



Big Academy, Riyadh (KSA)

Big Academy is a global higher-education service provider headquartered in Dubai, UAE, with a presence across 14+ campuses. It offers pathway programs — including diplomas, bachelor's, and master's level courses in in-demand fields such as AI, Data Science, and International Business — in partnership with accredited universities in countries like France, UAE, Canada, Australia, and the U.S.

Big Academy partnered with Academia to modernize its management framework through a robust higher-ed ERP and student information system, aiming to automate processes, reduce administrative burden, and enable real-time, data-driven insight across its global operations.

Challenges vs. Solutions by Academia



Challenges



Solutions by Academia

Reliance on Traditional Operations and Processes Manual, paper-driven operations slowed down workflows.	Increased Operational Automation Fully automated academic & administrative processes for faster, accurate, and transparent operations.
Complex Multi-Program Enrollment One student couldn't be enrolled in multiple programs.	Enabled Multi-Program Enrollment Unique multi-program enrollment via a single student ID, reducing duplication and confusion.
Inefficient Manual Attendance Logging Attendance was logged manually using spreadsheets.	Automated Attendance Tracking Attendance automated end-to-end — from capture to reporting — ensuring accuracy and zero manual effort.
Staff Transition Difficulties Moving from traditional systems to an automated ERP was challenging for staff due to unfamiliarity and resistance to change.	Comprehensive Staff Training & Support Structured onboarding, guided training, and continuous support ensured smooth adoption.
Lack of System Integrations Disconnected third-party tools made it difficult to maintain consistency and real-time data flow across platforms.	Seamless Third-Party Integrations Seamless integrations with platforms like Moodle, AWS email, and more — enabling a unified ecosystem.



Unmatchable Benefits Gained:



The Academia Impact:



Digitized and Streamlined Campus Operations

Automation replaced manual tasks, allowing Big Academy to run academic and administrative workflows with greater clarity and speed.



Reduced Operational Load & Faster Processes

Automation of routine academic and administrative activities has drastically minimized repetitive work, helping teams focus on student support and strategic tasks.



Accurate and Efficient Multi-Program Management

The ability to enroll a single student into multiple programs simplified program management and reduced administrative effort.



Zero Duplication & Better Data Reliability

With centralized student records, the institution now operates with a single source of truth — improving decision-making, reporting, and overall institutional trust.



Reliable and Automated Attendance Tracking

Attendance is now captured and stored automatically, eliminating Excel sheets and improving data reliability.



Enhanced Academic Delivery & Student Experience

Automated attendance, efficient program enrollment, and integrated systems have streamlined the entire student journey, ensuring smoother academic delivery and a more professional student experience.



Confident and Smooth Staff Adoption

Structured training helped staff transition smoothly from traditional processes to modern digital operations.



Improved Staff Confidence & Collaboration

Training support helped staff overcome resistance to change, leading to higher system adoption and better teamwork across departments through shared, real-time information.



Unified Digital Ecosystem Through Integrations

Seamless integrations with Moodle and AWS email created a unified, consistent, and efficient digital environment.



Stronger Technology Foundation for Growth

With automation, integrations, and a modern ERP in place, Big Academy is now equipped with the digital infrastructure required to scale programs, campuses, and student volume with confidence.



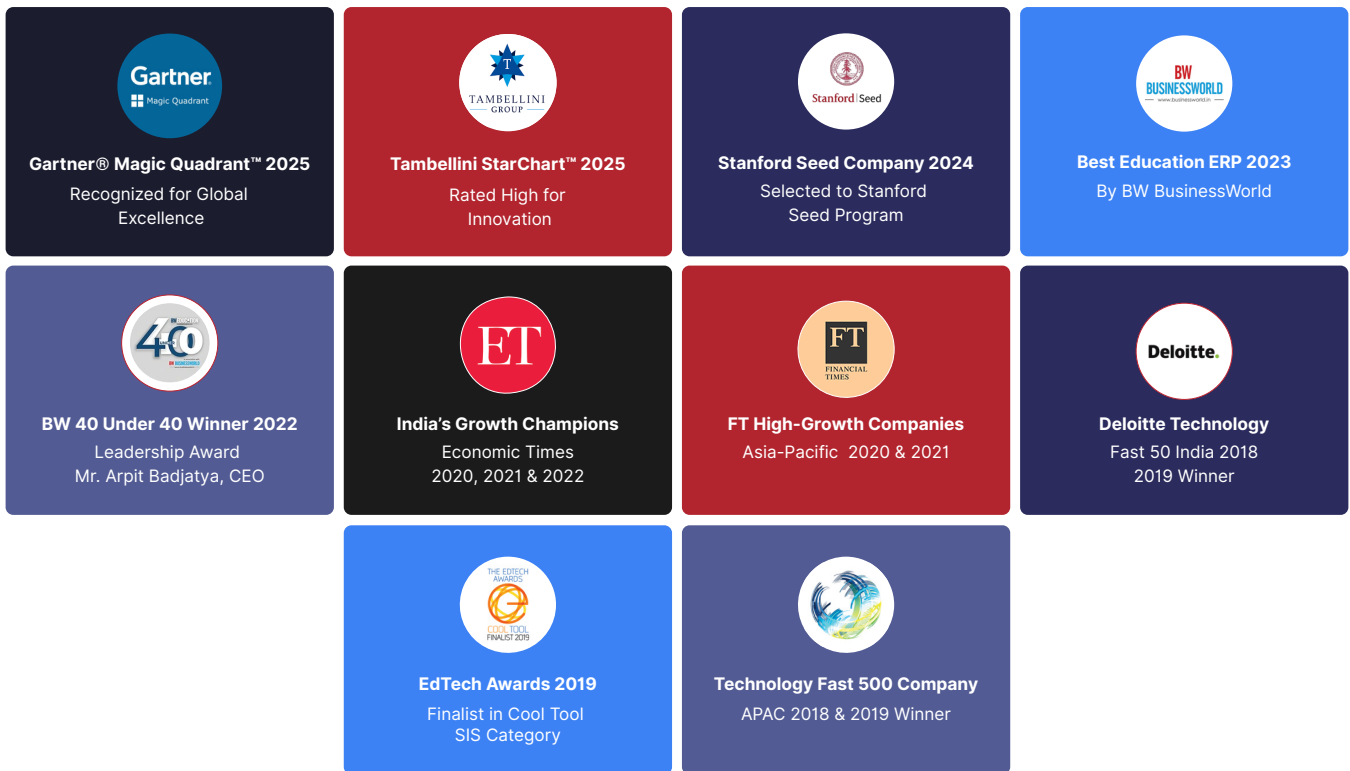
About Academia

Academia by Serosoft is a comprehensive education management solution designed for higher education institutions. Known for its scalability, robust features, and exceptional customer support, it empowers institutions to embrace digital transformation effectively.

Recognized in Gartner's Magic Quadrant Academia by Serosoft proudly celebrates its global footprint, powering 400+ institutions across 30 countries with over 1 million users.

Experience the Academia Advantage

This implementation demonstrates how institutions can enhance efficiency and achieve seamless campus management. Interested in similar results? [Request a Free Demo Today!](#)



We are proud to work with:



SOMMET
EDUCATION



أكاديمية أبو ظبي للضيافة
Abu Dhabi Hospitality
Academy
Les Roches



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