



Success Story:

Canvas SIS Integration.

THE BACKGROUND

Interoperability in U.S. schools is more complicated than ever. Education has always had administrative systems, and most districts are adopting enterprise learning management systems, assessment systems, and digital curriculum. The average classroom uses dozens of applications, and nearly all of them need student and staff data – not only at the start of school but updated at regular intervals. Schools expect applications to come bundled with a data integration solution, putting this problem back on the education vendors.

If you are one of those vendors, you face the problem of figuring out how to integrate with over 30 different student information systems (SIS). Each SIS has a preferred integration method and probably uses a different data model. In addition, there are often multiple data streams that need to be integrated in order for your application to receive the data it needs. And every time an SIS issues a software update, there is a risk that the integration will break.



“Running our integrations through Kimono has helped us ensure our customers have uninterrupted access to content and resources.”

**—Melissa Loble, SVP,
Customer Success and
Partnerships at Instructure**

Contact us.

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INTEROPERABILITY, EXPERTLY SIMPLIFIED



Cutting Integration Support Calls In Half.

THE STORY

A couple years ago, the Canvas team at Instructure decided to outsource this problem to Kimono, an education specific iPaaS (integration platform as a service) that acquires data from the SIS and then exchanges it over a Publish & Subscribe architecture with district authorized applications. Because it supports a range of industry-standard infrastructures, APIs, and data models (i.e. OneRoster, LIS, ILP, SIF, etc.) Kimono is able to exchange data with any SIS or application on the market.

“2018 may have been our best back-to-school ever,” said Melissa Loble, SVP, Customer Success and Partnerships at Instructure. “We saw less SIS integration issues than we ever have in past years. Running our integrations through Kimono has helped us ensure our customers have uninterrupted access to content and resources.”

The number of calls districts make to vendor support teams tend to spike in August, as most districts start school that month. In August of 2017, about 25 percent of Canvas’s support tickets were about SIS integration. With the Kimono SIS integration, that number dropped to 13 percent in August this year.

In previous years, not only did the support team have to deal with higher volumes of tickets, but they would have to comb through records to troubleshoot problems, usually with very limited visibility into the SIS platform. With Kimono, Canvas’s Support team has diagnostics centralized in one console and better visibility into issues.

“We have access to tools we have never had before. Now, we can easily spot errors and point them out to the client in a proactive way instead of waiting for them to call our Support team,” said CJ Donio, Senior Manager of Projects at Instructure.

To learn more about how to improve your SIS integrations and reduce your back-to-school support calls, visit kimonocloud.com.

THE BENEFITS

- Connect with any SIS
- Decrease support burden
- Simplify application integration
- Centralize monitoring & troubleshooting
- Map & transform data for each institution