

Delivering multi-lingual and customized ERP solution for education institutes across the globe

Client is a leading education software solution provider. They specialize in facilitating flexible campus management for education institutes across the globe through customized ERP solutions.

The company committed to provide customized education software products caters to schools, colleges and private institutes not only for domestic market but also for international markets.

Situation analysis

Client specializes in building customized ERP solutions for education and is popular in this space. Although used by many education institutes, one of their existing education software solutions had technical limitations. After receiving feedback from their end users on the product limitations, they decided to update their software to meet the requirements of their customers.

They partnered with e-Zest to address these limitations and make the ERP solution customizable to suit all kinds of education institutes. They required a solution that can be easily configured with different countries and various solutions. They chose e-Zest for the product development expertise and engagement model.

The vision

The vision was to make the ERP solution highly customizable that caters to the demands of various educational institutes from different countries and also overcome all the technical limitations of the existing software solution.

Our solution

The project started with discovery phase. During this phase e-Zest's product development team understood all major pain points and a few solutions client had already tried but failed. In the process it was understood that client used older technologies that did not fit right into the existing education-application and led to many technical limitations.

The discovery phase carried out by e-Zest team was very helpful in understanding the client's requirements as practically as possible. This gave us the clear picture of the solution architecture and possible business outcomes.

Based on the requirement gathering, the team built proof of concept for complex implementations and newer technologies. The development team at e-Zest went ahead with a highly configurable product developed using new technologies like ExtJS and Drools (written in Java) and built reusable components that were used across project.

As client desired for a solution that caters to a wide range of customers and countries, we provided multi-lingual and multi-browser support for the product keeping in mind users from different countries and integrated various solutions as per the client's requirement.

Since the requirement was very elaborate and timeline very short, the development work was distributed between e-Zest and client's team. e-Zest carried out the module development, integration and implementation.

Project highlights

- e-Zest's capability to work on newer technologies with optimum learning curve gave way to smooth and faster project delivery.
- Discovery phase conducted by e-Zest helped the team articulate the solution architecture clearly and reduced development phase significantly.
- Reusable components and code that were used across the project.
- Implementation of solutions using newer technologies like Drools and ExtJS which were highly configurable solutions.
- Faster product development integrating with separate development teams at different locations.

Challenges

- As the requirement and scope of work was not very refined, the team at e-Zest had to articulate the needs based on the discovery phase with regular integrations which was highly challenging.
- During the integration phase, various protocols had to be set up as many teams were involved in the project from the client's side.
- To understand and implement newer technologies to implement front end solution for multi-lingual support without impacting schedules was another challenge.
- Integrating with development teams from client's side working at different locations was a challenge. This was overcome by regular interactions for setting expectations and protocols to mitigate the challenges.

Business benefits

- The ERP solution delivered by e-Zest has been successful in receiving positive response among the customers and has significantly increased customer enquiries for this ERP product.
- The ERP solution offered by us has helped the client in getting recognition as a trusted educational ERP solution and service provider with exponential increase in the orders.

Technology stack

UI Technology: ExtJS

Reporting: Jasper Reports

Dynamic Reports: XDocReport

Rules Engine: Drools

RESTful Web Services: Jersey

DI Framework: Spring

ORM Framework: Hibernate

Validator Framework: Hibernate Validator

Application Server: Tomcat

Database: MySQL

Operating System: Windows Server

Conclusion

e-Zest helped the client define the scope of the project, ultimately delivering the first multi-lingual and multi-browser ERP solution for education institutes within the company's ERP environment. The ERP solution offered by the client has ensured effective campus management for various institutes regardless of their country, language and the type of services offered by them. This has increased the client's reputation and trust significantly in the education ERP space.

e-Zest was successful in delivering the flexible ERP solution as per the client's expectations with unique features which was the first of its kind within the client's ERP ecosystem winning them many customers.



Ext JS



HIBERNATE