

# EDU - Management System

GEMS

INTERNATIONAL SCHOOL



## Overview

GEMS Education is the world’s largest global advisory and educational management firm that has a huge network of schools around the globe. Founded by Sunny Varkey, GEMS have always strived to provide uniform and world-class education for every school around the globe. To maintain such high standards, they required something more than the already existing CRMs in the market; a suite that will stop multiple software integrations and provide everything together in one single package.



## Business Challenges

GEMS institution wanted to revamp the existing educational CRM to include the following features

### Admission process

Overcoming challenges where they could not create dynamic business stage and fees structure during admission process for different grades across an academic year.

### Static workflow

The workflow definition was static and could not be altered according to various user roles and work processes.

### Load Balancing

Overcoming difficulties when multiple users tried to access the system at the same time leading to frequent system downtime.

### Bridging Gap between Management and Parents

Parents could not keep track of their wards progress/performance and did not have any medium for communication with the management.

### Admin efforts and workload

Most challenging/complex part was to create the master configuration, manage student applications and creating the timetable for an academic year.

## Solutions Approach

The Pappaya Ed team made a detailed assessment of the business requirements and examined various options and came up with a CRM model that could customize to their requirements. The processes were prioritized based on user needs, benefits and technical complexity. Based on the requirements and industry standards Pappaya Ed designed an agreed solution that made it more flexible and easier the interaction between institutions, students and teachers.

