



COMPANY PROFILE:

- NCOI is one of the most important players on the Dutch educational market, with several tens of thousands of students and around 450 different courses

CHALLENGE:

- Integration with the company website (import subscriptions, brochure requests, etc) , their financial system and Exchange server
- Historical data imported from the old backoffice system asked for a custom-made data import; challenges were bigger because of data inconsistencies and lack of constraints in the old system, but also because of dependencies on FileMaker experts (interns from NCOI)
- Time to market: improvements & changes & customizations need to be done in time in order to support the business needs; everything depends on the course seasons, that's why you cannot bring the solution after the season started

SOLUTION:

- In NCOI, ICT supports the logistics that assures that all students sit at the right time, in the right training room, where the right module runs; that support is provided by the new backoffice system developed by ISDC, which is actually a process-driven replacer of their old data-driven backoffice system (developed in FileMaker).
- On the other hand, the new NCOI educational platform (developed in collaboration with ISDC) plays an important role in the company image & success, not to mention the benefits for the their business/revenue (e-learning courses, cost reduction for the call center, etc)
- Last, but not least, as a support towards the students & teachers, an Activity Monitor service is responsible to inform them about news, events, exam results, etc; that's how the targeted audience (students, teachers) will be able to react in time, reducing the costs of direct contact (mainly by phone)

TECHNOLOGY:

- On the technical side, ISDC used SQL Server 2008 (incl. Integration Services) as database system, .NET 3.5 as development platform, DevExpress as UI controls library , LLBLGen as persistence framework
- For the educational platform, ISDC used ASP.NET, Ajax

ADVANTAGES:

- The powerful educational platform offered now by NCOI to their students/teachers increased significantly the customer satisfaction score regarding NCOI services quality level
- The modern architecture infrastructure used for the development of the backoffice system (based on a set of Composite Applications patterns called PRISM) assures flexibility in building multiple screens, rich, flexible user interaction and data visualization, role-determined behavior; dynamically composed from a set of loosely coupled, independently evolvable pieces/modules, this system was “built to last” and “built for change”
- Recognizing the business processes in their new back-office system will provide the NCOI employee with the means and power to do his/her job in the most optimized way, without having too many chances of doing something wrong; that’s a significant advantage compared with the previous system
- Based on the experience ISDC currently has with the NCOI processes/business model, ISDC is now able to suggest ideas that in the future could make the difference between NCOI and their competitors; our main advantage is that we can sustain these ideas from the technical perspective, which brings the idea closer to reality (for instance, we’re considering now things like BI, support for mobile devices, etc)