



SIX SOUTH AFRICAN UNIVERSITIES PIVOT TO A CX-FOCUSED ENVIRONMENT

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Zadrik Welthagen, Executive Manager Technology Services - Education at Adapt IT, expands on the SA tertiary institutions that have implemented Adapt IT’s upgraded education ERP solution, which prioritises student experience and DevOps and the outcomes.

Adapt IT rolled out the upgraded ITS Integrator 4.1, Adapt IT Education’s comprehensive administrative Enterprise Resource Planning (ERP) solution at six South African tertiary institutions, positioning them to benefit from significantly enhanced student experience and future feature upgrades.

This move gives the six institutions ‘bleeding edge’ technology focused on ongoing enhancements and an improved student experience. ITS Integrator 3, Adapt IT’s trusted ERP solution, focused heavily on administration management. However, our research and focus groups indicated a need to prioritise the student experience. The new version 4.1 supports the goal of smart, secure campuses with full-suite student self-service.

The ITS Integrator 4.1 student self-help application registered 142,200 students against the 16,552 back office (walk-in students). This means that 89% of the students registered via the **INTERNET** at the following institutions: University of Johannesburg; Sefako Makgatho Health Sciences University; University of Venda; Namibia University of Science and Technology; Tshwane University of Technology and Sol Plaatje University.

“Key enhancements are the student-focused features”

The Oracle-based ITS Integrator provides a rich set of functionality to enable back-office and front-office operations and self-service functions across student management, finance management, HR and payroll, management information and facilities management. It supports third party system integration, mobile apps and statutory

reporting. ITS Integrator’s Student iEnabler (self-service) system module allows students direct access to their information through a user-friendly, web-based application that supports academic and residence applications and registration, electronic payment, information / service requests; viewing and printing of selected personal, financial and academic information. ITS Integrator’s Student Administration system handles the core function of record keeping of all student and academic information and includes modules for prospective student enquiries, applications and admissions, registration, study records and assessments, residence management and lecturing and examination timetabling.

Key enhancements are the student-focused features. Now, students can register, apply, communicate and receive their results via mobile – they only need to be on campus for their actual lectures. This enhanced student experience was particularly important for our customers.

The upgrade was rolled out late in 2018, ahead of the 2019 registrations. Noting the challenges that institutions face during the registration period, Adapt IT took a decision to set up a specialised and multi-skilled team dedicated to assisting these institutions during this peak period.

The six ITS Integrator 4.1 pioneers are now part of Adapt IT’s DevOps environment, giving them faster enhancements and a future-proof system.

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