

Boomi Higher Education Service and Support

December 2024

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Agenda

Boomi Higher Ed Account Team Members

Boomi Investment in Higher Ed

Boomi Understanding Higher Ed

Boomi Higher Customer Success/Support

Boomi Resources





Adam Simmons

Customer Success Director

Background & Experience

- Joined Boomi in 2021
- Over 15 years of Delivery client-facing Software and Support services experience within Higher Ed
 - Admissions CRM
 - Student Success
 - Advancement
- Certified Boomi Developer
- Based in Cincinnati, OH



Erik Camacho

Customer Success Manager

Background & Experience

- Joined Boomi in 2022
- CSU East Bay Graduate 2017 (Go Pioneers)
- 5+ Years of Experience in Sales and Customer Success
- Based in San Diego, CA



Paul Fox

Senior Manager, Customer Success

Background & Experience

- Joined Boomi in 2019
- Over 25 years of Delivery client-facing Software and Support services experience
- Based in Philadelphia, PA



Jake Henne

Enterprise Account Executive
Public Sector

Background & Experience

- Joined Boomi in September 2022
- 5+ years Higher Ed experience serving Universities across a variety of organizations
- Proud US Army Veteran
- Based in North Texas



Drew Graham

Senior Account Manager
Higher Education

Background & Experience

- Joined Boomi in October 2024
- 5+ years Higher Ed experience serving Universities at Salesforce.org
 - Admissions and Recruiting
 - Student Success / Provost
 - Advancement and Alumni
 - Central and Department Marketing
 - Central IT
- Based in Costa Mesa, California (Orange County)

Investment in Higher Education



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EDUCAUSE Annual Conference



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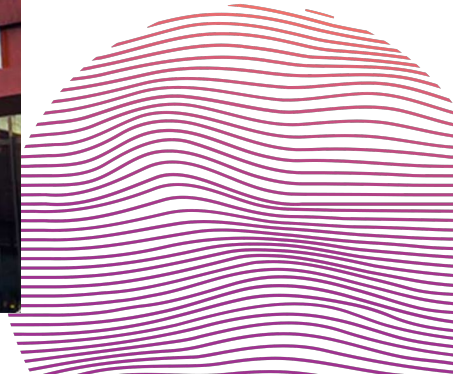
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ALLIANCE CONFERENCE

March 9 - 12, 2025 | New Orleans

Alliance '25 is the premier conference for professionals in Higher Education, Public Sector, and Healthcare. It offers a platform to share knowledge, collaborate, and explore practical solutions for ERP systems and institutional efficiency.

ERNEST N. MORIAL
CONVENTION CENTER





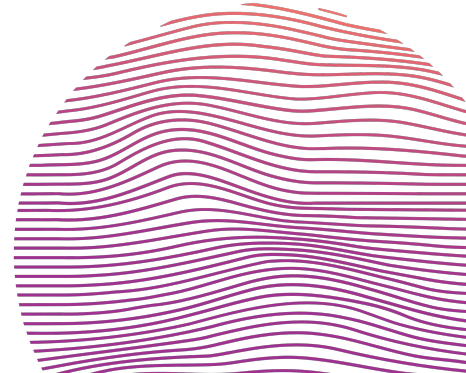
New Mexico Higher Education Meetup

Nov 13, 8:00 – 10:00 AM (PST)

Southwest



UMASS "Boomi Day"



BOOMI WORLD 2025

UNLIMITED

DALLAS

[Watch Full Video](#)

Understanding Challenges in Higher Education

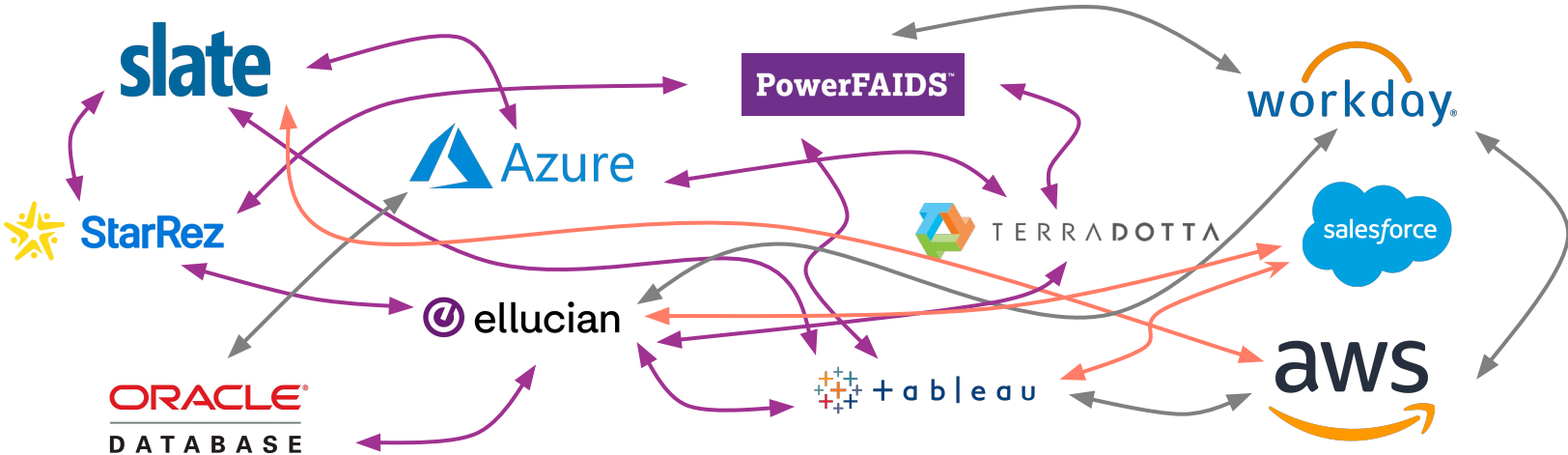
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University Grows, IT Complexity Rises

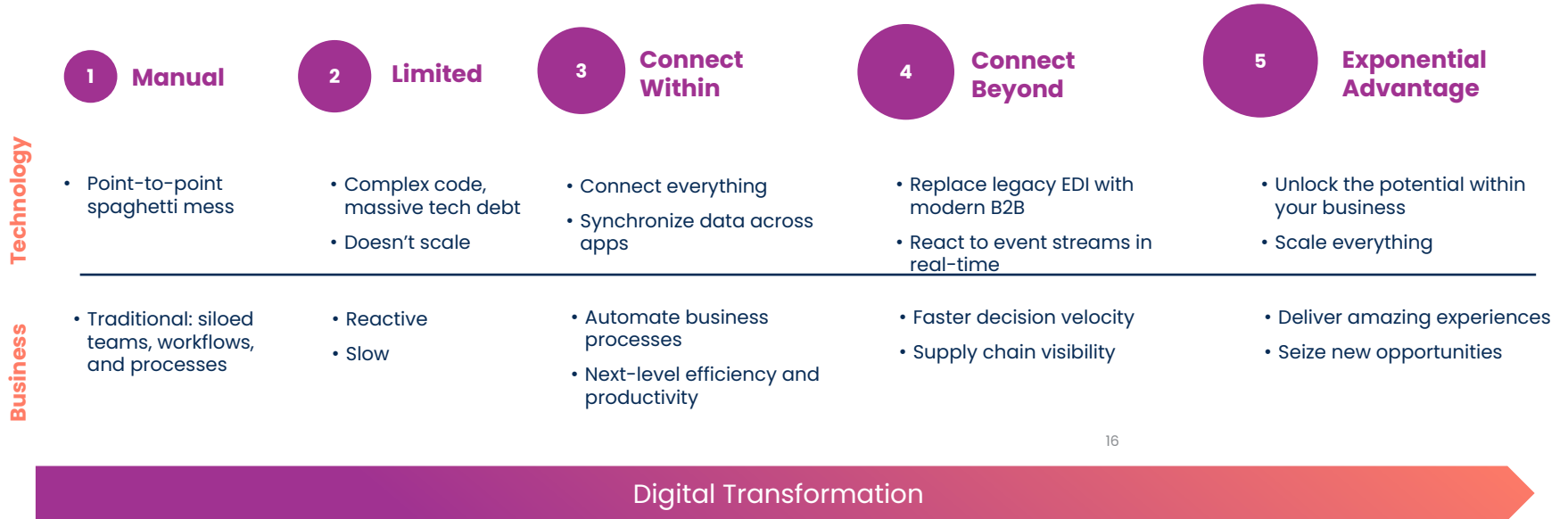
Combination of legacy and new applications leads to scattered student data

Independent integration by department creates a lack of coordination around student data

-  Student
-  Employee
-  Alumni



The Digital Journey





Seamless campus integration

Build a resilient campus experience – connect everyone to anything, anywhere.

The Looming Enrollment Cliff

Number of 18 Year Olds



2025 EDUCAUSE Top 10

Restoring Trust

1. The Data-Empowered Institution
2. Administrative Simplification
3. Smoothing the Student Journey
4. A Matter of Trust
5. The CIO Challenge
6. Institutional Resilience
7. Faster, Better, AND Cheaper
8. Putting People First
9. Taming the Digital Jungle
10. Building Bridges, Not Walls (tie)
10. Supportable, Sustainable, and Affordable (tie)





Boomi 2024 Roadmap Themes

- **True Freedom:** We pride ourselves in being open and neutral without vendor lock in.
- **Time-to-Value:** Our solutions help you build quickly, deliver at scale, and ultimately accelerate your business outcomes
- **Being Customer Obsessed:** We listen to our customers and collaborate with them on how we can make our products better. When our customers win, we win.
- **Innovation:** Whether it's new AI capabilities or a new way approach to an old problem - we are always pushing the boundaries of what iPaaS is each and every month during our product releases



The Boomi Difference

AI Innovation Leadership

Deep investments in AI design, management, and orchestration guided by machine learning crowdsourced from over 300M integrations

Enterprise Scalability

Scalable to support demanding requirements across API Management, Integration & Automation, and Data Management

Ease of Use

#1 most highly rated feature about Boomi in G2 (customer review site) was “Ease of Use”

Highest Ability to Execute

Placed as “Highest Ability to Execute” in the Gartner® iPaaS Magic Quadrant™ Worldwide 2024. More customers than any other cloud integration provider

Flexible Deployment

Hybrid deployment to run anywhere – in the cloud, on-premises, or at the edge

Security, Privacy & Compliance

FedRAMP, SOC 1/2, ISO 27001, StateRAMP, HIPAA and more for enterprise-grade security and reliability

Boomi Customer Success

Mission

Customer Success is your trusted advisor, helping you accelerate time to value and leverage Boomi to meet your strategic goals



Proactive partnership

Anticipating needs, identifying opportunities, and addressing challenges before they arise



Data-driven excellence

Leveraging data insights to drive successful outcomes



Right resources at the right time

Empowering your team with what they need to thrive

Average Value Realised By Boomi Customers



68%

Faster integration development



62%

Reduction in integration maintenance effort



73%

Processes automation increase



55%

Fewer data entry errors



43%

Better user experience





CASE STUDY

Louisiana State University Speeds Digital Service Delivery While Doubling Integration Capacity

A leading American university relies on Boomi to help power cloud-first IT modernization, bridging the gap between Workday cloud apps and legacy systems while accelerating integrations by 5X.



CASE STUDY

Florida International University Transforms Its Mobile App in Two Months, Improving the Student Experience

Higher education institution overhauls its mobile app and enhances its student information system with the Boomi platform


boomi**+****The California
State University****CASE STUDY**

CSU Connects Systems To Deliver Grants to Students Faster Than Ever Before

California State University (CSU) used Boomi to connect PeopleSoft and other finance systems, shrinking Cal Grant processing for students on its 23 campuses from four weeks to just 3 days.

| Boomi Resources

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Community is your connection to learning resources

Available at community.boomi.com



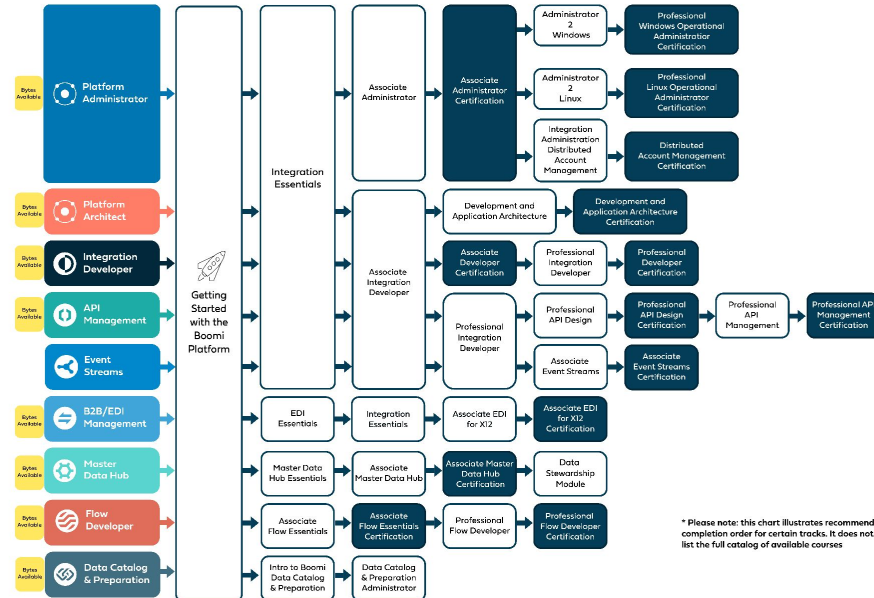
Training pathways

NOTE:
Recommended tracks do not include the full catalog of course offerings.

Getting Started with the AtomSphere Platform is the starting point for *all users* and leads to our **certification paths** and individual **bytes**.

RECOMMENDED TRAINING PATHS*

Updated October 17, 2023



* Please note: this chart illustrates recommended completion order for certain tracks. It does not list the full catalog of available courses

boomiverse Support



Product Feedback Forum

Submit, comment and subscribe to product feedback in **Boomiverse**

Learn how we use and listen to **product feedback**

Look for **"B"** on roadmap items inspired by customer feedback

boomiverse.com/product-feedback



Product & Feature Retirements

Stay up to date on Boomi features & products

Search by Product Area to see the latest retirement updates






Click the Follow button to schedule update emails

[Boomi feature retirement process & policy](#)



Early Access

Be the first to test out Boomi innovations!

-  **Connectors**
-  **Event Streams**
-  **Flow Canvas & Collaboration**
-  **APIM**
-  **Custom Catalog**

boomiverse.com/tech-preview

Boomi's Peer-to-Peer Program.

Connect with your peers, learn new skills, and grow your network.

⚡ You will receive a registration invitation at the business email address we have on record. If you don't, let me know. I'll get your name on the list.



Boomi Developer Documentation

🔍 Search



SDKs, API reference, and tutorials to help you quickly understand and use the Boomi Enterprise Platform

New to Boomi?

Learn what Boomi offers as an iPaaS pioneer

[Boomi Enterprise Platform >](#)

[View Boomi Demo >](#)

Build AI Agents

Learn about AI Agent guidelines and build AI Agents with the Boomi Enterprise Platform

[Get Started >](#)

[Learn More >](#)



We are Boomi.

Be Bold. Be You. Be Boomi.