



## Case Study

# Global Education Company

Enabling 13 million students to realize their academic promise

## Background

A global education company offers one of the leading K-12 learning management systems (LMS) that includes customizable curriculum, assessment and administration tools in one seamless, personalized solution. The company wanted the platform to exceed the expectations of students, teachers, administrators and parents, while also serving as a robust and reliable technology base for future product innovation.

The LMS provides access to the company's rich library of digital textbooks, educational videos and supplemental exercises across subjects ranging from mathematics to foreign languages, and it enables students to receive instant feedback on performance – one of the most immediate and effective benefits of digital learning.

In addition, the platform enables primary and secondary educators to organize and share individual assignments and assessments and track student success, freeing precious time for one-on-one teaching. The solution enables administrators to compile district performance reports and view the progress of students and teachers alike.

## Challenges

With more than 13 million users, the LMS platform is strategically important to the company, but the organization's development team was largely absorbed addressing product maintenance and user support issues. This monopolized valuable manpower that might otherwise have been focused on the timely delivery of feature enhancements.

The company wanted to outsource maintenance and support and reduce the need for eight full-time engineers to be dedicated to quality assurance who might otherwise be focused on building new features. The company also needed a methodical process for improving product performance and reliability before these issues affected end user satisfaction. And, the company was interested in prototyping new innovative products for the K-12 education market.

