



CUSTOMER SUCCESS STORY

How **IUGB** Elevated Student Experience While Cutting Administrative Load by Up to 50%

About IUGB:

International University of Grand Bassam (IUGB) is a progressive West African university committed to delivering globally aligned education through innovation, technology, and a student-first approach. (www.iugb.edu.ci)

Faster

Admissions & Enrollment Processing

50%

Reduction in Administrative Workload

Better

Data-Driven Decision Making

Connected

End-to-End Academic Workflows

Challenge

Fragmented processes, heavy manual workload, and limited visibility across operations

Solution:

A unified SIS for admissions, academics, communication, and analytics.

Results:

Up to 50% efficiency gain · Faster student onboarding · Improved institutional visibility

The Challenge

As IUGB expanded its academic ecosystem, existing processes began to create inefficiencies and limit responsiveness:

Key pain points:



Manual & Paper-Based Processes

High dependency on manual workflows led to delays and inconsistencies



Fragmented Systems

Admissions, communication, and academics operated in silos



Delayed Communication

Student engagement relied on non-automated, time-consuming processes



Limited Visibility for Leadership

Decision-making was based on incomplete or delayed data insights



The Solution

IUGB implemented Academia as a centralized digital platform bringing together critical academic and administrative processes:



Admissions Automation

Streamlined application processing and enrollment workflows



Automated Communication

Real-time alerts and notifications for students



Predictive Student Analytics

Early identification of at-risk students and improved resource & support planning



Unified Academic Operations

Integrated processes across departments for better coordination



Student-Centric Access

Self-service portals enabling easy access to academic information



The Impact

Faster Onboarding

Reduced turnaround time from application to enrollment

Data-backed Decisions

Shift to data-backed planning and performance tracking

Improved Student Experience

Faster responses, better access, and more personalized journeys

Increased Operational Efficiency

30–50% reduction in manual administrative effort

Empowered Teams

Less time on repetitive tasks, more focus on academic value creation



"For us at IUGB, the real impact of Academia has been the ability to connect processes, people, and data into one unified system. From faster admissions and automated student communication to better visibility for leadership, it has reduced administrative burden while creating a more responsive and personalized experience for our students."



Mr. Moussa Djabate

Director of IT - IUGB



Looking Ahead

With a connected digital foundation in place, IUGB is focusing on leveraging AI-driven personalization and predictive analytics to further enhance student success and institutional agility.



Ready to Transform Your Academic Operations?

Join institutions like IUGB and experience the power of a unified, intelligent Student Information System.

TALK TO OUR SIS EXPERT



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Explore our full capabilities on our website: www.academiaerp.com/africa/