

Initial Meeting

Intrinsiq and RMIT English Worldwide initially met at English Australia's Annual Conference in September 2015. Intrinsiq was given the opportunity to demonstrate examples of the software solutions to one of the key team members of RMIT English Worldwide. Following this initial meeting, Intrinsiq had several phone meetings with the RMIT English Worldwide team to discuss and demonstrate how the functionality could be adapted to their needs. In mid April 2016 two Intrinsiq directors met onsite at the client's offices to discuss final details of their requirements and meet with the key personnel.

Key Reasons for a change

Reasons which led to the client wanting a change:

Lack of Cloud Access: the existing solution was a remotely hosted solution but only accessible on Windows PCs. In order to enable staff to work flexibly in a BYOD (Bring-your-own-device) context, including using tablets, a truly cloud hosted product was needed.

“Intrinsiq’s knowledge of ELICOS and understanding of cloud platforms gave us confidence to consider them a viable solution.” - Dion McDonald, RMIT English Worldwide

Attendance Tracking: the existing package could not generate accurate attendance calculations. The client has an unusual arrangement of different length lessons throughout the week to allow for non-teaching days every 5 weeks. Intrinsiq provided a bespoke attendance logging system that understands the complexity of their timetabling and enables instant calculation of the students' actual attendance. By tracking incomplete class rolls, administration staff are able to monitor teacher's class roll completion and ensure that all students have up to date attendance calculations.

Lack of a Flexible API: the client was producing spreadsheets manually, to then send to their external systems, as well as manually retyping data. Intrinsiq provided a customer API to integrate with three of their external systems to eliminate retyping.

“After completing a business case and supplier review, Intrinsiq were the clear leaders in the field.” - Dion McDonald, RMIT English Worldwide

Academic Reporting: the client manually managed all Academic Reports due to the limitations of their existing software. Intrinsiq provided a bespoke module to support this functionality to save teacher and administration time.

Build Process

Intrinsiq worked with the client and agreed to a deadline of 1st November as the latest launch date possible. The build was designed with 10 deliverables. When Intrinsiq achieved each milestone the customer was supplied with a System Guide showing how to use the functionality of each aspect of the system.

The build was completed in approximately 60% of the original time estimate, due to good planning and rapid feedback from the client. This enabled the launch to scheduled three weeks earlier than the original planned date, as well as further UAT testing to be completed by the client ahead of time.

Launch

The launch was timed during an intake period for the client. On the Friday after hours the existing provider's database was sent to Intrinsiq. Intrinsiq's 24 hour staff imported the data on the Friday night and during the day Saturday. A senior developer from Intrinsiq was onsite during Sunday, Monday and Tuesday to ensure that all the final data checks were made and that any questions or last minute tweaks required by the team could be implemented.

“Intrinsiq have shown they can deliver a quality solution within tight timescales.” - Dion McDonald, RMIT English Worldwide

“My team continue to enjoy working with Intrinsiq who have shown since launch they are committed to a good long term relationship” - Dion McDonald, RMIT English Worldwide

Post-Launch

Since the launch, Intrinsiq has provided 24 hour support, including making minor amendments that were requested post launch. The RMIT English Worldwide team are able to work more efficiently and deal with the ever changing ELICOS environment with greater confidence. Discussions for further developments including bringing in other areas of RMIT's overall business and providing mobile access for Teachers & Students are ongoing.