

Modo Services Ecosystem

Enterprise-Grade Support to Power Your Campus App—
from Orientation to Graduation

Modo Campus is the mobile front door for the modern university—a powerful, all-in-one campus experience app and portal that keeps students, faculty, and staff connected, engaged, and supported wherever they are.

More than just a platform, Modo combines robust, scalable technology with higher-ed-specific services to help you launch fast, adapt quickly, and deliver personalized digital experiences that grow with your campus community.

Trusted by forward-thinking institutions around the world, Modo helps create a more connected, informed, and socially engaging campus—one experience at a time.

Why Higher Ed Institutions Choose Our Campus Platform

Universities and colleges choose Modo for a secure, scalable, and easy-to-integrate platform that empowers campuses to deliver digital experiences—fast and hassle-free.



Single, Scalable Solution

Deploy once, update instantly, and scale across multiple campuses, colleges, or departments.



Pre-Built Integrations

Seamlessly connect with SIS, LMS, dining, housing, scheduling, and event systems.



Out-of-the-Box Tools

Starter kits, templates, and launch plans built for campus use cases.



Low-Code Development

Enables staff and IT teams to customize apps without deep technical skills.



Enterprise-Grade Security

AWS-hosted, SOC 2 Type II certified, GDPR-compliant, and TX-RAMP certification with full data encryption.

Dedicated Support Tailored for Campus Success

A powerful app alone isn't enough to ensure adoption and engagement. Modo provides premium support and professional services designed for higher ed institutions, helping you deliver reliable, engaging experiences from orientation through graduation—and beyond. With hundreds of higher education deployments, millions of students and staff supported, and institutions in over 100 countries, Modo's service ecosystem ensures resilience, speed, and customization for campus apps.

Our service model helps you launch faster, innovate smarter, and operate with confidence.

Modo Premium Hosting: Powering Campus Experiences with Reliability

Modo Premium Hosting is a fully managed SaaS platform built to deliver unmatched performance, security, and uptime for universities and colleges. We take care of everything—from infrastructure lifecycle and continuous platform upgrades to 24/7 performance monitoring and robust security measures like always-on encryption and intrusion detection—so your teams can focus on creating exceptional campus experiences.

With dedicated, single-tenant servers and flexible resource allocation, your app enjoys isolated resources that ensure speed and stability even during peak usage. Our 99.5% uptime guarantee means your app stays accessible and responsive around the clock, while support for BYOK and dedicated encryption keys offers you full control over data security. This scalable, enterprise-grade solution is tailored to meet the evolving needs of complex organizations worldwide.



BUSINESS IMPACT

- ✓ Supports critical academic and student life services reliably
- ✓ Enhances student trust through secure, private digital experiences
- ✓ Frees internal IT teams from infrastructure management
- ✓ Scales with campus growth and peak usage periods



400+
successful
deployments

10M+ users
supported

Customers
in over 100
countries

Modo's service ecosystem is built for campuses that demand resilience, speed, and customization.

Modo Design Services: Elevating Campus Engagement

Modo Design Services go beyond aesthetics to shape how your users feel every time they open your campus app. Recognizing your app as a vital reflection of your school, we partner closely with you to create polished, intuitive experiences that align seamlessly with your identity and resonate with your users. From custom branded themes and interactive components to comprehensive persona-based design, our experts translate complex workflows into elegant, user-friendly interfaces. Whether you need light-touch guidance or full custom execution, we ensure your app not only looks exceptional but drives adoption, engagement, and trust.

By collaborating with a dedicated design consultant, you gain access to tailored design strategies that elevate interaction and simplify app administration. From validating user experience before launch to ongoing iteration, we help bring your vision to life with creative solutions that inspire action.



BUSINESS IMPACT

- ✓ Elevates user adoption and engagement through intuitive, brand-aligned design
- ✓ Improves efficiency by simplifying complex campus workflows
- ✓ Strengthens brand trust across your digital campus ecosystem
- ✓ Empowers administrators with streamlined, user-friendly interfaces
- ✓ Drives sustained success by creating a campus app everyone enjoys using

Modo Premium Support: Proactive Platform Assistance

Modo Premium Support delivers enterprise-grade, high-touch assistance designed to maximize your campus app and portal's impact. With a dedicated Technical Success Manager and expert support team focused on your app and environment, we guide you through seamless onboarding, ongoing optimization, and proactive issue resolution. Our 24/7 prioritized support, personalized training, and consultative review sessions ensure your teams have the resources and expertise needed to unlock the full potential of your platform. From aligning the app experience with your culture to refreshing design elements and evolving workflows, Premium Support empowers your organization to thrive with confidence.

Tailored SLAs and weekly collaboration calls keep your goals front and center, while flexible training and expert guidance elevate your internal capabilities. Whether you're scaling usage or enhancing functionality, Modo's Premium Support is your partner for consistent, smooth operations and measurable success.



BUSINESS IMPACT

- ✓ Accelerates issue resolution with prioritized, 24/7 expert support
- ✓ Drives higher engagement and adoption through personalized training and mentorship
- ✓ Reduces operational overhead, freeing your team to focus on strategic initiatives
- ✓ Aligns solution experience with organizational culture for stronger user satisfaction
- ✓ Provides proactive consultative reviews to continuously optimize app performance

BYOK and Dedicated Encryption Keys: Your Keys. Your Control.

In today's data-driven world, privacy, confidentiality, and compliance are non-negotiable. Modo supports Bring Your Own Key (BYOK) encryption, empowering your organization with full control over data access and protection.

With BYOK, you create, manage, rotate, and revoke your own encryption keys—on your terms and timeline. You are the sole authority over decryption and data access, ensuring that only approved users, teams, or systems can interact with your information.

BYOK puts you in charge of securing your app's data across users, departments, and roles with granular access policies. It enables you to meet strict regulatory requirements (like GDPR, HIPAA, and SOC 2), and sends a clear signal to your stakeholders: you take data privacy seriously.

Whether you're operating in a highly regulated industry or simply want maximum control and assurance, BYOK strengthens your security posture—without compromising usability or performance.



BUSINESS IMPACT

- ✓ Empowers your team with total control over encryption key lifecycle management
- ✓ Supports compliance with industry and regional data protection standards
- ✓ Enhances school trust by demonstrating a proactive stance on privacy
- ✓ Enables fine-grained access control by user, group, or persona
- ✓ Reduces risk by ensuring only you can decrypt and access sensitive data

Administration Services: Extend Your IT Team Without Adding Headcount

Running a reliable, up-to-date app requires consistent attention—and sometimes your internal resources just aren't enough. Modo's IT & App Administration Services are designed to step in when your team is stretched thin or needs specialized support.

Whether you're managing seasonal spikes, launching a new initiative, or navigating turnover, our experts handle the day-to-day tasks that keep your app running smoothly. From content updates and backend maintenance to custom integrations and AWS resource management, we take care of the technical heavy lifting so your team can stay focused on strategy.

Our team becomes an extension of yours—filling gaps, adding muscle, and ensuring nothing slips through the cracks.



BUSINESS IMPACT

- ✓ Ensures operational Maintains operational continuity during busy periods
- ✓ Reduces IT workload while ensuring app reliability
- ✓ Accelerates updates, integrations, and feature rollouts that make an impact
- ✓ Provides scalable support for long-term campus growth

Developer Bootcamp: Build Campus Innovation In-House

Empower your technical team to go beyond standard features and unlock the full potential of the Modo platform. The Modo Developer Bootcamp equips your developers and IT professionals with the tools, patterns, and skills to build, integrate, and deploy powerful custom functionality using Modo XModule™ Widgets.

Designed for technically advanced teams, this intensive certification program enables schools and institutions to create scalable, consumer-grade digital experiences tailored to their unique workflows, systems, and user needs. Whether you're streamlining internal operations or building bespoke integrations with enterprise platforms like CBORD, Slate and Moodle, the Developer Bootcamp gives your team the capabilities to deliver faster, smarter solutions—on your terms.



BUSINESS IMPACT

- ✓ Accelerates delivery of tailored, campus-specific features and functionality
- ✓ Reduces reliance on third-party developers or vendor customization
- ✓ Enables deep integration with enterprise systems through RESTful APIs
- ✓ Increases agility to respond to evolving student and faculty needs
- ✓ Builds institutional knowledge for long-term self-sufficiency

Implementation & Go-Live: Launch with Confidence

Rolling out a campus app is a major milestone—and Modo ensures you get it right the first time. With our proven deployment process, experienced team, and scalable framework, you'll go live quickly while setting the foundation for long-term success. Whether you're launching a pilot or scaling across your institution, we help you move fast without compromising quality, security, or impact.

From kickoff through post-launch optimization, our structured approach gives you early wins and future-ready flexibility. We align our process to your goals, integrating with your systems, school identity, and higher ed priorities every step of the way.



BUSINESS IMPACT

- ✓ Accelerates time-to-value with a clear 90-day pilot-to-production timeline
- ✓ Minimizes rollout risk through structured phases, expert guidance, and best practices
- ✓ Aligns deployment with institutional goals and user needs from day one
- ✓ Ensures scalability, security, and long-term viability of your app investment

Custom Integration Development: Tailored Campus Solutions

Unlock the full potential of your campus app with Modo's Custom Integration Development services. While our platform comes equipped with a robust out-of-the-box feature set, every organization has unique needs. That's where we come in—transforming your vision into reality with custom-built widgets, API integrations, and advanced workflows designed specifically for your school environment.

Whether you need to bridge the gap between systems, automate workflows, or build entirely new user experiences, our Modo-certified developers work as an extension of your team. From ideation to deployment, we provide white-glove service that ensures your custom solutions are scalable, secure, and seamlessly integrated with your school systems like Tacit, TouchNet, Slate, LaundryView, and more.

From connecting your SIS, LMS, and event systems to automating workflows, Modo custom integrations deliver “sticky” features that keep students and staff returning to your app.



BUSINESS IMPACT

- ✓ Enhances student and faculty engagement with school-specific workflows and use cases
- ✓ Reduces friction by integrating seamlessly with existing systems
- ✓ Provides strategic agility with fast, flexible deployment of new capabilities
- ✓ Offers long-term scalability and maintainability with white-glove development support
- ✓ Sample custom integrations include: tours, transportation, social, and alerts

The Value of the Modo Services Ecosystem for Higher Ed

Modo's Professional Services and Support offerings are not just add-ons—they are a core part of your success. From deployment to long-term management, our end-to-end services ecosystem ensures your campus app evolves alongside your community.

What Sets Modo's Services Ecosystem Apart



Strategic Partnership

We act as an extension of your IT and student services teams.



Flexible Engagement Models

Full-service or targeted expertise to match campus bandwidth.



Full Lifecycle Support

From launch to continuous innovation, Modo is with you every step.

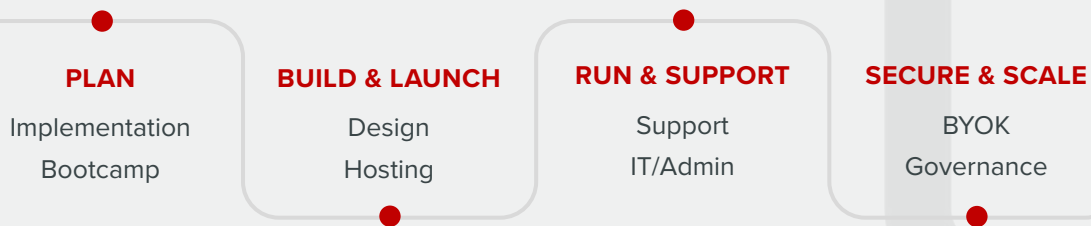


Proven Outcomes

Hundreds of institutions have improved adoption, satisfaction, and ROI with Modo guidance.

End-to-End Coverage Across Key Areas:

From deployment to optimization, Modo's services support every phase of your app and portal journey—including implementation, content management, integrations, security, developer training, and continuous improvement.



Business Impact at Every Stage:

- ✓ Reduces internal workload with expert-managed services
- ✓ Speeds time-to-value and adoption
- ✓ Future-proofs your investment through continuous innovation
- ✓ Bridges technical complexity with intuitive experiences