



ACADEMIA BY SEROSOFT x UNICITI INTERNATIONAL EDUCATION HUB

UNICITI
INTERNATIONAL
EDUCATION HUB

CUSTOMER SUCCESS STORY

From Paperwork to Progress How **UNICITI** is Building a Digital-First Ecosystem with Academia

About Uniciti International Education Hub:

Uniciti International Education Hub is a growing higher education institution with an eye firmly on the future. Serving an expanding student community, Uniciti operates across admissions, academic management, and student services — and knew that scaling well meant getting its systems right before growth made it harder.

Phased Digital Adoption

Core academic functions digitised through a phased approach

100% Staff Enablement

Training extended to existing and new staff

Scalable Rollout

Additional modules are being activated progressively

Continuous Support

Smooth adoption backed by post-go-live assistance

Challenge

Heavy manual workload, siloed data, and no unified system to support institutional growth

Solution:

Academia by Serosoft — a tailor-made SIS deployed in focused, supported phases

Results:

Reduced admin burden · Faster processes · Confident staff · Digital experience for students

The Challenge

Before Academia, Uniciti's teams were navigating growth with tools that were never designed for it, manual processes, and disconnected systems made even routine tasks unnecessarily complex.

Key pain points:



Scattered Student Information

Student data lived across multiple disconnected systems, making accuracy and coordination a constant challenge.



No Connected Digital Experience

Students had limited digital access throughout their academic journey, while staff relied on outdated, disconnected processes.



Growth Without the Right Foundation

As the institution expanded, operational inefficiencies increased alongside growing student numbers.



Buried in Manual Work

Administrative teams spent significant time on repetitive, paper-based tasks that slowed everyday operations.



The Solution

Uniciti implemented Academia by Serosoft as its central academic platform, activating the highest-priority modules first, with a clear roadmap to bring every function online as adoption grew.



Admissions Automation

Manual application handling was replaced with a structured digital admissions process, improving onboarding efficiency.



Academic Management

Core academic operations were brought into one centralized system for better visibility and coordination.



Hands-On Staff Training

Role-based training helped both existing and new staff confidently adopt the platform.



Dedicated Post-Go-Live Support

Continuous support from Serosoft ensured smooth adoption and quick query resolution.



Digital Student Experience

Students gained easier digital access to academic information and institutional services.



The Impact

More Efficient Daily Operations

Digitized workflows reduced process delays and improved execution across departments

High Staff Adoption & Readiness

Hands-on onboarding ensured confident platform usage across both existing and new teams

Better Coordination Across Teams

Centralized information improved visibility and streamlined institutional collaboration

Improved Digital Experience

Students and staff benefited from more connected and accessible academic processes.



Academia offers a tailor-made solution for educational institutions. Training was provided by Serosoft, which helped our existing team gain hands-on experience. Post-implementation support was also pretty smooth — the team at Serosoft supported us as and when staff had queries, including newly joined staff.



Parwez Aullymun

Educational Administrative Manager, Unicity International Education Hub



Looking Ahead

With a solid digital foundation already delivering results, Uniciti is pushing toward full automation, leveraging Academia's expanding module suite to build an institution where every process is connected, every decision is data-informed, and every student experience is effortlessly supported.



Ready to Transform Your Academic Operations?

Join institutions like Uniciti 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/