'Shiamak' Bollywood Dance School Australia – Integrated Solution Case Study

Executive Summary:

'Shiamak' Bollywood Dance School Australia – a dance company catering to about 500 customers across 4 states was originally run via a combination of manual spreadsheets and cash/eftpos transactions for class purchases and reporting. Invirtual was engaged to originally construct a static website, which was then consulted to provide an online solution to integrate current manual and legacy processes to have a cloud based automated solution.

We were successful in implementing this change and deliver value to the business both in terms of extensive cost savings and revenue leakage, and added the additional dimension of online class management and integrated reporting.

We were also able to extend the value chain by adding new modules to manage attendance by incorporating student card based solution that scanned barcodes to eliminate manual attendance and add compliance in terms of class purchase validation.
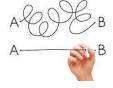
Discovery:

Originally at the beginning of the project, the requirement was a static website by the client – this led into discussions around requirements which uncovered multiple manual processes and existing challenges in terms of information integration between these processes. There was also the additional cost resulting out of these inefficiencies including the lack of compliance on class validation due to the manual nature of the set up.

Identify critical IT areas in need of immediate upgrades:

Based on the above discovery, we were able to identify critical areas and put forward recommendation to implement a single cloud based solution, which would not only integrate all manual process under one single umbrella. It would not only eliminate all manual processes and operationalise all tasks via the single portal, but also take out all inefficiencies in terms of potential revenue leakage risk of manual compliance by robust validation.

Simplification - Single Platform Solution:

This would go on to house all the below modules under a single platform:

- Class Purchases for customers – via a shopping cart
- Attendance – for teachers via a custom built module.
- Reporting – for admin and teachers via a custom built module
- compliance – for admin and teachers via a custom built module