





CUSTOMER SUCCESS STORY

OUM Reimagines Academic Operations with 40% Greater Efficiency and 1.5× Faster Performance

About OUM:

Open University of Mauritius (OUM) is a forward-looking higher education institution focused on delivering flexible, technology-enabled learning experiences.

With a growing digital ecosystem, OUM required a modern, integrated Student Information System (SIS) to support scale, accuracy, and student-centric operations.

1.5×
Faster Academic & Administrative Processes

25–40%
Operational Efficiency Improvement

20–30%
Faster Reporting & Insights

15–25%
Improvement in Data Accuracy

Challenge
Manual, slow, paper-based operations, no unified system

Solution:
Academia by Serosoft, unified SIS with LMS integration

Results:
1.5× speed · 40% efficiency · Faster insights · Better accuracy

The Challenge

Before Academia, OUM relied on manual and fragmented systems that slowed down operations and impacted student experience.

Key pain points:

High-Friction Admissions

Processes were very slow, impacting student outcomes

Student Toll

Students were being penalised due to inefficiencies

Paper-Based Workflows

Heavy dependency on manual work reduced accuracy

Disconnected Ecosystem

Lack of integration with LMS and digital workflows



The Solution

OUM implemented Academia by Serosoft as a centralized SIS to digitize and streamline operations.

CORE MODULES IMPLEMENTED

Admissions Management
Automated and streamlined student onboarding

Academic Management
Centralized handling of courses, records, and lifecycle

LMS Integration
Connected ecosystem for seamless digital learning

Data & Analytics Dashboards
Real-time KPI tracking and insights

Workflow Automation
Reduced manual workload across departments



The Impact

Faster Execution
1.5× faster academic and administrative processes

Operational Efficiency
25–40% improvement across institutional workflows

Data Accuracy & Reporting
15–25% better data accuracy
20–30% faster reporting and insights generation

Digital Transformation
Reduced manual workload and improved accountability



Our manual system was very slow, and students were often being penalized due to inefficiencies. We needed a solution that could integrate with our LMS and enhance our digital workflows. Having a strong SIS–LMS ecosystem is crucial for better accountability, improved effectiveness, and increased productivity."



Dr Tomal Kumar Chadeea
Open University of Mauritius
★ ★ ★ ★ ★

Looking Ahead

OUM is now aligned with future-ready education trends:

- AI-powered personalized learning
- Predictive analytics for student outcomes
- Smarter, data-driven academic ecosystems



Ready to Transform Your Academic Operations?

Join institutions like OUM and unlock the power of a unified, intelligent Student Information System (SIS).

TALK TO OUR SIS EXPERT

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