Centralize your survey data and scale it easily across the biggest teams
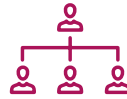
The University of Ottawa needed a bilingual survey platform with flexible licensing and pricing, easy administration, and robust security features. SurveyMonkey Enterprise checked all the boxes... and then some.

uOttawa

Key features

Enterprise-level security

Flexible licensing under a fixed price

Central administration at scale

Marc Alary
IT Manager,
STEPS Group

THE CHALLENGE

Decentralized survey collection, an ever-changing user base

How do you control the data flow from **hundreds of surveys** launched by an organization with **tens of thousands of members?**

Marc Alary knows the problem well: He is an IT manager at the University of Ottawa, the world's largest bilingual (English-French) university. Its professors, students, and staff collect loads of survey data–**and out there, it's pretty much everyone for themselves.**

"The university is a big, decentralized model," Marc says. Some researchers pay for survey software directly from their research grants, **costing the system a lot of money.** Others ask for licenses, **draining IT resources with case-by-case approvals.**

"Keeping track of what's being purchased in a highly decentralized environment is always challenging."

Consolidate users, own and protect the data

The IT team needed to find a survey solution that would solve the twin problems of decentralized data and an ever-changing population at a huge university. Of course, they also needed **top-notch enterprise capabilities.**

Their wish list? **French and English** functionality, **Single Sign-On** for anyone connecting through the uottawa.ca domain, **flexible licensing**, and **a pricing plan with no surprises**.

"We wanted to be able to offer it to all students, all researchers, all staff," Marc says. "But we couldn't gamble saying, 'I'll pay $500 a license, then end up getting 1,000 licenses!'"

An affordable, scalable state-of-the-art solution

SurveyMonkey Enterprise checked all the boxes for Marc. And **the deal-clincher** was a fixed three-year price that allows him to onboard as many users as necessary.

"SurveyMonkey Enterprise has all the bells and whistles that we need," he says. **"But the pricing was how I was able to sell it to our administration."**

Company
University of Ottawa

Strategic goal
Centralized data

Solution
SurveyMonkey Enterprise

Success factor
Fixed price, scalable plan

"We have never had a survey platform open to students before, unless they bought it themselves. That's a big improvement."

With state-of-the-art admin capabilities, Marc can easily manage users at scale, while collecting detailed usage stats to justify a renewal down the line.

"It allows me to bring it up to our CIO and say, 'This is what you're getting for your money, this is how people are using it right now.'"