



The client problem:

A new CEO and senior management team – requiring effective KPI management to enable proactive decision support and effective PMR

Being held back by an aging non-integrated set of disparate business systems - resulting in lack of robust and timely data

With unreliable ICT causing frequent downtime and loss of services and production

Resulting in a poor customer experience and inefficient back-office operations

Our solution (what we did):

Conducted an initial scoping phase and diagnostic to fully understand the client requirements and to establish the right systems strategy to underpin the business and college mission:

And to sign off on a costed programme of further works

Signed off on an investment plan to bring the ICT backbone and architecture up to scratch and enable it to host a new progressive business process layer;

And to deliver resilience and enhance client services

Soft test the learner management systems market to refine business requirements and spec

Manage the procurement and tendering process for a new system:

Including the 'beauty parade' to ensure management buy-in to any decisions made and to facilitate making the right provider selection

Work with the successful new supplier (Tribal Education) to secure best terms and best consultants (business partnership to make college a flag ship college)

Review and provide a 'Blueprint – end to end' business process (business process re-engineering of the whole learner journey) to remove siloed working and deliver the right processes into the new business systems architecture

Re-align pay (staffing restructure) to enable effective operations and ensure right non-pay is in place to enable successful implementation, including:

The creation of a new Business Intelligence (BI) team to deliver a new Blueprint supplied BI & Reporting strategy

Enable a change management environment to ensure project success (OD, comms strategy, project framework and toolset)

Outcome:

The delivery of a fully integrated 'end to end' learner management system that was cost neutral over a 3-year period*

Running joined up dynamic business processes with built in business rules enabling timely 'right first time' data

Reducing back-office overheads to enabling the business to reinvest in frontend services

Securing business continuity and reducing risk using industry standard tools and technologies and the provision of off-the-shelf and fit for purpose fully documented business systems

An effective production database feeding a corporate dashboard and a suite of dynamic operational performance reports - enabling upfront proactive decision