

## Online Education Provider

This online education provider offered innovative MBA programs. By partnering with another education institution, it introduced an online school where working adults could earn both undergraduate and graduate degree programs.

### Challenge

Rapid expansion with two online schools created significant cash flow challenges. Furthermore, the student accounts department relied upon a completely manual process. This labor-intensive approach increased personnel costs, delayed cash flow, increased accounts receivables and decreased student satisfaction.

### Solution

They turned to CampusLogic to assess student accounts operations, design a process to speed up cash flow and reduce bottlenecks, and develop a scalable, automated student accounting system to support future growth.

### Outcomes

The client realized significant, on-going cost savings by automating general account inquiries, reducing department staff by standardizing and automating the payment receipt process, and by adding self payment processing.

- Lowered exception processing by 75% with the registration billing process
- Decreased cycle time from a 60-day to a 7-day turnaround
- Accelerated the turnaround time of employer billing from 60 days to 7 days
- Sped up new student document processing from 4 days to a 24-hour turnaround
- Collected over \$2 million in past due accounts receivables in a three week period

