

Initial Contact

MCSE contacted us in December of 2015 on a referral from a client. It became clear after meetings and calls that they needed a system to manage the core aspects of an English language school. After initial online demo sessions as well as clarification of the flexible, bespoke nature of the IQ system and Intrinsiq's portfolio of services, we arranged an on-site consultation to document and analyse the requirement in detail.

*"Thank you for all the effort and help provided by (the) intrinsiq team."
- Imad Ahmed
Operations Director*

Key Reasons for Change

Lack of Existing System

Surprisingly, we were made aware of the fact that their existing supplier had gone out of business with no business continuity plan; their existing data had "disappeared" when the supplier went offline, leaving the business severely disrupted and vulnerable. They were using spreadsheets and part of the old system.

Accommodation Management

The existing system relied upon spreadsheets, cross-referencing which was inaccurate, all of which was time-consuming and not integrated into a unified, process-driven system. In addition to this the client requested a simplified method to track and manage payments to homestay providers and produce reports.

Retrieval and Integration of Existing Data

The MCSE team, working with Intrinsiq, managed to recover some of their legacy data from emails, spreadsheets and old reporting. The bigger task was to integrate new and legacy data as well as allow for reporting on Academics, Accounts and Accommodation information.

Agent Management and Reporting

In addition to commonly needed agent data, we automated the management of agent commission rates for flexible rates and customised agent packages. We provided powerful reporting data on student/agent relationships that gives MCSE better overviews of their position.

*"Intrinsiq is easy to use and will grow with our business" - Imad Ahmed
Operations Director*

Build

The agreed deadline was for a launch in April 2016 based upon the consultation report which outlined MCSE's specific requirements. Before any build was started, Intrinsiq's admin team tracked down the defunct supplier and advised MCSE of the former supplier's details. With a coordinated effort a usable backup of the old data was recovered. The system was rolled out on time and within budget.

Launch

*"Intrinsiq listens to our needs and the result is a system that really helps our school."
- Imad Ahmed
Operations Director*

The launch was on schedule and the system was available for use with the recovered data so staff saw familiar names and information. Intrinsiq provided on-line demo sessions to familiarise the MCSE team, supported with additional phone support as well as our support ticket system.

Post Launch

Since the launch, Intrinsiq has provided support, including making minor amendments requested post-launch. The MCSE team are able to work more efficiently and deal with the ever-changing EFL environment with greater confidence. Discussions for further developments including incorporating online forms and staff holiday reporting are ongoing. Intrinsiq will also be working with their IT department to integrate a swipe card system to track and report on staff attendance as well as other improvements going forwards.