

Asia's Leading private educational institution that offers Certificates, Diplomas, Bachelor's and Master's degree programs

The Client is based in Singapore and has established international ties with prestigious universities from the US, UK and Australia. They provide students an enjoyable learning experience with campuses that come equipped with World-Class facilities for a multi-national student community.

They host over 13,000 students from over 50 nationalities with their slate of certificate, diploma, degree and short courses.



Key Challenges



Human Capital/Talent/HR

The rapid inflow of students required a dedicated team to manage all their back-office processes involved through lifecycle of student in institute (admission to graduation)



Process

Timely completion of activities

Inaccurate data capturing

Unavailability of Reporting & Analytical tool

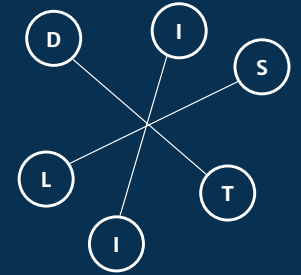
High cost & Inability to scale

Student Management – Attendance, Admission, Marks Input, Invoicing etc.,

Lecturer / Invigilator – Contract Management

Placement Management

The Pierian Edge



Team Pierian partnered very closely with client to deliver the following:

- Built a dedicated Business services team in India with the required domain specific skills in a short period of time.
- Optimized Business processes along with relevant tools and technology intervention, leading to accurate & timely completion of activities.
- Adequate controls and review mechanism
- Setup centralized communication desk for enhanced student management
- Introduced Mobile first solution to manage end-to-end strategy & services in an interactive and easy to use interface
- Implemented and published insightful dashboards to help provide data intelligence

From a humble beginning of 5 resources, today we partner the client with a dedicated team of 25 resources, delivering various processes.

Key Outcomes	Areas of Impact
<p>Process Streamlining, Improved quality and Timeliness</p> <p>Pierian’s consulting team engaged with the client’s process owners to assess the overall AS IS process flow, gaps in the process and the impact it was having on the service delivery. Our team then remodelled and deployed an effective TO BE process for activities like student admission, attendance management, contract management, invigilator management, student invoicing, reporting and placement.</p>	<p>PROCESS STANDARDIZATION AUTOMATION TRAINED TALENT POOL</p>
<p>Profitability and Scalability</p> <p>Pierian’s Business services team deployed efficient & standardized processes to achieve a high level of quality & improved productivity, thereby drastically reducing client’s time on managing these processes. Consequently, helped them focus on critical business operations.</p>	<p>PROFITABILITY ENHANCED CLIENT’S MANAGEMENT BANDWIDTH</p>

Overall Business Impact

Our Business services team partnered with the client to identify avenues for process standardization, improvements & automation. This not only resulted in reducing their cost and optimizing their processes but also helped achieve a high level of operational excellence.

About us

Since its inception in 2002, Pierian has moved from strength to strength, building newer capabilities powered by its unique DISTIL Approach. Today, Pierian stands tall as the knowledge-centric consulting and solutioning partner.

Over the years, our dynamic team has worked with some of the Fortune 500 Companies and innovative start-ups in the wide areas of its expertise, spanning diverse industry verticals. We support our clients in working smarter and achieving accelerated growth through process transformation, digital technology enablement, and analytics-driven business insights.

Information about how Pierian collects and uses personal data can be provided by our executives. For more information about our organization, please visit our website.

www.pierianservices.com | info@pierianservices.com

