



# ATTAIN AN INTEGRATED SCHOOL MANAGEMENT SYSTEM USING **SALESFORCE COMMUNITY CLOUD & VLE**

*A leading international institution in the UK is seeing an increase in student enrollment. This can very well be attributed to the integration of critical applications like SIS and VLE that Suyati has facilitated for them to achieve smooth functioning of the entire process.*

## Client

Working collaboratively in over 70 countries, our client is a UK-based medical institution dedicated to research and teaching of tropical medicine.

## Background

The Education sector has seen significant transformation in the last decade. The challenges of high cost, limited reach and quality have been overcome by embracing the Cloud. Taking it a step further, Cloud is now used for more critical applications in helping the education sector to be more collaborative and innovative with unique resources readily available to all students.

A year back, the client approached us to implement the latest CRM solution and develop a holistic support system to ease their processes like student registration, keeping record of all their staff and students, information on the course modules students have completed and opted for, and the payment record.

## The Task

- Automate report generation process
- Organize and structure courses
- Abandon conventional practices
- Ease the registration process for the applicants
- Integrate SIS and VLE

## Workflow

Increasing competition in the field of education, compels all institutes to have an excellent CRM solution in place, to manage relationships across the entire student lifecycle and to retain students more effectively.

- The student application portal is developed using Salesforce in Community Cloud. The language used for building business logics is Apex. Apex is based on familiar Java idioms, interpreted, executed, and controlled entirely by the Force.com platform. It is integrated, automatically upgradeable, simple to use, easy to test and designed to thread together multiple query and DML statements into a single unit of work.
- SIS (Student Information System): Contact information of staff and students, course management, syllabus addition, are all maintained here.  
Once the payment is done, and the student gets enrolled in a program, he gets access to be a member of VLE.
- VLE (Virtual Learning Environment): the right course material is assigned to respective students as per the course they have chosen.
- Our role is facilitating two-way integration between SIS and VLE for efficient and effective data management.

## Engagement model

The nature of the project was Time and Material (T&M) model. As it is a long-term project, this model works well for both parties, as the client needs to pay for just the time and resources used.

The process began with Suyati delivering the solution as per the client's request. We had a five member team, comprising of skilled staff (a BA, PM, Tech Lead, Developer and a Tester). But gradually the client is now demanding for a DGT model.

The communication is carried out using Slack/Skype and the process used is Agile methodology, with weekly meetings and daily stand-ups.

## Solution

With the registration process now organized, the number of forms that each student is required to fill varies, depending upon the courses and their duration, or if they have previously enrolled has been reduced in number, more number of enrollments were seen.

We developed an app called Humanitarian project, using Lightning App builder, the latest feature from Salesforce for creating single pages faster. This app is used by members to search for other listed members or staff with specific skillsets. The UI design template is developed using Visualforce. Together, Lightning App Builder and Visualforce can create modern and beautiful apps.

## Highlight

Every year, a report needs to be send out to the Higher Education Statistics Agency (HESA) on the number of students enrolled for each course. This report generation used to be manually prepared taking 2-3 months, but now this can be done in a click. Implementing this service for the client has been the highlight among all our services rendered to them.

## Way forward

As the client is pleased with our services, if required, using Salesforce technology we can provide ERP integration as the next step.

## The Challenge

Synchronization is a fundamental element of software development and to properly implement sync can be challenging, especially when multiple vendors are working on the same project but we are continuously working towards delivering perfection.



## About Suyati

Suyati is a fast-growing, digital transformation solutions company that helps you rebuild your customer experience for the digital consumer. We collaborate with businesses to strategize and implement impactful digital initiatives that position our clients ahead of the competition. We are digital-first and we focus on delivering digital transformation solutions that support your various engagement strategies. With our niche and rich expertise in a wide range of technologies and services- CMS, CRM, e-commerce, Cloud, IoT, Data Analytics, and Product Engineering- we help companies leverage their best on web/cloud/mobile platforms.

We enable you to create insights driven customer engagement across all touch points to build a unified marketing approach. Our custom technology solutions have been deployed successfully in companies across the globe, especially in the US, UK, Europe and Australia.



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