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MUTORORO TEC ACADEMY CASE STUDY

BRIEF DESCRIPTION

How Mutororo TEC Academy used Zoho One as a ERP to streamline the education process and parent experience for enhanced efficiency and effectiveness within the organization.

OVERVIEW

In the the education industry, ERPs are not usually optimized with the client experience in mind. Also, the learner journey as well as the complexities around managing learning facilities and respective programs in the education lifecycle.

Zoho One (with a custom EMS app on Zoho Creator) was able to help TEC Academy in staff management across all regions, manage teacher lesson plans, leave management, performance management, and learning management.

Zoho Recruit made their recruiting process seamless, transparent and fast.

The importance of having an ERP that acts as a force multiplier in the workplace as well as a productivity lever giving TEC Academy a competitive edge in the geo in which it operates.

EXECUTIVE SUMMARY

Mutororo TEC Academy is located in Thika, next to the YMCA .

Mutororo TEC Academy is a primary school that caters to students all the way from day care to upper classes. It is a top performing school in Thika Municipality and continues to be a beacon of high performance coupled with a personal touch. It has recently adopted a plan to deploy a STEM program for students and felt that digitizing the parent student experience would be key to enriching the STEM program from a first-principles perspective.

Mutororo TEC Academy is a school that has been in business for close to 25 years. It is a premier provider of education services in Thika with a rich history of high performance and a dedication to producing all round students, which takes pride in using technology and innovation to make work easier and learners' lives better. Their new technology infrastructure lends credence to that credo and acts as a main selling point for the value they drive to their clients (the parents) as they walk their children through the STEM programs.

Clients' Quote " We welcome parents to a new age of learning"

PROBLEM STATEMENT AND KEY CHALLENGES

Previously, TEC had a multi-platform environment. They used different platforms for different functions. We experienced the following challenges;-

- **Compatibility Issues:** Software Incompatibility: Different platforms had varied software requirements and versions, leading to compatibility issues.
- **Data Format Inconsistencies:** Data formats differed between platforms, making it challenging to share and process information seamlessly.
- **Workflow Disruptions:** Inconsistent workflows emerged when employees switched between platforms, affecting productivity and efficiency.
- **Cost of Maintenance:** Higher Maintenance Costs.
- **Training Expenses:** Training employees to use multiple platforms was time-consuming and costly.

“We kept throwing good money after bad in an attempt to stay relevant”

EVALUATON OF THE PROBLEM

- Their employees requested for a platform where they will be able to monitor their HR Experience.
- They had a challenge in managing their learner platforms.
- The HR department needed a platform where they can track each employees performance, leave applications, and attendance in one platform.
- The logistics manager had a tough time controlling the drivers shifts which sometimes led to student delays on the school bus.
- A system that would integrate and enable clear follow-up on student performance.
- Conducting trainings for the employees was expensive hence needed a system that has ready trainings/courses for the employees that could be made available on the Trainer Central platform.

“The parent experience in education is the key differentiator as it allows the most engaged to interact with the most involved”

PROPOSED SOLUTIONS

Zoho One:

- **Attendance management:** Through the Zoho People kiosk, the management was able to monitor attendance by having the employees' check-in/check-out from anywhere.
- **Leave management:** through leave tracker, both employees and the HRM will be able to monitor leave balances and approvals.
- **Driver Management:** through Roster Management, the different drivers were able to receive information on their routes, shifts and vehicle maintenance schedules.
- **Performance Management:** through the Education Management System (EMS), parents were able to follow up on their children(s) performance through test scores platform and from their subject teachers.
- **Intracom System:** through Cliq, teachers were able to create a cohesive and centralized communication platform for professional purposes and keep track of historical conversations.
- **File Management:** Documentation is critical in education. This comprises documents including contracts, disciplinary cases, and academic certificates.

Zoho Creator (EMS);

- **Parent Module:** Allows parents to have a portal where they can log in to interface with the student performance and details
- **Student Module:** provides the student with a self-service platform that can engage the student on work items and communication.
- **Academics Module:** Allows the addition of grades per student as well as the allocation of subjects and faculties to the relevant student. Contains an announcement module.
- **Timetable Module:** Contains the class and grade timing sets.

IMPLEMENTATION

Implementation of Zoho One and customization of the EMS took Mediacent approximately 4 months, we have seen a performance uptick of 15% in student performance as well as a 23% reduction in communication time. A key metric is the 45% improvement in revenue collection coming from a combination in Zoho Books and Zoho CRM.

RESULT

The ability of Zoho One to host different apps like email and calendar and meeting makes teaching easier. That we can also record test evaluations directly to the EMS therefore increasing productivity. Integrating with workdrive has helped us store and manage learner documents for easier access and file management. Cliq has been a major and quick communication tool. We love that the apps can be downloaded on mobile phones that allowing us to respond to issues promptly.

“As Mutororo TEC Academy, having Zoho has been a game changer and a leg up in the industry we operate in”



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CTA: **“Welcome to TEC Academy**
Enroll today”