

**PS-EdTech
Consulting**

**Client:
Global University
Systems**

**Date:
April – July 2020**

**Project:
Advisory Work for
Student Information
System
Procurement**

Client overview: Arden University, Global University Systems

- UK career based online and blended University seeking to procure a Student Information System to achieve the following objectives:
- Replace an in-house developed legacy system to improve compliance with statutory reporting requirements.
- Remove the risk of failing current systems and provide timely, accurate, reportable data.
- Build resilience for growth and enable effective revenue recognition.
- Leverage new SIS functionality, integration with Moodle VLE and the Group CRM system to enhance blended provision, support improvements in service quality, strengthen student recruitment, staff engagement and student experience, to impact engagement, retention and outcomes.

Consultancy assignment brief

- Using an established HE framework, ensure that the University secures an offer to supply a SIS that falls within budget, has commercially viable terms and a mechanism that minimises risk of non-delivery and / or budget overrun.
- Support the University in their negotiations to secure acceptable commercial terms that enable them to demonstrate best value over the lifetime of the contract.
- Obtain clear evidence of the capabilities of the proposed system and implementation plans to ensure that the solution can fully meet or exceed user requirements and all the University's current and future evolving business requirements.

Consultancy outcomes

1. Secured 18% (£600k) reduction in the 5-year cost of ownership from initial 'rate card' pricing.
2. Captured focused stakeholder and user requirements mapped to module functionality and required system outputs.
3. Obtained detailed reference site feedback highlighting lessons learnt, internal investment requirements for successful implementation and roll-out, including institution resourcing, skills and knowledge development requirements so full cost of ownership can be properly modelled.
4. Implementation and roll-out plan built around clear acceptance testing to limit the risk of non-delivery or delays.
5. Training delivery model to up-skill the internal development team, support streamlined onboarding of new users to ensure staff keep abreast of new functionality when released.
6. Established clear project success criteria that reflect broad benefit realisation and service transformation.