

# Education Industry Case Study

## Human Resources, Leave of Absence Request

### Eyuboglu Schools

#### Challenges

- Lengthy processing time
- Lack of controls
- Antiquated approval process

#### Solutions

- Automated flow of information, approvals, and notifications
- Accurate record keeping and reporting capabilities
- Increased transparency throughout entire process

#### Successes

- Reduced processing times as information flows electronically
- Classes are covered without interruption in learning
- Fewer errors as forms are standardized and electronic
- Effortless record keeping and timely reporting of absences

## Background

Eyuboglu Educational Institutions consist of a group of schools for students from 2 to 18 years of age. The school maintains seven different campuses with ten different schools and has an enrollment of over 2500 students and 700 employees. Eyuboglu Schools aims at excellence with a vision to educate all students, academically and socially, to become foremost members of both their national and international communities, and in so doing, become an institution that can serve as an educational role model in the world.


### **Goal: Automate process and reduce processing time, improve controls.**

Of utmost importance to any school is the safety and well-being of its students. When a teacher takes a leave of absence, even for thirty minutes, it is crucial that administrators be informed to mobilize a replacement teacher so the day continues uninterrupted.

The leave request process at Eyuboglu Schools was a manual, paper-based effort whereby the teachers had to wait to “see” their supervisors and ask for an approval signature on the paper forms. There were multiple versions of each form and standardization was almost impossible. The challenges included:



- **Non-standard paper forms, multiple versions:** Requests forms were completed manually, with many different versions to choose from and no standardization.
- **Lengthy processing time:** Once the paper form was filled out, the teacher had to wait to “see” their supervisor and obtain their signature on the paper form.
- **Lack of controls and classroom coverage:** In many cases, the supervisor was not familiar with the procedures and bylaws, causing a delay in processing the request and potentially, a classroom of students with no teacher.



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#### Key Benefits

- Reduced errors using standardized electronic forms
- Seamless approval process – information flows electronically to appropriate supervisor for approval
- Expedited approval process free of bottlenecks and related delays
- Greater control over information flow and final notification means classrooms are supervised at all times
- Automated tracking and accurate reporting of leaves
- Increased transparency for administrators

*“Ultimus provides a user-friendly, flexible solution to coordinate the business processes for our rapidly expanding organization.”*

#### Ultimus' Approach

Eyuboglu Schools looked at several BPM providers and chose Ultimus' BPM software suite for its flexibility and ease-of-use. With the new system, teachers now simply place their request electronically using a standard form and the information is automatically forwarded to the designated authority for approval. All administrators are notified of the absence and records are maintained without any additional effort. The requestor is informed via email that permission has been granted for a leave of absence, substitutes are arranged, and the learning process for the students continues without impact.

#### Implementation

The implementation process for Ultimus' BPM Suite was smooth and efficient. Eyuboglu Schools mapped and refined the process and then collaborated with Ultimus on the technical and testing phases. Results were realized almost immediately in financial and time savings, and improved employee satisfaction and motivation.

Based on the success of this initial process, Eyuboglu moved quickly to automate and optimize numerous other processes within their growing organization. They now utilize Ultimus for a total of nine processes and are looking for future applications for the software.

#### About Ultimus

Ultimus has automated more business processes than any other Business Process Management (BPM) vendor worldwide. Ultimus Adaptive BPM Suite has enabled companies to accelerate their performance goals at every stage of corporate growth. Ultimus' award-winning technology seamlessly adapts to people, systems and change. Utilized by more than 1,900 customers worldwide, Ultimus provides solutions to organizations such as Pfizer, ProHealth, Bausch & Lomb, Northrup Grumman, DHL, Microsoft, Daimler, Perdue Farms, Chevron, and Tulane University. Ultimus is headquartered in North America, and has additional offices in Latin America, Europe, Asia, the Middle East and Australia. For more information, visit [www.ultimus.com](http://www.ultimus.com)