

# Civica School Manager delivers the future vision for this group of Catholic schools

A large network of Catholic schools, overseeing more than 100 institutions from early learning to secondary education, has built a proud tradition of academic excellence over the past 150 years. Today, the group continues this legacy by ensuring that students, parents, and staff have access to the best tools to enhance educational outcomes.

## Recognising the need for modernisation

Faced with an outdated school administration system that was time-consuming to manage and no longer aligned with their future vision, this group of schools decided to upgrade to a new platform. The priority was to move to an enterprise-grade solution that offered easier access, and greater visibility across the entire network, leading to the acquisition of Civica's CSM School Admin in 2022.

After completing the procurement process, the IT team put a carefully planned implementation strategy in place. The rollout, which began in April 2023, is progressing well and is on track for completion by December 2024. Careful planning has been key, especially given the need to work around school schedules and the significant volume of data to migrate. A methodical, cautious approach has proven essential in ensuring its success.

The pace of implementation has been steady, with nearly one school going live each week. The experienced rollout team has ensured the process is deliberate and efficient. Collaboration with Civica, particularly through its program management, has been crucial in keeping both teams aligned and focused on shared objectives.

## Seamless Helpdesk Support

Civica's modern and responsive helpdesk has provided significant relief to the team overseeing the implementation. The absence of major issues requiring escalation has allowed leadership to concentrate on other important matters. Minor issues are swiftly managed thanks to a strong, collaborative relationship with Civica, ensuring that all critical functions remain operational during the transition.

## Streamlining Infrastructure

By moving to the CSM School Admin platform, this set of schools has been able to eliminate outdated and expensive infrastructure, with its servers based in data centres slated for decommission in the coming months. Updates and patches are now handled directly with Civica, allowing all schools to receive new releases simultaneously after thorough testing.

## Enhanced User Experience

One of the most notable benefits of the rollout has been the significantly improved user experience delivered by both CSM School Admin and CSM Community Portal. Following the successful implementation of the CSM School Admin platform, the schools began to see positive interaction with CSM Community Portal, known for its intuitive interface. Parents can easily log in to view their child's reports and pay fees, while staff can instantly access student information across the entire school network.



## Now and into the future

As the implementation nears completion, these schools are excited about the future benefits that CSM will bring. With a five-year enterprise roadmap in place, plans are underway to address additional needs by implementing more CSM modules to further improve the experience for all stakeholders. Feedback from school admin teams has been overwhelmingly positive, and the collaboration with Civica has been instrumental in ensuring the success of this large-scale transition. The network has recently signed a ten-year agreement for both CSM School Finance and School Admin, with plans to explore additional modules within the Civica School Manager so they can continue with their goal of delivering further value to their schools and parents.

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

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