

Business Case – Training Programs

Client's Background

Customer is a community college which conducts workforce training programs for different category of citizens for lifelong learning opportunities to enhance the economic growth and quality of life on Northeast Ohio.

Client's Challenge

Customer designs and conducts the different programs where each program is designed to develop specific skill set. There are different batches under each program. Customer has to maintain the applications of candidates and allocate them to appropriate batch after identifying the suitable program for applicant. Customer has to maintain the candidates course completion details and customer performs the periodical job posting verification of candidate.

Customer was using the printed forms to capture and store the candidate, program, course , enrollment and verification details.

Based on the above information customer was facing following challenges.

- 1) Quick and easy data access anywhere to customer so that details related to current running programs, scheduled programs are available to users at any level at point of time.
- 2) Secured access to data customer users based on program manager and higher authorities.
- 3) Identification of right program for candidates based on historical records.
- 4) Managing the wait list for each program. Customer was maintaining the waitlist on excel file and then customer has to send the email notification to candidate manually at the time of enrollment.
- 5) Determining the success rate of each program based on job verification details (after the completion of program). As customer was using printed forms to store all of this information, it was taking lot of time to consolidate this information.
- 6) Improving the productivity and responsiveness of the organization staff.

The Our Value

We performed the analysis of the current system to identify the problem areas, scope of the functional area. Based on these facts We proposed the MS Dynamics XRM as the platform for the core system.

MS Dynamics XRM is a robust, highly extensible Microsoft product which offers lot of out of box features to design and deliver customized solution.

We have a four years of experience on designing and customizing solutions on top of MS Dynamics XRM. We have a pool of resources which can deliver cutting edge solution on top of MS Dynamics XRM platform.

We addressed following pain areas for the customer.

- 1) The new system enabled the organization staff to view the current status of active programs, scheduled programs at any point of time from a central repository using a modern web browser from any location where a high speed internet connection and a computer is available.
- 2) Security model implemented made sure that only relevant data is accessible to each program owner and respective authorities. Security model can be configured as and when needed.
- 3) Based on the current qualification, past employment details, aspiration of candidate and comparing that with historical data of other candidates, system can suggest the applicable program for the candidate.
- 4) The new system provides the feature to create and maintain waitlist for different programs. This waitlist is visible to every organization staff which helps making right decision. A capacity can be defined for each waitlist and candidates can be pushed in and pulled out from the waitlist. When the

candidate is allocated to the particular program, he/she is pulled out from the waitlist and system configured email is sent to the candidate.

- 5) System provides the reports related to success of each program based on the information captured in the system. Customer does not have to consolidate the data to prepare this report. System provides the trend analysis for each program which performs as action pointer in case of trend is down word.
- 6) As now centralized system is in place and access to data can be given based on requirement, the overall process of decision making and closing the activity is improved. As the staff can easily lookup the data into the system rather than finding the paper documents or requesting documents from different authorities, the productivity and responsiveness of the staff is improved.