

Data, Voice & Proctoring services to Edu-Tech company – Case Study

Client Profile:

The client is one of the fastest growing Edu-Tech company providing software platform for conducting online assessments to renowned universities, institutions & corporates

Project Brief:

The project entails providing back-office support in form of data, voice and proctoring services for smooth execution of online assessments being conducted by client for various universities, institutions & corporates

Business Challenge:

The client was experiencing a fast-paced growth due to increasing need for online assessments across the world. The universities, institutions, corporates were looking for a solution that involved conducting online examinations through the software platform as well as data, voice and proctoring services for an end-to-end execution. The support services were initially handled by client's inhouse team. However, basis the business need, client had to ramp up in a short span of time. With the limited team size at their end, quick TAT requirements of end customers and dynamic peaking of load, this was a challenge for them and hence they were looking for an outsourcing partner who can deliver with the required speed and quality.

Project requirement:

The project entailed knowledge and understanding of exam creation process, exam scheduling, tools to make examination papers platform ready in short TAT, conversion tools to support different formats, Learning Management system workflow, Call/Voice support for candidate verification & query resolution, proctoring process.

Role of BDS:

A data support pilot was first awarded to BDS. After successful execution of the pilot, voice and proctoring services were also availed. BDS quickly ramped up and trained the team. BDS leveraged its experience in operations management to evolve a strong project management, governance & quality control framework to cater to client's requirement of quick TAT along with requisite quality SLA.

Success Story:

BDS has enabled client to scale up quickly with flexible, asset light, end to end services operating model thereby supporting client's growth strategy. With this association, client has been able to attain the required speed and quality at optimized costs. As a result of this successful endeavour, client has outsourced more services and are able to completely focus on their business expansion.