

# Case Study

# Digital Transformation



# Case Study: Digital Transformation for Educational Services Provider

## Problem Statement

- Client runs coaching centres to cater to the needs of school going kids. It was facing difficulties in managing day to day operations and the crucial leads it has been getting.
- Off the shelf products were not fitting it entirely. It wanted to invest in IT to have cloud based application matching its every need

## Key services offered

- Understood the requirements in depth
- Delivered a cloud based application to manage day to day operations and the coaching centers
- Social integration with Facebook, google+
- Dashboard reporting, analysis for students and school
- Online test preparation engine

## Scope of work included

- ✓ Creating a scalable architecture to support at least 1M users
- ✓ Developing various business functions as separate modules viz:
  - Fee management module
  - CRM module
  - Support ticket functionality
- ✓ Integration with third party payment gateways to support online deposit of fees
- ✓ Integration with telecom vendors to support text SMS feature
- ✓ Providing separate views based on whether the user is teacher, student, parent, center manager or administrator
- ✓ Flexibility in architecture to support integration with online test prep engine

## Impact / Result

- ✓ The application gained quick acceptance for its ease of use and ability to provide desired functionality
- ✓ A customised and highly scalable online test prep engine was developed supporting adaptive tests
- ✓ Mobile application was developed for the same product

“We Just Do Common Things Uncommonly Well”



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