



Leading University in South Africa: A Case Study in Academic and Administrative Transformation

A globally renowned institution, recognized for its multidisciplinary approach to education, with over 30,000 active students, having 15 faculties and multiple campuses, and more than 2,000 programs. This prestigious, research-driven South African university sought a sophisticated ERP/SIS solution to enhance both academic and administrative efficiency across various departments.

Challenges vs. Solutions by Academia



Challenges



Solutions by Academia

 Data Migration from a 30-Year-Old Legacy System	 Migration of student records and academic information from the legacy system. Records going back to the 1970s have been migrated to maintain student records.
 Lack of Access to Student Information	 Enhanced Access to Student Data: Real-time access to student data for faculty and administrators, improving decision-making.
 Challenges in Manual Admissions, Applications, and Adoption	 Improved Efficiency in Admissions and Applications: Streamlined the process, increasing application handling efficiency and adoption rates.
 Cumbersome Assessment and Examination Management	 Efficient Assessment Management: Streamlined the handling of assessments and examinations, improving accuracy and efficiency in managing large datasets.
 Handling Complex Module-Venue Mapping	 Automated Module-Venue Mapping: Academia optimized the mapping of modules to venues for better examination logistics.
 Intelligent Program Advancement	 Intelligent Program Advancement: Configuration of progression rules and automation of promotion status suggestions.
 Many Standalone and Siloed Systems	 Seamless System Integration: Integrated with multiple systems used by the university, including finance software, identity management software, learning management systems, facility management systems, data warehouse, etc.



Benefits Ensured for the Customer

Increased Operational Efficiency in Admissions

The new system successfully handled four intakes, with the number of applications rising each year—from 82,000+ in 2022 to an estimated 120,000+ by 2025. The system enables offer letters to be sent out within 4 hours of result release, and bulk admission processing has become significantly more efficient.

Enhanced Registration Process

With the adoption of the Student Portal-driven self-registration, 2025 saw a record 26,247 students completing their registration through the portal.

Streamlined Fee Management

Academia helped the university identify missing configurations in its fee structure, preventing potential revenue loss. Detailed reports before and after billing have enhanced financial oversight.

Efficient Financial Aid Distribution

Approximately 15,000 students received scholarships, and the system successfully processed around 70,000 payments via Intellimali, optimizing the financial aid process.

Improved Post-Graduate Management

The system has significantly improved the management of postgraduate data, including supervision details (18,000+), postdoctoral data (700+), and student thesis management (5,700+).

Better Thesis Management

The system's module allows for seamless uploading and management of final theses, streamlining the administrative processes related to post-graduate students.

Configurability and Customization

The system offers highly configurable features, including application forms, progression rules, and pass-out rules, tailored to meet the university's specific needs.



Academia Solution Highlights



Comprehensive and Integrated Platform

Academia's suite of 20+ live capabilities provides a unified system for managing various student lifecycle processes, marking a major upgrade from the outdated legacy system.



Mobile-Friendly and Multi-Lingual Applicant Portal

The university benefits from an accessible portal that accommodates diverse prospective students, enhancing their experience during the application process.



Automation and Efficiency

Automated processes such as offer letter generation, bulk processing, and self-registration through the student portal have vastly improved operational efficiency.



Proactive Support and Assistance

Academia provided extensive support with fee configuration, demonstrating a commitment to the university's success by preventing potential issues before they arose.



Continuous Improvement and Roadmap

Academia's defined solution roadmap ensures ongoing upgrades & new features with future enhancements focusing on AI, analytics, and a new student portal.





About Academia

Academia by Serosoft is a premier education management solution designed to empower educational institutions worldwide with a comprehensive suite of modules tailored for higher education. Renowned for its robust features, exceptional customer support, and scalability, Academia is the preferred choice for institutions looking to embark on a digital transformation.

Industry Recognition

Academia's prominence as a leader in the field is underscored by its inclusion in the Gartner Magic Quadrant and IDC MarketScape, further validating its position as a top-tier student information system (SIS).



Stanford Seed Company 2024

Selected to Stanford
Seed Program



Best Education ERP 2023

By BW BusinessWorld



BW 40 Under 40 Winner 2022

Leadership Award
Mr. Arpit Badjatya, CEO



India's Growth Champions

Economic Times
2020, 2021 & 2022



FT High-Growth Companies

Asia-Pacific 2020 & 2021



Deloitte Technology

Fast 50 India 2018
2019 Winner



EdTech Awards 2019

Finalist in Cool Tool
SIS Category



Technology Fast 500 Company

APAC 2018 & 2019 Winner

We are proud to work with:



18

Years in education
industry



2000+

Person years of
education experience



32

Countries - customer
presence



1M+

Learners & academics
benefited



400+

Customers served
globally



4

Continents -
customer presence