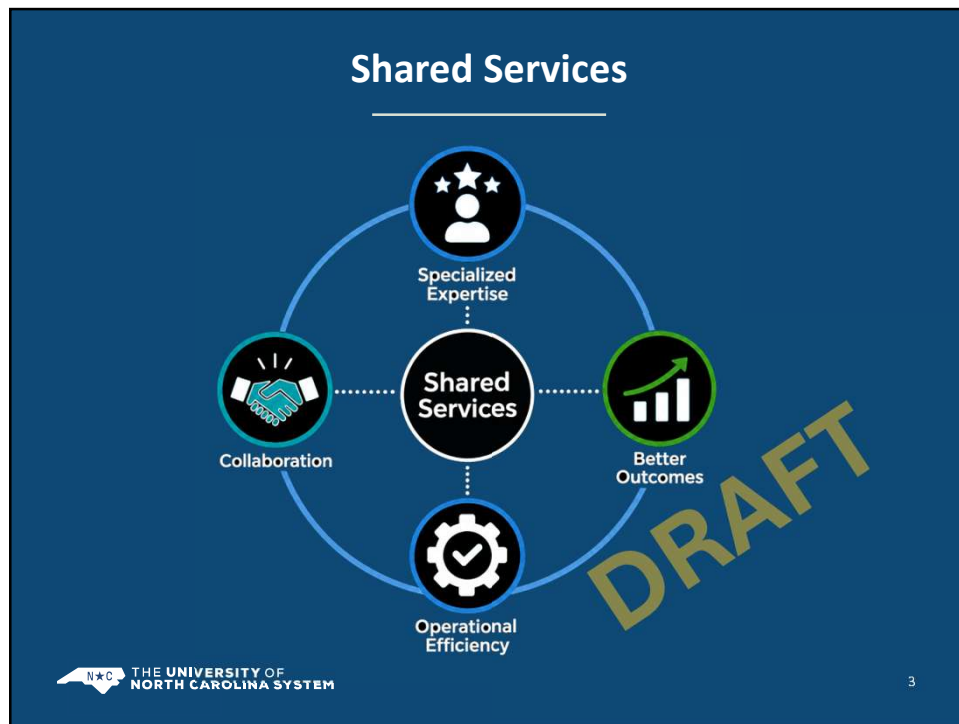


ADVANCEMENT SERVICES

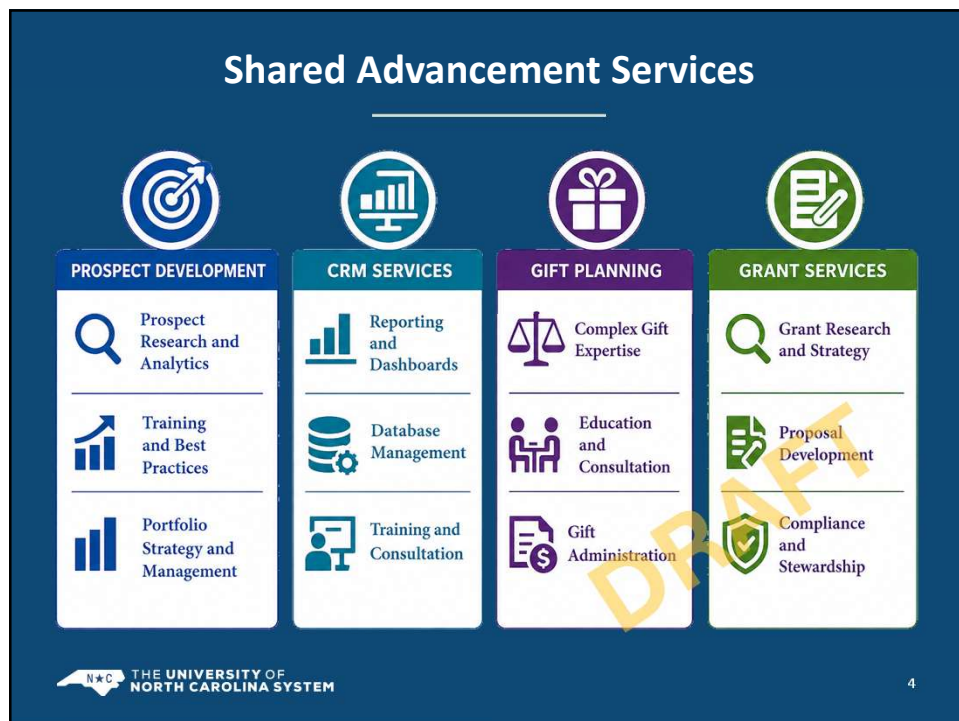
- Prospect Development
- CRM Services
- Gift Planning
- Grant Services

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Shared Advancement Services

Service	Institutions
Gift Planning	16
Prospect Development	10
CRM Services	7
Grant Services	3

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Shared Advancement Services

FY25 Support and Focus

Over 3,100 total hours of direct campus support in FY25 delivered across three services (Prospect Development, Gift Planning, and CRM Support)

Systemwide cost impact

Estimated systemwide cost avoidance vs. outsourcing:

~45% savings

Savings driven by lower SAS cost basis plus continuity and ability to fill staffing gaps

Note: Shared system activities (event and meeting planning, benchmarking, Gift Planning LLC administration) are excluded from this calculation, so total value is understated.

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IT Shared Services

Banner Hosting – Secure hosting and management of Banner infrastructure.

Managed ERP Services – Technical support, consulting, and enhancements for ERP systems.

Supplemental System Administration – Additional system administration expertise and operational support.

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IT Shared Services

Service	Institutions
Banner Hosting (Personnel & Operations)	10
Managed ERP Services	5
Supplemental System Administration	2

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IT Shared Services

Centralized Learning Management Contract

- All schools will be on the same platform by 2027
 - Community College and K12 systems will also use this platform
- Net Savings of approximately **\$8 million** dollars over the next 10 years

ERP Shared Services

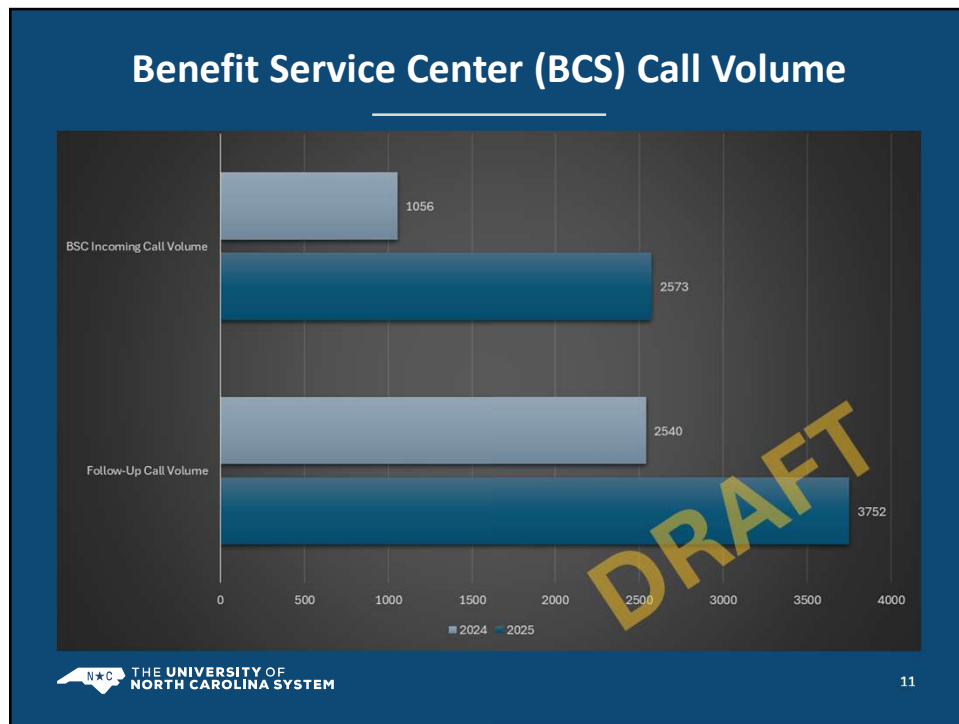
- **3 campuses** onboarded in last few months
- Developing a strategy on a common Technology Platform that will provide **standardizations and efficiencies.**

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HR Shared Services FY26 Overview

- **FY 26 Support and Focus**
 - Expansion of the Benefit Service Center - by fiscal year end we will be serving **11 institutions/entities** and over **11,983 employees**
 - Expansion of the UNC Payroll Shared Service Center to a **Fully Managed Payroll Center** with four institutions completed in FY26
- **Campus impact**
 - Benefit Service Center results in an average reduction in staff of 36%
 - Fully Managed Payroll Center results in an average reduction of staff of 66%

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QUESTIONS?

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THANK YOU

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