

## **Educational Services Provider**

Customized ERP and CRM solution

### **Client situation**

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 its own application matching its every need. The application was desired to be on cloud.

### **Key services offered**

- Understood the requirements in depth
- Delivered a cloud supported application to manage day to day operations and the coaching centers
- Social integration with Facebook, google+
- Defined user level access to support various roles

### **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, centre manager or administrator
- Flexibility in architecture to support integration with online test prep engine
- The application gained quick acceptance for its ease of use and ability to provide desired functionality

- We are already developing another module - the test prep engine to generate on the spot adaptive tests
- We have been asked to develop the mobile platform