



VERACROSS → SYCAMORE

# The Switching Playbook

A decision guide for heads of school and business offices evaluating a move from Veracross to Sycamore. Nine sections, designed to print and forward.

TODAY

## Veracross

Academics · Admissions · Development

VS

TOMORROW

## Sycamore

One platform, one login, one bill  
\$4 per student per month, all included

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Inside: the decision framework, week-by-week migration timeline, side-by-side cost worksheet, questions to ask Veracross before you cancel, a one-page board summary, and a migration FAQ for your business office.

2026 EDITION · FOR HEADS OF SCHOOL AND BUSINESS OFFICES

Sycamore Leaf Solutions · [sycamoreleaf.com](https://sycamoreleaf.com) · US-based support

# 1 Why heads of school are switching

Schools moving from Veracross to Sycamore are usually looking for three things: predictable, transparent pricing that does not require an annual quote and a multi-month evaluation cycle; a parent experience that families actually rate well; and an onboarding team that does the heavy lifting instead of asking the school's IT staff to learn a query language. This page scores Sycamore against Veracross on the 14 categories administrators raise most often.

Across the 14 categories that private school leaders score during platform reviews, Sycamore wins on 12. Veracross holds the lead on 2. The rest favors Sycamore on family experience, pricing transparency, support, and platform breadth.

<b>\$4</b>	<b>4.8 / 5</b>	<b>46+</b>	<b>4-8</b>
per student per month, all modules included	parent app rating (Sycamore + TuitionEP combined)	countries served on 6 continents	weeks to switch and go live

## The three reasons that come up in every kickoff call

1. Families want one app. Sycamore's Parent App holds a 4.8-star combined rating with TuitionEP. The parent experience is the most frequent touch point with any school platform.
2. Pricing should be predictable. Sycamore publishes its plan at \$4 per student per month with everything included. Schools that adopt the full competitor suite often carry multiple line items that grow as the school grows.
3. Support should answer when called. Sycamore's support and onboarding teams are based in the United States and pair with Sycamore Academy for on-demand training.

## 2 When to switch

Schools switch from Veracross at three common moments. Pick the one that fits your school year and contract; Sycamore's onboarding team adapts to all three.

Window	Best for	Watch out for
<b>End of school year</b>	Schools whose Veracross contract renews mid-summer. Plenty of runway for staff training before fall.	Confirm Veracross data exports are available after your contract end date.
<b>Mid-year cutover</b>	Schools that want to be on Sycamore before re-enrollment season opens. Cutover at the start of a term or grading period.	Coordinate the cutover with payroll and tuition draft schedules.
<b>Summer</b>	Schools running summer programs or year-round calendars. Compresses training into July and August.	Plan around staff vacation; lock kickoff before mid-June.

Whichever window you pick, Sycamore typically takes 4 to 8 weeks from kickoff to your first tuition cycle on the new platform.

# 3 What changes for your families

For most schools, parents are the most frequent users of the platform. Here is what shifts the day Sycamore goes live.

## One app instead of many

Families currently install Veracross's parent experience. After the switch, they install the Sycamore Parent App once. Tuition balance, cafeteria balance, grades, attendance alerts, and class announcements live behind the same login.

## Payment methods, depending on the processor

Whether saved cards and ACH details transfer depends on Veracross's current payment processor. When secure token portability is supported, families see no change. When it is not, families re-add their payment method through a one-screen flow in the Sycamore Parent App. Sycamore drafts the parent communications either way.

## Tuition plans are reset and recreated

Active payment plans are rebuilt in Sycamore at the same amount, cadence, and remaining balance, then reconciled against the prior platform so nothing is double-charged or missed. Families see the same payment schedule they already expected.

## Fee handling becomes your choice

On Sycamore, the school decides per transaction type: absorb the fee, pass it through, or split it. Many schools use this flexibility to reduce the friction families feel at checkout.

## Communications consolidate

Class messages, school-wide announcements, and teacher-parent threads route through Sycamore.

# 4 Migration timeline, week by week

Most schools complete a full switch in 4 to 8 weeks. The schedule below assumes a standard Veracross migration; mid-year and summer cutovers compress to the same shape with tighter validation windows.



Phase	Phase name	What happens
Week 1	Discovery	<ul style="list-style-type: none"> <li>• Kickoff call with the head of school and business office</li> <li>• Inventory of current Veracross modules and contract end dates</li> <li>• Source-of-truth audit for student, family, and tuition data</li> <li>• Switching plan with named dates, owners, and risks</li> </ul>
Weeks 2-3	Data + setup	<ul style="list-style-type: none"> <li>• Joint data extraction from Veracross</li> <li>• Normalize and load into Sycamore staging environment</li> <li>• Side-by-side validation against the source system</li> <li>• Payment processor connect and test transactions</li> </ul>
Weeks 4-6	Training	<ul style="list-style-type: none"> <li>• Role-based courses for admins, teachers, and counselors</li> <li>• Two live working sessions with the client success team</li> <li>• Parent communication drafts, scheduled and approved</li> <li>• Cutover dry-run on a representative subset of data</li> </ul>
Weeks 7-8	Go live	<ul style="list-style-type: none"> <li>• Production cutover and final data reconciliation</li> <li>• Parents install the Sycamore Parent App, one balance live</li> <li>• First tuition cycle on Sycamore, monitored end-to-end</li> <li>• 30-day post-launch review with the school's leadership</li> </ul>

# 5 Side-by-side cost worksheet

Fill the left column with what your school pays Veracross today. Use the right column to capture the Sycamore plan. The bottom row is the annual difference your board will care about.

Line item	Veracross today	Sycamore
Per-student license (annual)	_____ × ___ students = _____ _____	\$4 × students × 12 = _____
Veracross base / SIS module	_____	Included
Tuition / payments module	_____	Included
Admissions / enrollment module	_____	Included
Communications / SMS module	_____	Included
Parent app subscription (if any)	_____	Included
Reporting / analytics module	_____	Standard reporting included
Implementation / customization fees	_____	\$2,500 minimum onboarding
Card convenience fee passed to parents	___% × _____	School chooses; can be \$0 to parents
Other modules in scope	_____	_____
Annual subtotal	_____	_____
Annual difference (Sycamore vs Veracross)		_____

Use your real Veracross invoices in the left column for the most accurate comparison.

# 6 Questions to ask Veracross before you cancel

Send this list to your Veracross account manager before notifying cancellation. The answers protect your data, your families, and your renewal terms.

#	Question to send	Why it matters
1	<b>What is my exact contract end date for each Veracross module, and what is the cancellation notice window?</b>	Most Veracross contracts auto-renew. Confirm the notice deadline in writing before you set a Sycamore go-live date.
2	<b>Will I retain read or export access to Veracross data after my contract ends, and for how long?</b>	Data export windows vary. You want exports available through the final reconciliation, not just the go-live date.
3	<b>What is the format and field coverage of standard Veracross data exports?</b>	Knowing the export format upfront lets Sycamore's onboarding team plan validation. Ask for sample exports if possible.
4	<b>What happens to in-progress tuition payment plans on the day my contract ends?</b>	Plans, autopay schedules, and saved payment methods need a clean handoff. Confirm whether the platform continues to process or stops.
5	<b>Are there any modules, integrations, or contracts on a different renewal cycle that I should know about?</b>	Family App subscriptions and add-on engagements can run on separate cycles.
6	<b>What is the process for transferring saved payment methods (tokens) to a new payment processor?</b>	Confirm whether tokenized payment data can be transferred securely. This avoids forcing families to re-enter card details.
7	<b>Is there a fee for cancellation, mid-term termination, or data export?</b>	Some contracts include early-termination clauses. Get the exact dollar figure in writing.

# 7 One-page board summary

Copy or adapt the block below for your next board packet. Replace the bracketed figures with your school's specifics.

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## BOARD SUMMARY · SWITCHING FROM VERACROSS TO SYCAMORE

### Recommendation

Adopt Sycamore as the school's K-12 platform of record, replacing Veracross. Sycamore consolidates SIS, gradebook, attendance, admissions, tuition, payments, communications, and the parent mobile app under one license at \$4 per student per month. Sycamore's onboarding team will run the full migration in 4 to 8 weeks, so the school can pick a go-live date that aligns with the start of the next term, the re-enrollment window, or the end of the current contract.

### Financial impact (annual)

Current annual cost of Veracross modules in scope: \$\_\_\_\_\_. Projected annual cost of Sycamore at \$4 per student per month: \$\_\_\_\_\_. Estimated net annual savings: \$\_\_\_\_\_. One-time onboarding investment: \$2,500 minimum.

### Operational impact

Families move to a single Sycamore Parent App, which today holds a 4.8-star combined rating (Sycamore + TuitionEP). The school gains tuition refund protection (via Vertical Insure), native donations with AI donor intelligence (rolling out 2026), and US-based onboarding and support.

### Risk and mitigation

Switching SIS and tuition together at a single cutover is the largest operational risk. Sycamore's standard migration includes side-by-side validation and a 30-day post-launch monitoring window.

### Timeline

4 to 8 weeks from kickoff to first tuition cycle on Sycamore. The school selects the go-live date that fits the calendar, and Sycamore plans backward from it.

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# 8 Migration FAQ for the business office

## What's the biggest difference between Sycamore and Veracross?

Sycamore is one unified platform priced at \$4 per student per month with every module included. Veracross is a per-module-quoted suite that is powerful but typically requires a dedicated Veracross database administrator and 3 to 6 months of self-directed implementation. For most schools, Sycamore lowers total cost of ownership and reduces internal IT burden.

## Is Sycamore cheaper than Veracross?

In almost every case, yes. Sycamore publishes \$4 per student per month with all modules included. Veracross does not publish pricing; aggregator listings cite a \$500 per month starter and \$15,000 to \$50,000+ annual ranges for full-suite deployments, with implementation typically a separate line item.

## Does Veracross have a parent app?

Veracross delivers parent apps through Digistorm, white-labeled per school or region. The publicly visible NAM iOS app currently rates 1.4 stars across 17 ratings, with recurring login and navigation complaints. Sycamore's Parent App combined with TuitionEP holds a 4.8-star combined rating with native iOS and Android.

## How long does it take to switch from Veracross to Sycamore?

Most schools complete a full migration in 4 to 8 weeks. The variable is usually how much custom Axiom reporting or development a school has built inside Veracross; Sycamore's onboarding team scopes that during week 1 and replicates the high-value pieces in standard Sycamore reporting.

## Will Sycamore replace Veracross's Development module?

Sycamore's native donations module with AI donor intelligence (rolling out 2026) covers most K-12 development office needs. Schools with very large, multi-million-dollar capital campaigns and dedicated advancement teams may want to evaluate whether they need additional dedicated CRM depth; Veracross's Development module is genuinely deep for that segment.

## Do we need a database administrator to run Sycamore?

No. Sycamore is configurable by school administrators without specialized database training. Veracross schools routinely hire dedicated 'Veracross Database Administrator' roles at \$43 to \$65 per hour to operate the Axiom query layer; Sycamore does not require an equivalent role.

## Does Sycamore have something like Axiom queries?

Sycamore provides standard configurable reports and data exports for the use cases most K-12 administrators run. Axiom is genuinely powerful for ad-hoc queries by trained users; if your school has a dedicated DBA running deep ad-hoc analysis, the Veracross query layer is a real differentiator. For most schools, that depth is not used and not missed.

## Is Sycamore available outside the United States?

Yes. Sycamore serves paying schools in 46+ countries across 6 continents, including recent adoptions in Brazil and Rwanda. Veracross is genuinely international through American international schools, primarily concentrated in APAC and EMEA.

# 9 Next steps

Three ways to move forward, ordered by how ready you are. Pick the one that fits where you are in the decision.

## Get a switch-now quote

Send Sycamore your current Veracross modules and student count. We return a tailored Sycamore quote, a switching timeline, and a line-item comparison against what you pay Veracross today, typically within two business days. This is the fastest path if you already know you want to move and you need a number to take to the board.

[sycamoreleaf.com/switch-now/](https://sycamoreleaf.com/switch-now/)

## View testimonials

Read what heads of school and business offices say about Sycamore after switching. Real schools, real outcomes, real implementation timelines, not curated marketing soundbites.

[sycamoreleaf.com/testimonials/](https://sycamoreleaf.com/testimonials/)

## Send your account executive a data export

Send your Sycamore account executive a sanitized export of your Veracross data. We will run it through staging and walk you through exactly how easy it is to get going on Sycamore. No commitment required.

Reach out to your assigned Sycamore AE directly.

<p><b>\$4</b></p> <p>per student per month, all modules included</p>	<p><b>4-8</b></p> <p>weeks to first tuition cycle on Sycamore</p>	<p><b>\$2.5K</b></p> <p>minimum onboarding, dedicated migration lead</p>	<p><b>100%</b></p> <p>US-based onboarding and support</p>
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Companion to this Playbook: the live comparison page at [sycamoreleaf.com/compare/veracross-vs-sycamore](https://sycamoreleaf.com/compare/veracross-vs-sycamore).