



**City/State:**  
Dallas/Texas

**Client:**  
Higher Ed Partners

**Industry:**  
Education

## The Client

Higher Ed Partners Limited (HEP) helps universities in Europe, Middle East and North Africa (EMENA) expand access to their high-quality degrees and short learning programs through the online delivery of instruction. HEP helps institutions sustainably grow their online enrolment and revenue at scale. HEP's mission is to increase access to top quality and affordable higher education through the online delivery of instruction and help online students succeed. Equality of opportunity is at the heart of everything we do. By helping people improve their lives, whatever their background and circumstances, we believe that affordable and high-quality higher education builds fairer and more equitable societies, unlocks the potential of individuals, helps harmonize skills gaps with the needs of the workplace, transforms employability rates and delivers a thriving global economy.

## Problem

HEP was looking to automate manual processes that were error prone and consumed significant agents' times including:

- Data lookups and validation of required documents (i.e., degree certificate, cv, language certificate, diploma, transcript, certificate) and updates result
- Identifying missing documents
- Ensuring documents are readable and in English
- Ensuring name on documents match name on contact
- Cleaning up and hiding irrelevant files
- Sharing appropriate documents with partner institutions
- Communication with applicants (emails/messages) including reminders for missing documents.



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## The Solution

With 35 agents, reviewing 400 applications per intake, the Automation Anywhere based RPA solution enabled HEP to automate many agent processes resulting in the following savings and efficiency:

1. **Savings** to agent time for each process. **Up to 15 minutes per application.**
2. Increased admission speed through automated qualification validation: **20% time saving**
3. Improvements to partner satisfaction due to improved application quality
4. Improvements to funnel movement due to enablement of automated messaging for email, WhatsApp and SMS.

