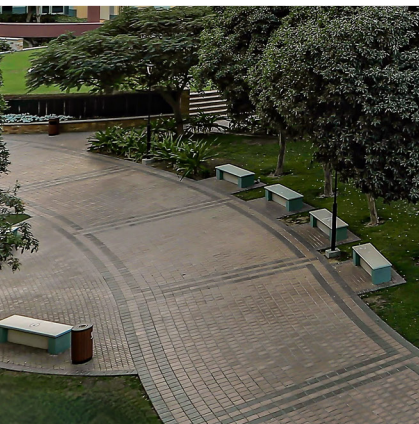


EM Normandie Business School, UAE

EM Normandie Business School, founded in 1871, is one of the oldest and most prestigious management schools — ranked among the top 1% of business schools worldwide with triple accreditation: EQUIS, AACSB, and AMBA. The school offers a broad portfolio of programmes, including Bachelor's in Management, International BBA, and Master's/MSc tracks, taught in English to a diverse, global student body.

EM Normandie chose Academia to streamline its operations primarily because its previous methods relied on disparate systems for managing different departments, such as admissions and fees. By implementing Academia, EM Normandie aims to ensure seamless operational efficiency and exceptional student experience.

Challenges vs. Solutions by Academia



Challenges



Solutions by Academia

Disconnected Processes Slowed Institutional Efficiency

The university was operating multiple stand-alone tools for functions like admissions and fees, which resulted in delays, redundancies, and limited information visibility between departments.

Unified Platform Brought All Departments onto a Single System

Academia centralized academic and administrative workflows, streamlining information movement and creating a seamless digital ecosystem across the institution.

Redundant Invoicing Upon Student Program Change

If a student changed their program after initial enrollment, the invoice for the previous program often remained active alongside the invoice of the new program.

Automatic Cancellation of Previous Invoices upon Program Change

Academia provided a functionality ensuring that if a student cancels a program and registers in a new one, the previous invoice will get automatically cancelled, and only the new one will be used.

Incorrect Carry-Forward of Failed Course Credits

Failed course credits were being carried into the next semester when repeated, causing inaccurate credit calculation — the institution required credits to count only for the relevant semester.

Credit Calculation Limited to Relevant Semester Credits

Academia provided a functionality through which the system now considers only the relevant semester's course credits, eliminating confusion and chaos related to credit carry-forward.

Inconsistent Selection of Required Marks Loader

The “question mark entry loader” kept switching to the incorrect loader after marks upload, delaying submissions — the institution needed it to remain consistently selected.

Mandatory Default Selection of Required Marks Loader

Academia solved the loader issue by ensuring that only the required “question mark entry loader” gets selected every time, overriding the automatic switch to the wrong loader.

Missing Required Fields & Invoice Number Issues

Offer letters lacked key fields (“admission academic term” and “program measure”), and payment-link invoices were generated without invoice numbers, making tracking difficult.

Enhancements in Offer Letter & Invoice Tracking

Academia added required fields to offer letters and enabled invoice numbers on payment-link invoices, improving clarity and tracking.



Unmatchable Benefits Gained

- 📖 Unified academic & administrative operations with smooth data flow across departments.
- 📖 Automated invoice management ensures accurate billing during program changes — reducing manual intervention.
- 📖 Accurate credit calculations prevent carry-forward errors and eliminate academic confusion.
- 📖 Streamlined processes with added offer letter fields & invoice numbers improve documentation and tracking.



The Academia Impact

- 📖 Departments shift from disconnected systems to one integrated digital ecosystem.
- 📖 Student lifecycle operations become faster, cleaner, and error-free with automated workflows.
- 📖 Faculty experience improved grading efficiency with mandatory correct loader selection every time.
- 📖 Finance teams gain accuracy & transparency with proper invoice fields and auto cancellation logic.





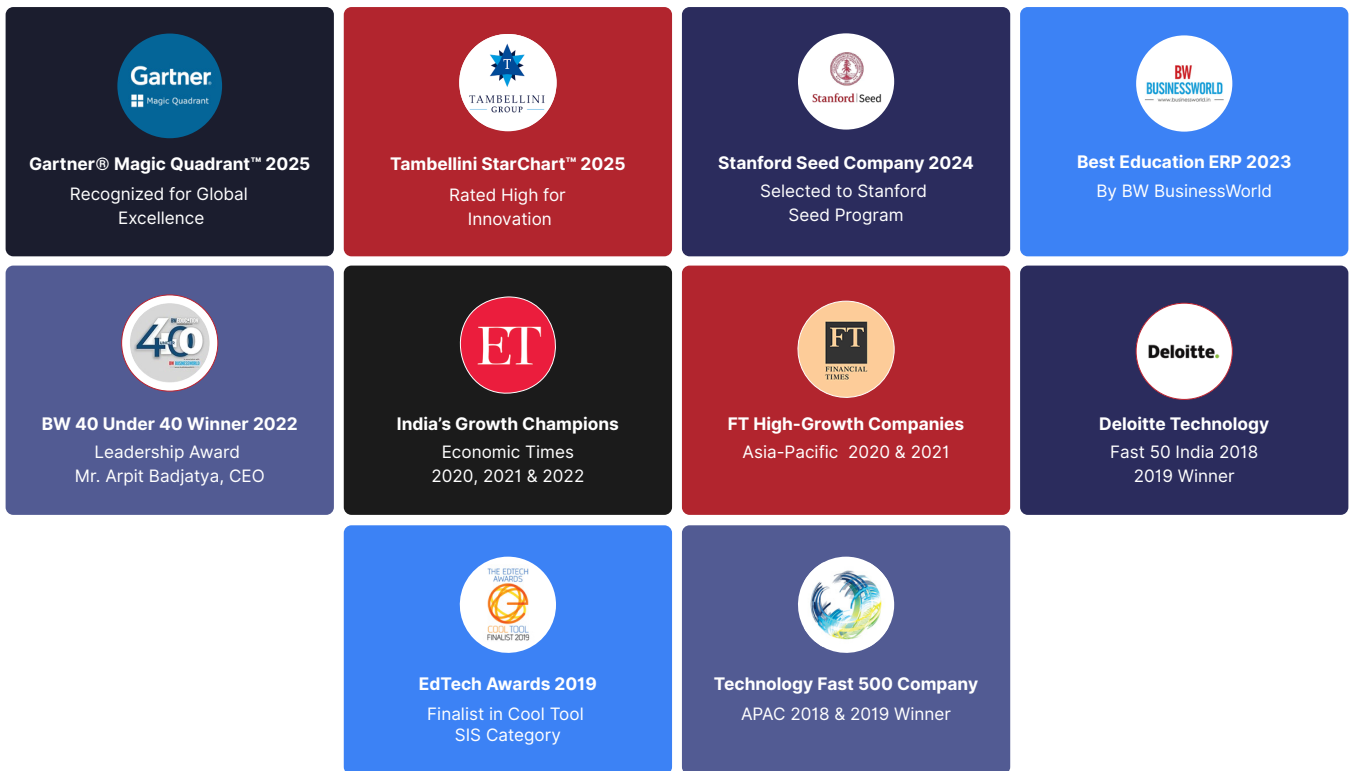
About Academia

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!](#)



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EDUCATION



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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