

AVERA.WORKFLOW™

Case study:

Language Institute
Calgary, Alberta, Canada



Challenges

- ▶ **Redundant manual capture of client's information**
- ▶ **Time-consuming and inconsistent processing of class registrations**
- ▶ **Inefficient scheduling of tests and exams**
- ▶ **Missing online payment capability**
- ▶ **Missing structured archive for students' files**
- ▶ **Redundant address book and calendar data**

Solution

AVERA.Workflow™ is an easy-to-use, web-based task management software solution for streamlining and standardizing day-to-day operations. In addition, it offers a comprehensive document management and archiving solution.

In combination with a calendar server, **AVERA.Workflow™** makes efficient use of the institute's resources by standardizing and automating time-consuming repetitive tasks, while directly involving the client into scheduling of his/her exams.

AVERA.Workflow™ integrates with **Alisoft Class Management System** as well as the **PMB Library System** and offers **online payment** integration with major Canadian financial institutions.

Benefits

- **Streamlined electronic capture of client information:** "Intelligent Adobe PDF forms", i.e. PDF forms that can automatically retrieve current class information, calculate fees based on current fee structure and applicable discounts, significantly enhancing the user experience when filling out the registration form.
- **Efficient processing of online class registrations:** All tasks related to the students' registrations for class are automatically generated and monitored by **AVERA.Workflow™**. The institute's staff simply logs-on to a secure web portal and accesses the user specific task list, while students will automatically receive instructions for the next step via e-mail that links back to a secure website.
- **Automated interaction with external organizations:** Online written assessments completed through an external website are automatically routed back into the workflow and matched with a pre-existing online course registration.
- **Client involvement and accurate timing:** Once the written assessment has been reviewed, the system automatically sends out a request to the student to schedule a required oral exam. Available time slots are automatically generated based on a calendar held in a calendar server.
- **Online payments:** **AVERA.Workflow™** easily integrates with existing online payment solutions as just one additional step in the workflow.
- **Workload balancing:** **AVERA.Workflow™** automatically balances the workload among staff by assigning tasks based on group membership, current workload and capacity. However, at any given time, team leaders can override the automated mechanisms and manually re-assign tasks.
- **Quality assurance and timers:** Using **AVERA.Workflow™** for task management helps to ensure that all required steps are actually completed. Detailed instructions are available for each task in the process, leaving no room for misunderstanding. Tasks can include an automated timer, which automatically escalates the task to a higher level, in case a specific task has not been completed within a given time frame.
- **Document management and archive:** All related documents are automatically being archived into a secure Enterprise Document Management System.