The Management Development Institute of Singapore (MDIS), founded in 1956, is Singapore’s oldest not-for-profit professional institute for lifelong learning.

Its current student enrolment is more than 12,000, out of which about 3,500 are international students from over 55 countries. MDIS also offers quality management development seminars and services. The success of MDIS' graduates is attributed to the institute’s strong commitment to high quality standards of education. MDIS’ exemplary education and business excellence were further endorsed in July 2003 when MDIS became one of the first institutes to achieve the Singapore Quality Class award for Private Education Organisations (PEOs). In August 2005, MDIS received the CaseTrust Accreditation for PEOs.

The university had seen exponential growth due to its quality of education coupled with its proactive nature in addressing student and stakeholder needs. This resulted in the requirement for drastic business process reengineering to sustain and grow at the pace the institute had been experiencing throughout the last few years.

The management previously had seen a pressing need to further automate its university operations to sustain the growth it was experiencing and expecting in the future. In the past certain processes had been automated but not to the required levels. The legacy systems restricted the university in maintaining its high levels of efficiency amidst the year on year growth.

This resulted in the challenge offered by MDIS to not only implement a fully integrated Software solution encompassing all aspects of the universities operations, but also to work with the university to introduce best practices and assistance in the entire business reengineering process.

The proposed solution would have to be customizable to suit the changing requirement of the Institute, and scalable to cater to the unprecedented growth forecasted by MDIS.

After a comprehensive evaluation of a number of products and vendors, MDIS selected “VIDLO University Management System” a product of AKLO Information Technologies as their partner. The key decision making factors where the domain knowledge, software development skills portfolio and the flexibility offered by AKLO.

**SITUATION**

**VIDLO UNIVERSITY MANAGEMENT SYSTEM**

- **Student Services**
  - Marketing
  - Student Admin
  - Registration
  - International
  - Memberships
  - Career Planning
  - Library

- **VIDLO Portal**
  - Students
  - Lecturers
  - Staff

- **Learning Management System**
  - E-Learning
  - E-Library
  - E-Community
  - E-Counselling
  - Multimedia Lecture

- **Central Planning**
  - Examinations
  - Scheduling
  - Resource Booking

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**Enhancing the modern education experience**

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THE SOLUTION

The solution proposed by AKLO was a fully web based integrated software application supporting multiple campuses and various types of programmes ranging from British undergraduate degrees to E-learning Australian Masters programmes.

A three-tier architecture meant increased flexibility, scalability, ease of modifications, reduced implementation time-frame and database independence.

This solution was to mainly encompass the following areas:

- Central resource Planning and Operations
- Student Management Services
- Sales and Marketing Operations
- International Business Operations
- Examination and Grading Operations
- Member Services
- Accounting and Finance Operations
- Institutional effectiveness
- System Administration

Security was a critical factor to the client as the solution was internet enabled. A combination of password protection, SSL encryption, real-time auditing & external security products ensured the highest level of security of all information at all times.

BENEFITS

Integrated

A fully integrated solution means an efficiency increase to levels the university had not imagined possible. The time saved on duplication of data entry was utilized in serving students faster.

Resource efficiency greatly improved. Since the student registration, time table and resource planning was linked, resources such as labs, projection equipment, other AV equipment, test equipment, etc was utilized to the maximum. As an example, discussions were on going for the building of a new language laboratory estimated over 600,000 dollars. This was due to the complaints by students and staff that the lab was rarely available for the increasing number of classes conducted in language studies.

The new system once implemented identified that while the lab was overbooked during certain times it was not utilized at all other times. The auto time table generator scheduled class times in such a manner where the need for the new lab was eliminated saving the university a considerable amount of funds.

Web based

A web based system meant numerous advantages to all stakeholders. The IT department found maintenance and support call reducing and could attend to these calls from their own seat without worrying about client side applications.

Management could view reports and make approvals online from any location. Managing additional campus locations did not result in any issues.

Students mainly found, the access to information extremely useful since it was not only their exam results but all requests such as deferments course changes etc… could be made and tracked online. Students could track payment details, make complaints, validate student history, track progress, etc via the internet.

Strategic MIS

The systems facilitated a full fledged Management information system and decision support system. Information accuracy was 100%. With all the information centralized, Management finally witnessed a truly operational decision support system. This means that the decisions were made on real-time information, not presumptions.

The KPI monitor ensured management to have a clear understanding of actual performance verses the key performance indicators and objectives set by the company. This tool was further supplemented with the institutional effectiveness module to provide other additional performance indicators for stakeholders and shareholders.

The application’s inbuilt workflows further provided the institute in following & maintaining the specified best practices and guidelines set forth by the university.