Short Title of Story
Subtitle

COMPANY OVERVIEW

inlingua School of Languages was established in 1972 in Singapore and is also an integral part of inlingua School network. inlingua with over 300 language centers in 37 countries across the globe, is one of the world's leading language training organizations.

In the country they offer language training in more than 13 languages and are one of the best-known private educational institute.

CHALLENGE

- A more intuitive and productive process to replace the existing manual application process
- Direct access to support and more opportunities for engagement pre and post enrolment process.
- Greater visibility to parents on their child's performance
- Lack of access to up-to-date content, course and program information
- Providing access to updated content, course and program information at all times.
- Streamlining of processes for optimal utilization of the resources.
- Provisions to decline student enrolments
- Increased Competition due to technology
- Compliance Requirements (Govt. or Principals)

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SOLUTION

- Account Profiling – A complete view of Enquiries, Students, Teachers, Vendors & Corporate Clients management
- Course and Enrolment Management (Language Course, Enrolment & Fee module)
- Class & Sessions Management with Attendance Tracking (Class Room, Session, Teacher & Student Attendance, Assessment, Student Pass etc.)
- Leave & Payment Tracking (Teacher Leave and Teacher Pay-out mechanism)
- Document Generation (List of various documents can be generated from within SF and can either be downloaded, printed, attached or be emailed directly from Salesforce)
- Smart Analytics (Real time analytics across all modules for higher visibility and better decision making)
- System Integration (Integration with Web Forms to capture real time enquiries and enrollments via web)

VALUE/RESULTS

- Ready to use. No software installation.
- Easy to use by any non-technical users.
- Predictable costs. Subscription based per user fee
- Multi-tenancy model resulting in reasonable cost on unmatched infrastructure
- Highly Secured and confidential
- Zero addition in infrastructure.
- Hassle-free upgrades at no-cost

More Detailed Info and Quantitative Results

Color Commentary and Notes About Details of Solution or Implementation

NOTES

- A calendar view of all teachers and their teaching slots, rooms and other resources was developed in the User Interface. The interface brought much need simplicity and clarity to the process of scheduling classes while avoiding all the overlapping conflicts at the same time.
- The interface comes with the ability to schedule classes by simply selecting the teacher and the room, with the help of various built in validations to avoid conflicts entire scheduling process was made fully automated
- Interfaces like Assessment update, Student Attendance update, Class Continuation were really helpful in simplifying the process and in turn increase the efficiency of the resources and the accuracy of the data
- Teachers leave application and approval process was made simpler and efficient with ability to reassign their scheduled session during the leave duration
- Information contained in the reports required simplicity, a provision was built which allowed them to be filtered on the basis of dates
- Branded Documents are in use by the various departments and teams across organization to fetch Invoices with various Lines Items, which are then used to generate student contract extracting data from various objects. Users are also allowed to extract these documents, to facilitate that various delivery options like send attachment via email, attachment against the selected record, download in local machine or generate a print are provided.

QUANTITATIVE RESULTS IF AVAILABLE

Success Metrics	Category	Low	Average	High	Description
Service and Support	Students/Clients Retention Increase (%)	10	34	50	Increase in Students/Clients retained
	Cross-Sell/Up-Sell Revenue Increase (%)	10	27	40	Increase in revenues from service cross-sell and up-sell various Courses.
	Faster objection Handling Time (%)	15	40	60	Decrease in amount of time taken to handle an Objections/information.
	Faster New Admin Ramp-Up Time (%)	10	34	50	Decrease in the time to onboard a new Admin
	Service/Support Cost Reduction (%)	10	38	50	Decrease in overall costs of service/support
	Students/Clients Satisfaction Increase (%)	15	38	50	Increase in overall Students/Clients satisfaction rate.

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Additional Information Required

MORE DETAILS	
Overview of ISV Partner and Solutions/Apps Provided *(Who are you and what do you do?)*	*TechMatrix Consulting Pte Ltd is leading Gold-level Salesforce consulting partner with offices in Singapore, Australia & India* *We have Multi-cloud Salesforce expertise covering Sales Cloud, Service Cloud, App Cloud, Communities & Pardot enabling us to offer complete, comprehensive CRM solutions.*
What is the solution/app provided to this customer?	*Customer was offered detailed comprehensive solution which primarily covers all operations and finance process.*
Competitors engaged in sales cycle:	*N/A*
Previous technology replaced by solution:	*Client had Sql database with a traditional in-house application with limited option of scalability, the interface was counterintuitive*
Salesforce products deployed:	*CRM Dashboards*
Core Salesforce product features:	*Scalable to manage A-Z business processes, cloud application, real-time data visibility etc.*
3rd Party products in solution:	*Drawloop/Nintex for Document generation*

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All Rooms Daily Calendar View

Slot	Session	Course / ID	Time	Instructor
2	S # 8	MY-PT-E1M1-30480	14:00-16:00	Asiah.H
3	Unit # 5	EN-I1A-31286	09:00-11:00	May Ling.Q
3	Unit # 6	EN-I1A-31286	11:00-13:00	Sona.K
3	Unit # 15	CN-E2A-31936	14:00-16:00	Mei.Y
3	Unit # 16	CN-E2A-31936	16:00-18:00	Yuntao.Z
8	S # 1	EN-CO-E1M1-32131	09:00-13:00	Chris.D
8	S # 2	EN-CO-E1M1-32131	14:00-17:00	Jessica Siok Wee.G
9	S # 1	EN-CO-E1M1-32131	09:00-13:00	Chris.D
9	S # 2	EN-CO-E1M1-32131	14:00-17:00	Jessica Siok Wee.G
10	S # 9	KR-PT-E3M1-31935	11:00-13:00	Im Jeng.K
10	S # 3	Bernice T. FR 1:1-32165	14:00-16:00	Annick.C
10	S # 2	Helen TH FL 1:1-32170	16:00-18:00	Rasa.S
11	S # 5	Zina CN 1:1-30442	11:30-12:30	Yuntao.Z
11		Midori UCHIYAMA-20669	14:00-16:00	Gloria.C
12	Unit # 5	EN-E3A-31285	09:00-11:00	Sona.K
13	S # 3	Yohtaro N. EN 1:1-32172	09:00-13:00	Jessica Siok Wee.G
14	Unit # 6	EN-E3A-31285	11:00-13:00	May Ling.Q
16	Unit # 15	EN-A1A-20669	09:00-11:00	Michele.P
17	Unit # 16	EN-A1A-20669	11:00-13:00	Gloria.C
16	Unit # 15	CN-I4A-22837	14:00-16:00	Liming.C
16	Unit # 16	CN-I4A-22837	16:00-18:00	Mei.Y
18	Unit # 5	EN-I3A-31287	09:00-11:00	Chloe.D
18	Unit # 6	EN-I3A-31287	11:00-13:00	Michele.P
19	Unit # 15	EN-E1A-32158	09:00-11:00	Gloria.C
20	Unit # 16	EN-E1A-32158	11:00-13:00	Chloe.D
19	Unit # 5	CN-E4A-30460	14:00-16:00	Yuntao.Z
19	Unit # 6	CN-E4A-30460	16:00-18:00	Liming.C
22	S # 8	Zina JP 1:1-30443	12:30-13:30	Fumi.S
23	S # 3	Sophana 2 CN 1:1-32141	11:00-13:00	Liming.C

Slots header: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23

Time rows: 8:00, 8:30, 9:00, 9:30, 10:00, 10:30, 11:00, 11:30, 12:00, 12:30, 13:00, 13:30, 14:00, 14:30, 15:00, 15:30, 16:00, 16:30, 17:00, 17:30

Teacher & Room (Weekly Calendar View)

Slots	Mon 27/3/2017	Tue 28/3/2017	Wed 29/3/2017	Thu 30/3/2017	Fri 31/3/2017	Sat 1/4/2017	Sun 2/4/2017
8:00							
8:30							
9:00							
9:30	Unit # 1 EN-I1A-31286 09:00 - 11:00 May Ling QUEK	Unit # 3 EN-I1A-31286 09:00 - 11:00 May Ling QUEK	Unit # 5 EN-I1A-31286 09:00 - 11:00 May Ling QUEK	Unit # 7 EN-I1A-31286 09:00 - 11:00 May Ling QUEK	Unit # 9 EN-I1A-31286 09:00 - 11:00 May Ling QUEK	Session # 5 CN-PT-E1M1-30467 09:00 - 11:00 Yingmei XUE	
10:00							
10:30							
11:00							
11:30	Unit # 2 EN-I1A-31286 11:00 - 13:00 Sona KIM	Unit # 4 EN-I1A-31286 11:00 - 13:00 Sona KIM	Unit # 6 EN-I1A-31286 11:00 - 13:00 Sona KIM	Unit # 8 EN-I1A-31286 11:00 - 13:00 Sona KIM	Unit # 10 EN-I1A-31286 11:00 - 13:00 Sona KIM	Session # 10 CN-PT-I3M3-30502 11:00 - 13:00 Zhang Wan Wendy	
12:00							
12:30							
13:00							
13:30						Session # 9 CN-PT-E1M1-29993 13:00 - 15:00 KeQin LIU - YEAR SAI	
14:00							
14:30	Unit # 11 CN-E2A-31936 14:00 - 16:00 Yingmei XUE	Unit # 13 CN-E2A-31936 14:00 - 16:00 Yingmei XUE	Unit # 15 CN-E2A-31936 14:00 - 16:00 Mei Yuan	Unit # 17 CN-E2A-31936 14:00 - 16:00 Mei Yuan	Unit # 19 CN-E2A-31936 14:00 - 16:00 Mei Yuan		
15:00							
15:30							
16:00							
16:30	Unit # 12 CN-E2A-31936 16:00 - 18:00 Yingmei XUE	Unit # 14 CN-E2A-31936 16:00 - 18:00 Yuntao ZHOU	Unit # 16 CN-E2A-31936 16:00 - 18:00 Yuntao ZHOU	Unit # 18 CN-E2A-31936 16:00 - 18:00 Yuntao ZHOU	Unit # 20 CN-E2A-31936 16:00 - 18:00 Yuntao ZHOU		
17:00							
17:30							

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Session Scheduling and Assessment Interface

Schedule Sessions

Save   Cancel

Language   : English
Course Type : Full-time
Sub Type   : Maxi
Level   : Elementary 1A

Sessions From 09:00 To 11:00

Unit #	Day	Start Date/Time	End Date/Time	Level	Teacher
11	Mon	4/1/2016 09:00 AM	4/1/2016 11:00 AM	E1A	Brooks Murray GOOD 🔍
13	Tue	5/1/2016 09:00 AM	5/1/2016 11:00 AM	E1A	Brooks Murray GOOD 🔍
15	Wed	6/1/2016 09:00 AM	6/1/2016 11:00 AM	E1A	Brooks Murray GOOD 🔍
		7/1/2016 09:00 AM	7/1/2016 11:00 AM	E1A	Brooks Murray GOOD 🔍
		8/1/2016 09:00 AM	8/1/2016 11:00 AM	E1A	Brooks Murray GOOD 🔍
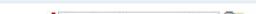
Assessment Score/Grade

Class ID :   11464
Language :   English
Level :   Elementary 1A 🔍
Module :

Select Assessment Date

Assessment Date
[29/03/2017 11:10]

Fill in score details

Student	Speaking %	Writing %	Listening %	Reading %	Attendance	Base Hours	Punctuality	Homework	Participation	Progress	Comments
Yuki OTAKA						50	--	--	--	--	
Evelyn CHEN						50	--	--	--	--	
Edward CHEN						50	--	--	--	--	
Tanyathip CIFTELER						50	--	--	--	--	
Anastasia BOIARKINA						50	--	--	--	--	
Papikul TANAWATTANAKORN						50	--	--	--	--	
Lidiia GLUSHKOVA						50	--	--	--	--	
Reign Calvin MAGDARAOG						50	--	--	--	--	
Irina CHERNYSHOVA						50	--	--	--	--	
Margarita BRIUKOVA						50	--	--	--	--	

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Sharing Guidelines

We will not contact the customer without reaching out to you first.

SHARING USE CASE/SCENARIO:	
Can salesforce.com AEs share this story and overview slide in sales settings?	Y
Can salesforce.com AEs mention the customer name in sales settings?	Y
Is this customer willing to act as a reference customer for prospects?	Y
Would the customer be willing to speak at Dreamforce or other events?	Y

PARTNER INFORMATION	
Name of reference approver:	**[*Partner* info here, please, not customer]**
Title of reference approver:	
Email of reference approver:	

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