



**ASCENDER**  
ELEVATING TECHNOLOGY SOLUTIONS

# TCC Update

February 13, 2019

SUPPORTING THE TEXAS EDUCATION COMMUNITY

# Texas Computer Cooperative

- TCC formed almost 50 years ago by Texas ESCs
- 19 of 20 ESCs are members of the cooperative
- Region 20 ESC serves as fiscal agent (TCC-FA)
- Current product lines
  - ✓ TxEIS
  - ✓ iTCCS
- 886 clients, 150 support staff

# Business Planning Project

- Conducted assessment of current business and product lines
- Conducted a meeting with each ESC
- Conducted surveys of customers and ESC consultants
- Conducted focus group sessions with ESC managers
- Conducted 12 phone interviews with current, prospective, and former customers

# Business Planning Project

- TxEIS has strong and stable customer base; iTCCS has small and declining customer base
- high level of customer satisfaction for both products regarding ESC technical support and compliance, state & reporting
- Competition is increasing at a faster pace

# Business Plan Goals

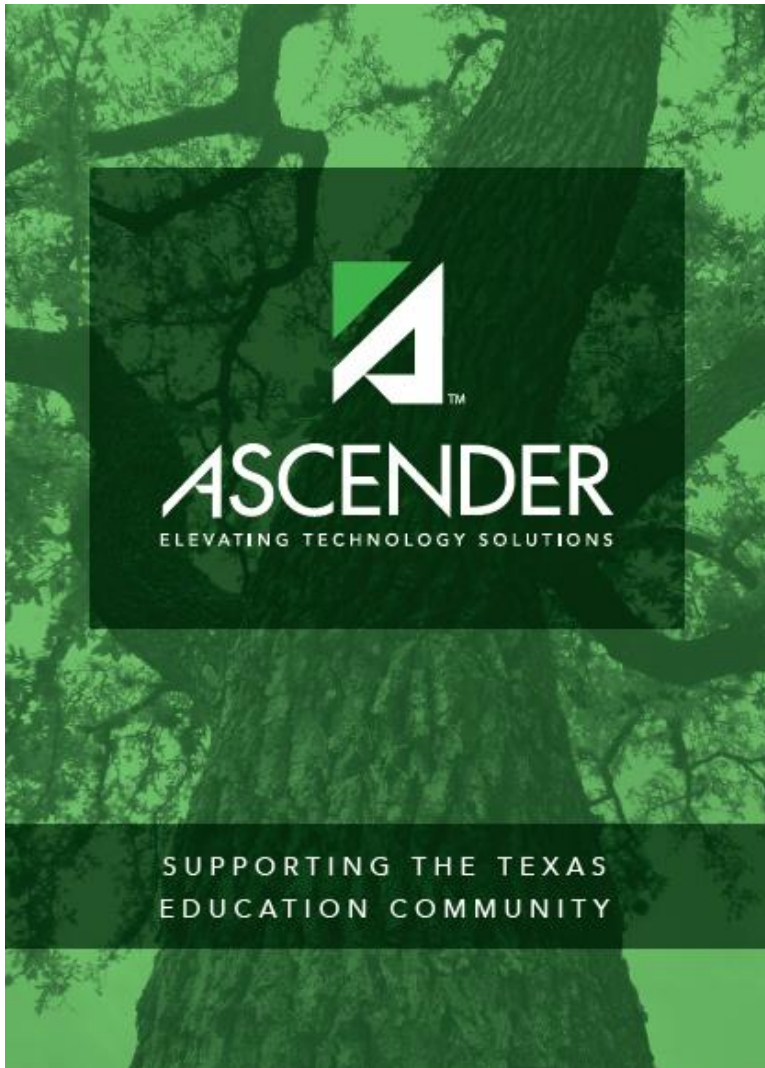
- Maintain dominance in small LEA market (< 5,000 students)
- Substantially increase market share in middle market (5,000 to 50,000 students)
- Ensure consistent and comprehensive support across the state

# Product Plan

- Single new product “suite” using TxEIS as base
- Major functional enhancements/options to satisfy middle market LEAs
- New User Interface
- Customizable Dashboards
- Robust Reporting
- Integration with 3<sup>rd</sup> Party Software

# Service & Support Plan

- Establish Service Level Agreements
- LEA Conversion & Implementation Support
- Single integrated ticketing system
- ESC Training and Certification Program



For 50 years the Texas Computer Cooperative (TCC) has been the leader in delivering products and services that support Texas LEAs in managing student and business information. ASCENDER™ will build on the TCC's statewide success in compliance and reporting, empowering LEAs to make informed decisions through powerful yet flexible tools and applications.

**ASCENDER™ will offer new features and enhancements, including:**

- ✔ New User Experience
- ✔ Integrated Reporting Tools
- ✔ Robust Third-Party Software Integration
- ✔ Powerful Parent & Employee Communication

*The TCC is a cooperative of 19 Texas Education Service Centers (ESCs) serving 885 LEAs across the state and nearly 1.2 million Texas students. This Texas-based nonprofit organization's software products are owned by member ESCs. The TCC has a network of over 190 product support staff across the state and its products are used by over 70% of Texas districts and charter schools.*

[ascendertx.com](http://ascendertx.com)



## **ASCENDER Product Timeline**

2Q 2019 Employee Portal

2Q 2019 Parent Portal

TBD Gradebook

3Q 2019 Career Portal

2020-2021 ASCENDER BIS/SIS

Maintain TxEIS Product through ASCENDER BIS/SIS Launch

TxEIS Clients will transition to ASCENDER – No Conversion

iTCCS End of Life TBD – anticipate 1 year beyond ASCENDER Launch

TCC will migrate iTCCS clients to ASCENDER

## Questions?

Charles P. Wimett  
Component Director, Information Systems Services  
Education Service Center, Region 20  
1314 Hines Avenue, San Antonio, TX 78208  
Ph: (210) 370-5313  
Cell: (210) 913-8494

Jennifer Carver  
Associate Director, TCC  
Education Service Center, Region 20  
1314 Hines Avenue, San Antonio, TX 78208  
Ph: (210) 370-5250  
Cell: (210) 264-1974