



➤ CASE STUDY: Harper Adams University

➤ Harper Adams University improves Student Experience with ProcessFlows Dashboards

Harper Adams University is implementing ProcessFlows Dashboards as part of its continuing investment in cutting-edge technology, to ensure that it delivers a highly-personalised and first-class experience to all its students. The advanced dashboard software will also provide all staff with the technology to ensure that they deliver the best possible and most effective management and teaching methods.

Roger Greenhalgh, Head of Information Services at Harper Adams, comments, "The Sunday Times University Guide has rated Harper Adams as a top 50 UK university and we're also rated as 6th in the UK for student satisfaction and teaching excellence. In order to continue delivering the highest-quality learning experience, we wanted to empower all 4,500 students and 500 staff with real-time, on-demand information. By implementing ProcessFlows Dashboards, every student will have access to bespoke, customisable dashboards, displaying the key information they need in an easy-to-understand, graphical format."

"Additionally, we are giving all managers and academic staff the ability to monitor key business processes and performance in real-time. With just a couple of mouse clicks, they can immediately drill down to identify the root cause of any issues and take any required corrective action."

He continues, "People don't want to log into a myriad of different systems and run reports – they want instant, real-time access to the information that is most important to them. We're implementing dashboards

against all our installed software systems, which includes SITS student records, SharePoint, CODA Dream financial software, Moodle virtual learning environment, QuestionMark online assessment, Vivantio helpdesk, waste management, room utilisation – in short, absolutely everything!"

"We needed a powerful, flexible, intuitive dashboard software system to provide easy-to-understand, graphical information on over 30 different software applications and 70 different databases, as well as supporting over 5,000 users. We looked at numerous solutions and shortlisted six for detailed investigation and ProcessFlows Dashboards was the clear winner."

Roger Greenhalgh
Head of Information Services, Harper Adams University

"ProcessFlows Dashboards will also help us to be more flexible and agile in all aspects of the running of the University

College. We need to instantly identify any issues and respond very swiftly – to everything from changing student demographics and numbers, to changes in courses and resource allocations. This will enable us to make faster and more accurate decisions."

Roger added, "ProcessFlows Dashboards will also reduce our carbon emissions and help us meet our green targets. As well as dramatically reducing the number of printers, printed reports and associated emissions, ProcessFlows Dashboards will monitor numerous systems such as energy production from our anaerobic digester plant, energy utilisation by room, PC and printer usage, carbon foot-print and our recycling targets."

"ProcessFlows Dashboards is so easy to use that within just a few minutes, non-IT users can not only use it, but also design their own dashboards as well. It has all the enterprise-level features we needed and, as it runs in a browser, it is extremely fast and scalable."

➤ For more information on Dashboards, please email sales@processflows.co.uk or contact **ProcessFlows**, Gateway House, Tollgate, Chandlers Ford, Southampton, SO53 3TG Tel: 01962 835053 Fax: 01962 835100 www.processflows.co.uk

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