

# Client Experience

## Ryan International

# Many Schools – One Campus @ Ryan International

### The Business

**Profile:** One of India's largest education institutes

**Product range:** Predominantly International schools

**Operations:** 110 schools

### Situation

#### Business issues

- **Aim:** To grow into thousand campuses, both physical and virtual
- **Lifestyle demands:** Parents need to be attuned to their wards' learning progress, despite being busy
- **Approach of Administration:** Student wellbeing is the utmost responsibility

#### IT roots

- Each new campus meant more administration backlog at main office
- IT focused only on inward administration (like fees tracking); but not IT-enabled education
- Student supervision was manual through registers and report cards

### The IT as a Service way

#### Many schools – one IT campus

Traditional education had many campuses for the same school. Ryan International had different vision – they knew that with IT, campuses would eventually be one, no matter how many schools they run. Therefore the focus was to centralize the administration.

Accordingly, a new back-office was setup on our Campus Management Solution. This in turn, helped not only in quickly

rolling out new academic and fees collection schedules, but also in tracking absenteeism and late fees issues. Maintaining books of accounts also became trouble free with our solution provided.

#### Including Parents into the extended campus

The true goal of IT was to improve quality of education, in a way that would preserve the brand despite expanding the scale. In schools, bringing working parents closer to campus was a challenge. However, Ryan International tackled this challenge with a different approach.

The student's 3600 view gives a snapshot of every facet of a student's history with the institution.

#### Virtual campus, physical schools

Ryan International did not intend to offer a fully online education to students, since schooling is a competency learnt by being closer to students. It was in search of a solution which could enable a fine mix of offline and online teaching. Hence, the virtual campus plan started with provocative question – can online classrooms have physical blackboards?

A few of the virtual campus facilities provided in the Campus Management Solution are being tried experimentally to see how they gel with the current method of teaching. Virtual classrooms, student blogging and wikis are positive trends in education.

However, their viability needs to be checked to see if they complement with the offline teaching methods without affecting the learning process. IT as a Service model helped in incremental deployment of virtual facilities, and included new practices with student reaction.

### To summarize

- One IT campus for many schools simplified administration
- Digitize student performance management
- Parents brought closer to campus through online interaction
- New forms of virtual education under continuous experiment

### Relevant part of the software

#### Campus management system

- Admissions
- Fees tracking
- Curriculum management
- Student performance management

#### Document Management System

#### Professional Virtual Community

#### CRM

#### Finance & Accounting

*Bottom line: IT driven education and administration*

*"By implementing iON solutions we are able to put our administrative processes in a box, enabling us to replicate them easily and efficiently. This has helped us in removing variations, creating standards and benchmarks."*

**Ryan Pinto**  
Chief Executive Officer,  
Ryan International Group of Institutes



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