

Blackpool & the Fylde College streamlines processes to facilitate innovation in education

**Customer:**

Blackpool & The Fylde

Industry:

Government & Education

Location:

United Kingdom

Rated the 'best large college in England for Student Success' three years running, Blackpool & The Fylde College was looking to drive efficiencies across the organization by implementing process automation where possible and ultimately become the 'Digital College'.

In just 5 weeks, they delivered their first process: requesting and managing changes to course information. They have also optimized their enrolment day, reducing wait time by an average 75 minutes. The visibility provided by Bizagi has facilitated staff at the college to have factual-driven conversations and self-report on projects.

Delivered value on first process in just 5 weeks

Saved an average of **75 minutes** wait time for new students on enrolment day

"Bizagi is a high value product from our perspective in terms of return on investment."

Paul Dewhurst
CIO

Objectives

- 🎯 Improve digital skills and efficiencies within the college
- 🎯 Remove paper from form-driven, manual processes
- 🎯 Optimize process of updating college course information
- 🎯 Enable agile technology platform to facilitate innovation
- 🎯 Create documented steps of approval to provide visibility and audit trail

Achievements

- ✅ Delivered value on first process of course information updates in just 5 weeks
- ✅ Agile approach to developing software solutions with 1-month turnaround
- ✅ Provided visibility on information and factual knowledge of how long processes take
- ✅ Used Bizagi for main enrolment day and saved customers an average of 75 minutes queuing time
- ✅ Now looking to roll out health and safety incident reporting, safeguard reporting, CRM and opportunity management for apprenticeships

Overview

Blackpool and The Fylde College is a further education institution, rated as the 'Best large college in England for student success' three years running. The college has an intake of around 18,000 students per academic year and operates across six campuses.

B&FC was looking to drive efficiencies across the organization by implementing process automation where possible and ultimately become the 'Digital College'.

The first project was the maintenance of course information on the college website, and they are continuing to automate processes, which will give the college the opportunity to invest in other areas.

Challenge

As an "Ofsted outstanding college with strong leadership", B&FC wanted to digitize its processes not only to enhance students' learning opportunities, but also release time and money from long-winded, paper-driven processes so that they could better invest their resources.

The college had identified numerous opportunities to remove paper from the processes but needed a program to action them. They were previously using SharePoint but were looking for software that was more advanced to enable further digital efficiencies.

Solution

Paul Dewhurst joined B&FC as CIO following years of experience in IT leadership in the FMCG industry. After 18 months in the role, Paul tackled the challenge of optimizing and automating these numerous paper-based forms and processes.

The college was already using Bizagi Modeler for process modeling and documentation, so the next logical step was to use Studio and Automation to turn the diagrams into working programs and applications. Additionally, Bizagi proved to have the best speed to market and lower cost of entry than other providers.

"Our motivation is to make our students' experience more fulfilling. But the reality is that if we are streamlining processes and removing the slowness of human activity then that gives us the opportunity to invest in other things."

Paul Dewhurst, CIO

Paul had already used Bizagi to simulate the way the college conducted their main enrolment day. He modelled 50 different stations, along with varying numbers of students to figure out where the bottlenecks would be and what the queue time would be. This then determined where they needed to allocate more people. It saved an average of 1 hour and 15 minutes in queuing time.

The first process Paul and his team put into place was updating the website and CMS, which was slow and paper-based, leading to a lack of visibility for employees and leaving them with no audit trail. They used Bizagi to put a process in place for requesting and managing changes to course information.

The process only took 5 weeks to return value and has made information both at the front and back ends of the site clearer. Now the process is running far more efficiently because the college can see the status of every change and move them along more quickly if they get stuck.

Results

Paul and his team are now developing software solutions much faster than expected, turning solutions around in just one month.

One of the most significant impacts is that where in the past the college was quite-perception driven in terms of delivering information and projects, they now work with facts. For example, knowing that it now takes less than ¾ of a day for a course information change request to be finished. This enables factual-driven conversations about how to improve processes further and means IT can respond faster to the needs of the organization.

"Using a tool with the right people and the right through processes you can deploy and implement change very quickly, but the organization has to be ready to cope with the speed of change. That's where we are – we're adapting to the new speed of change, which is a nice problem to have."

Paul Dewhurst, CIO

The college has recently purchased additional licenses in order to implement a health and safety incident reporting process. During the next academic year, Paul plans to review the processes of health and safety incident reporting, safeguard reporting, CRM and opportunity management for apprenticeships.

Paul and his team have developed a structured roadmap that they're working through. The hope is that this will contribute to students having a superior experience at an already highly rated institution.

With DPA in place, the B&FC is better set to engage with employers, employees and students, provide more self-service opportunities and allow them to do self-reporting.