



## Civica Education Suite delivers a better user experience for Catholic Education South Australia's staff and parents

Catholic Education South Australia (CESA) consists of 101 Catholic schools – from early learning to secondary. CESA has a long tradition of excellence, when it comes to educating students, spanning 180 years. Today, CESA continues to deliver this standard by making sure their students, parents and staff have the best tools available to further enhance student outcomes.

Joining CESA in 2016, to take up an ICT role, Phil Proctor still remembers arriving during the middle of a Civica Education Suite (CES) School Finance implementation. Now the Director of ICT, Phil manages an ICT team of over 70 staff and contractors - who are either on site at a school or work as a specialist supporting the management and implementation of transformative technology - including the rollout of a new admin platform across 86 of its schools to replace its legacy system.

"What made us investigate alternatives to aged our bespoke administration solution was the inefficiencies and costs of managing a system that wasn't capable of realising the vision we had for our schools moving forward," Phil said.

"We wanted to move to an enterprise grade solution where CESA would have visibility across our schools, which is one of the main reasons we elected to purchase CES School Admin in 2022."

Once CESA had completed the procurement process for CES School Admin a carefully planned implementation strategy was documented, and so far, this has served their schools well.

"We spent a reasonable amount of time planning our move to CES School Admin," Phil explained. "And that time was well spent because the rollout - which started in earnest in April 2023, is running very well with our completion date on track for January 2025. It's never good to rush implementations especially in a school-based environment where there are periods in a school's life that make the school inaccessible. And with a lot of data to move, a very planned and careful process is always prudent."

"Having said that, the pace has been good, with 86 schools, that's nearly a school a week. We're very deliberate in our implementation process, we have an experienced team – who know how to do this. Having Rebecca Mooney as our program manager on the Civica side of the fence is a real win too. It really helps to have two sides of the relationship in lockstep, and Bec is in lockstep with what we're trying to achieve."

### Key outcomes



#### Smooth transition

Well-planned rollout ensured easy adoption for **86 schools**.



#### Lower costs

Retiring outdated infrastructure cuts costs.



#### Better experience

Parents have instant access to reports and payments via the CES Community Portal.



Case study

## Civica's helpdesk

Having a modern and responsive help desk has been a welcome relief for Phil, who is appreciating the time freed up by not being bothered by help desk queries. "When it comes to the CES School Admin rollout, I have a couple of points to make," Phil said. "My measure of success is how often my phone rings from a school with a serious problem, and it hasn't rung. We recognise with a system as large as ours there will be issues but because we have a good working relationship with Civica, any issues we're experiencing are being managed without me having to intervene. We also work together collaboratively to ensure that critical functions remain operational."

## Infrastructure

Moving to the CES School Admin platform has removed the need for CESA to utilise outdated and expensive infrastructure, housed in datacentres. "Currently we have many server racks in two datacentres and once the rollout is completed, we will be decommissioning that infrastructure, which will be another thing we don't need to think about anymore," Phil said. "When it comes to updates or patches, we now work directly with Civica to test new releases before we push them into our schools at exactly the same time."

## Outstanding user experience

For CESA the biggest benefit of this rollout so far has been the superior user experience provided by both CES School Admin and CES Community Portal. "We purchased CES Community Portal a while back, but it works better once CES School Admin is in place." Phil explained. "We are now starting to gain traction on this module because it's so easy to use and the interface makes it such an improved experience for everyone. Parents can easily login to see their child's reports and pay fees regardless of what Catholic school they attend across our system."

"I'm quite pleased that my team is receiving positive feedback from our schools' admin teams," Phil said. "Our implementation strategy, along with the collaborative approach taken with Civica has definitely helped with this large-scale transformation across our schools. We've just agreed and signed a new ten-year agreement for both Civica's CES School Finance and School Admin and we are looking at other modules in the Civica Education Suite to see how we can deliver further value to our schools and parents."

## Conclusion

As CESA's implementation nears completion and the benefits of using CES are being realised, CESA is looking forward to focusing on its next five-year enterprise roadmap – looking to resolve some problems through potentially implementing additional CES modules that will further improve the lives of all their stakeholders.

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"I'm pleased at how the rollout of CES School Admin has been delivered."

Phil Proctor, ICT Director - Catholic Education South Australia

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"Our program manager from Civica, Rebecca Mooney is excellent."

Phil Proctor, ICT Director - Catholic Education South Australia

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"It will make the life of my team better when it's fully implemented. The next step with Civica is to explore other modules that can add greater value to our investment."

Phil Proctor, ICT Director - Catholic Education South Australia

Find out more about how Civica's solutions could support your organisation:

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