Krish Compusoft Services

Helping the education industry ascend the digital technology curve with OMS system to digitize operations and processes

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Industry:	Education & Research
Deliverables:	• Web App
Technology:	• SQL Server • SharePoint Server
Country:	South Africa

Project Goal:

▍ Need for a centralized web-based system to standardize Training, Auditing & Consulting operations across all offices to ensure consistency.

▍ To digitize the existing system and processes to boost "smart work"

▍ To assimilate the real-time status of various stages in Training, Auditing as well as Consulting.

▍ To replace traditional excel system with new web-based National Schedule for Resource Booking.

▍ To integrate the new OMS central system with other systems like Financial System, website and many more.

▍ Allowance for other third-party integration systems that house existing information and processes.

Challenges:

▍ Lack of operations & process standardization.

▍ The absence of data synchronization and coordination.

▍ Historic data identification was painstaking.

▍ The consulting Operations were manual in all the offices of South Africa & in other countries.

▍ Documentation of Training and Auditing was time-consuming.

▍ Traditional Excel based national Schedule system was used for resource booking.

▍ Traditional systems accelerated paperwork, expenses, and time.

▍ Increase in the cost of workforce had resulted into increase in cost of operations.

> " Leveraged a cutting-edge Operation Management System to the education and research institute in South Africa to standardize their process of training, auditing, and consulting. The feature-packed solution helped the client in generating real-time analytic reports and gain futuristic insights to improve the productivity and maximize ROI. "
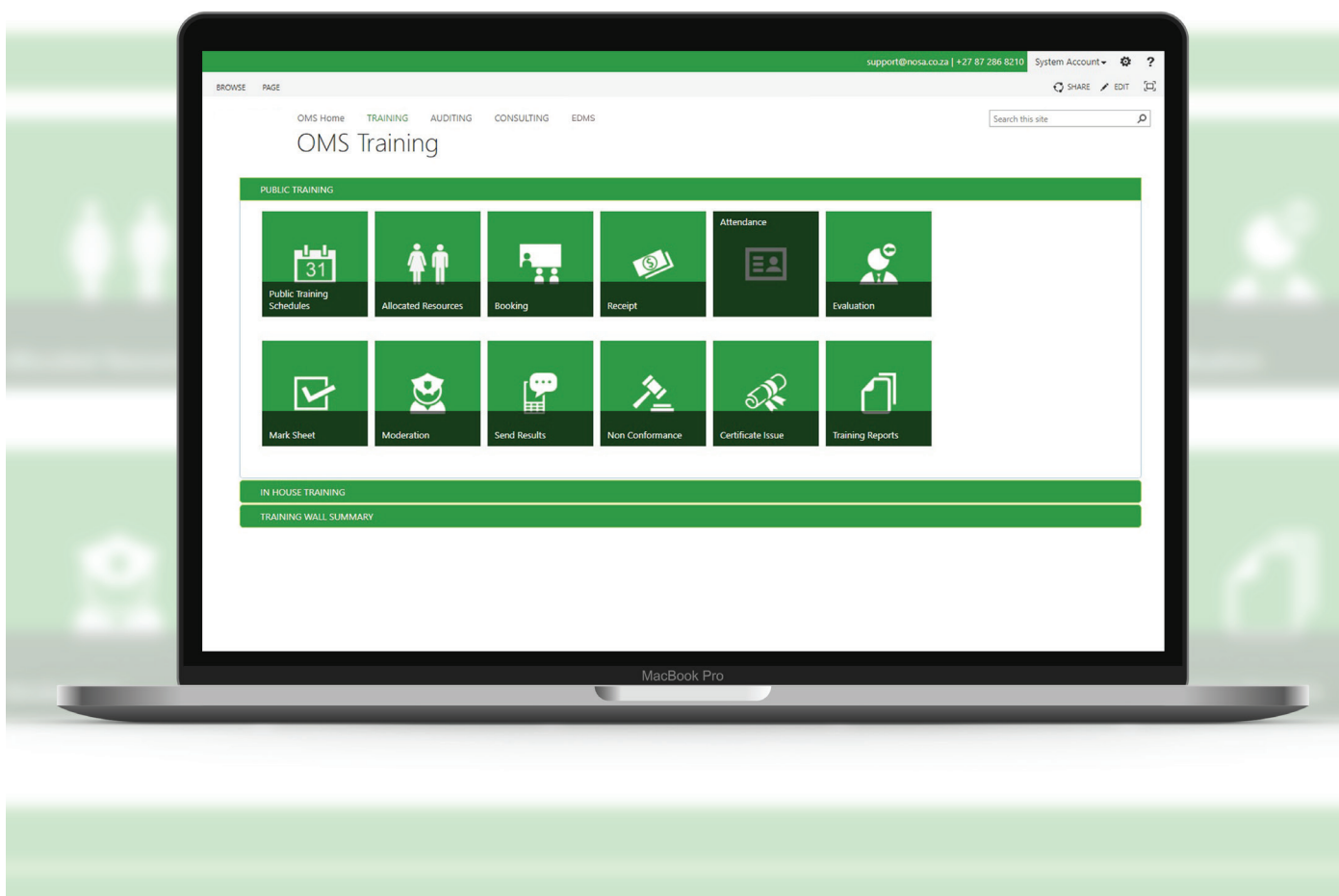
Features:

- National Schedule
- Centralize system for operation
- Graphical Data representation reports
- SMS notifications
- Monthly email notifications
- Training stage workflows

- Auditing and Consulting Stage Workflows
- EDMS
- Document Approval Workflows
- Schedule / Resource/ Student Management
- Integration with diff system like Sage ERP, Vodacom Tele calling System

Solution

Our professionals delivered a robust and feature-rich solution allowing the users to manage all the Training, Auditing, and Consulting operations.

- We provided a robust User Authentication as well as Authorization through the Windows Active Directory and SharePoint.
- The solution allowed Data Capturing of all the stages along with the workflows to simply move from one stage to another.
- Timer Job automatically updated the status of each stage if there were any Dues or Overdue.
- Wall Summary of all the schedule enabled the client to view the current status.
- Course wise Certificate Template was provided in order to easily issue the certificate on completion of the course.

▌ We also provided EDMS to the client: For each course, training material is prepared. It goes through distinct stages (Editing, Graphics, Legal) after which it is finalized. Separate Project is created for course wise training material development. Project Tracking System is the integrated part of the solution.

▌ Student History empowered the call center users to quickly find the student information whenever required.

▌ Provided various Analytics summary reports with real-time status to enable business forecast.

Training Module provided the following:

▌ National Schedule Management

▌ Book a Student on a Training Course

▌ Receipt Management

▌ Existing Booking Management

▌ Student Registration & 'During Course' Management

▌ Health and Welfare SETA Management

▌ Wall Summary Management

▌ Travel Booking Management

▌ Evaluation & Certificate Management

Auditing Module provided the following:

▌ National Scheme Management

▌ Receipt / Invoice Management

▌ Travel Management

▌ Audit Report

Result:

The training and auditing module provided by us completely standardized their process and eliminated errors. The solution automated various operations like students booking for a training course, Certificate generation at the end of the course, receipt & travel management etc. and thus improved processing speed and accuracy. Detailed insights from analytic reports gave valuable information into the behaviors of the various market segments, departments, and resources.

Enabling the client to easily solve various complexities and meet business goals, the solution improved efficiency of their employees while accelerating the overall productivity. It also helped in optimal utilization of the resources while maximizing ROI, quality of management improving service, and customer satisfaction.

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