

Year Founded	1999
Ownership	Privately held
Headquarters	Austin, Texas
Employees	250+
Business	Managed Technology Services Provider for Higher Education in the United States

LEADERSHIP TEAM

Charles Brady, Founder / Chairman of the Board

Scott Drossos, Chief Executive Officer

Matt Loecke, Executive Vice President of Sales

Mark Holt, Chief Financial Officer

Keesha Galindo, Vice President of Human Resources

George Ragsdale, Vice President of Technical Services

Peter Casanave, Vice President of Product

Jacob Picart, Vice President of Security Services

MISSION

To be the best technology services provider to a thriving higher education system – one campus, one student, one administrator at a time.

VISION

To give higher education the power to do and achieve more.

Apogee will be recognized as the uncontested leader in higher education technology services delivery while maintaining our uncompromising focus on the campus experience.

HIGHER EDUCATION IS OUR HIGHER PURPOSE

Established in Austin, Texas in 1999, Apogee is the leading managed technology services provider whose sole focus is higher education. Fueled by a community of more than one million students and administrators at nearly 400 colleges and universities nationwide and a team of over 250 dedicated employees, Apogee enables colleges and universities to put their institutional mission first and leave technology operations and management to the experts. With a relentless commitment to higher education and unrivaled technical and operational expertise at scale, Apogee works with campus leaders to free up critical time and resources, eliminate operational and budgetary distractions, and leverage technology for institutional transformation.

SOLUTIONS

Our portfolio of residential and campus networks, managed IT, video, campus engagement, and professional services helps campus IT teams overcome nearly any operational burden. Industry-leading support, insights, and analytics help identify trends to provide transparency and feed service improvements.

Delivered within a predictable OPEX funding model, Apogee managed technology services help IT leaders reduce the worry of annual budgeting, overcome the challenges of hiring and retaining staff, and find the time and space needed to focus on institutional mission.

WE WEAR YOUR COLORS

As the leading managed services provider to higher education, Apogee blends higher education expertise and processes with advanced technology and insights to keep your IT environment operating at peak performance.

We call this unique blend the Apogee Edge.

The Apogee Edge means we wear your colors. We act as an extension of your campus IT team to keep the efficiency of your IT operations well in hand, so you can confidently redirect critical staff to the strategic projects that accelerate your IT transformation and contribute to your institutional mission.

Our considerable investments in client services, around-the-clock call center support, world-class IT service management (ITSM) technologies like ServiceNow®, and custom analytics provide the service, support, visibility, and insights you need to thrive.

WIN WITH THE APOGEE EDGE

The decision to partner with a managed services provider seems like an easy one, when under pressure to deliver mission-defining technologies while still maintaining operational steady state. But it means placing trust in your partner's expertise, service and support excellence, and scalability.



World-class client stewardship

Apogee client service managers and field service representatives are an extension of your IT team, providing strategy, expertise, and resources when and where you need them.



Around-the-clock call center support

Available 24/7/365 for Tier 1 support, our US-based call center strives for “10 and 10” – answering calls in under 10 seconds, then resolving issues in under 10 minutes.



Advanced tools and processes

The Apogee Edge runs on ServiceNow, the industry's leading IT services management platform, offloading a substantial campus IT investment to Apogee.



Insights and dashboards

Real-time network insights, along with visibility into Apogee service and support levels, help you free up IT staff and time to focus on strategic priorities.

[Learn more at apogee.us](https://apogee.us)

CORPORATE HEADQUARTERS

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