



Canadian International School

Further automating the Management of the Student Life-Cycle

Quick Facts

Company:

- Name: Canadian International School
- Headquarters: Singapore
- Industry: Education
- Size: 2 campuses with ~3,000 active students in Kindergarten, Primary & Secondary School

Challenges and Opportunities:

- Operational Excellence managing Students from their application until graduation requires the support of specialized IT applications
- The operational systems reside in the cloud as Software as a Service (SaaS) and have no common data sources
- Admission Staff and Academic Staff need to deal with inconsistencies

Solution:

- To automate the creation, update and sharing of Student related data for administrative and academic use throughout the student life-cycle
- To orchestrate process complexities on a central Integration platform

Intentsys Services:

- Designed, built, tested, deployed, trained and handed over solution to the in-house Integration Center of Excellence

Benefits:

- Faster Admission Cycle Times & avoiding human errors due to double entry
- Faster Academic Cycle times during time tabling periods
- Teams enter data once into “their” respective master application, and the data is shared automatically with all other applications involved.
- Avoids labor-intensive bulk imports during peak periods
- Transparency and effective error handling at the Student record level enables staff to take prompt action

Implementation Highlights:

- An Internationally known Cloud ERP system is used for Admissions, a UK system that is internationally used and recognized for Student Management together with a time tabling system for Scheduling, all residing in Amazon Web Services (AWS) and secured with a Virtual Private Cloud (VPC)
- Upon initial data entry, some 100 data fields per student need to be transferred between applications
- The design for family creation had to consider on and off-boarding, additional siblings and various caregiver roles as well as modern lifestyle choices
- Project went live with phase 1 after 4 months and with phase 2 just 2 months later.

Due to a changing expat demographic, CIS is operating in a very competitive environment. In addition to providing a top curriculum and excellent teachers, they must meet the high expectations of sophisticated and tech savvy parents who are looking for multi-channel digitised communications for keeping up to date with the children’s progress throughout the application and on-boarding process and the child’s academic progress during the whole period they are attending the school.

Clear stand to integration

When Manish Madan, Head of IT was introduced to Intentsys, he had a clear view of the importance of an integrated IT landscape to meet the diverse stakeholder expectations – parents, students, teachers, admissions and IT staff. Manish shared the challenges of labor-intensive bulk uploads using spreadsheets, stored Database procedures and manual intervention to ensure systems were synchronised.

Proof of Concept (PoC)

The project kicked off with a PoC. It had to be demonstrated how the ERP Saved Searches could be consumed as Webservices to update the student management system at the Database level and to send back progress statuses to the ERP system. At this stage, Manish was instrumental in engaging, educating and enrolling the internal stakeholders.

Agile Style Testing

The project progressed in the forthcoming weeks with Agile style Sprint sessions attended by IT staff, business analysts and the application manager, keeping track of the requirements and providing constant alignment with the admissions staff and other stakeholders. At the same time, the team was undergoing hands on training as well as self paced on-line study

Cloud landscape and security

To incorporate internal IT security policies and to assist in the configuration of the corporate network, the network engineer joined the team. He was instrumental in setting up a virtual private network (VPC) between the corporate data center in Amazon Webservices (AWS) and the integration platform for both, Sandbox and Production environments.

Challenges with Family creation

The integration design incorporated business logic to create families from student data and their contacts. On and off-boarding of additional siblings and various caregiver roles had to be considered as well as modern lifestyle choices of the parents and step-parents. Here, it was thanks to the business analysts, that most cases could be built into the program logic and only a few variations are now identified for manual re-creation after exception handling and notification.

More automated and productive

CIS went live with the ERP to Student Management systems integration scenario (phase 1) after 4 months and with the time tabling to Student Management scenario (phase 2) 2 months later.

Now staff only need to focus on their specific tasks and systems in the knowledge that all data will be synchronized automatically, this has led to fewer errors and faster admissions and academic scheduling cycle times.

IT staff can monitor the system in the cloud and take prompt action if required.

About Intentsys:

Intentsys, short for Integrated Enterprise Systems, is passionate about bridging the space that connects Enterprise Systems, Components, Devices, Things, Machines and People. Intentsys strongly believes in the dawn of the Digital Enterprise. Eventually, companies of all sizes and industries will have to become Software-Driven Businesses to run successfully.



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Education

