KAPLAN PROFESSIONAL

Kaplan Professional

Kaplan Professional (KP) helps professionals obtain certifications, licensure, and designations that enable them to advance and succeed in their careers. KP serves 3,500 corporate customers, including 166 Fortune 500 companies. In 2018, more than 480,000 students used KP's exam preparation offerings.

CUSTOMERS
3,500

STUDENTS
480,000

"Content production is an extensive, custom workflow touched by multiple employees in 18 different departments. By automating and streamlining our workflow with TrackVia, we will be able to truly understand and quickly correct performance issues that slows down our processes," said Sarah Dohnalik, Value Stream Director for Kaplan Professional. "We are significantly increasing employee productivity by eliminating emails, spreadsheets, and multiple systems."

SARAH DOHNALIK, VALUE STREAM DIRECTOR FOR KAPLAN PROFESSIONAL

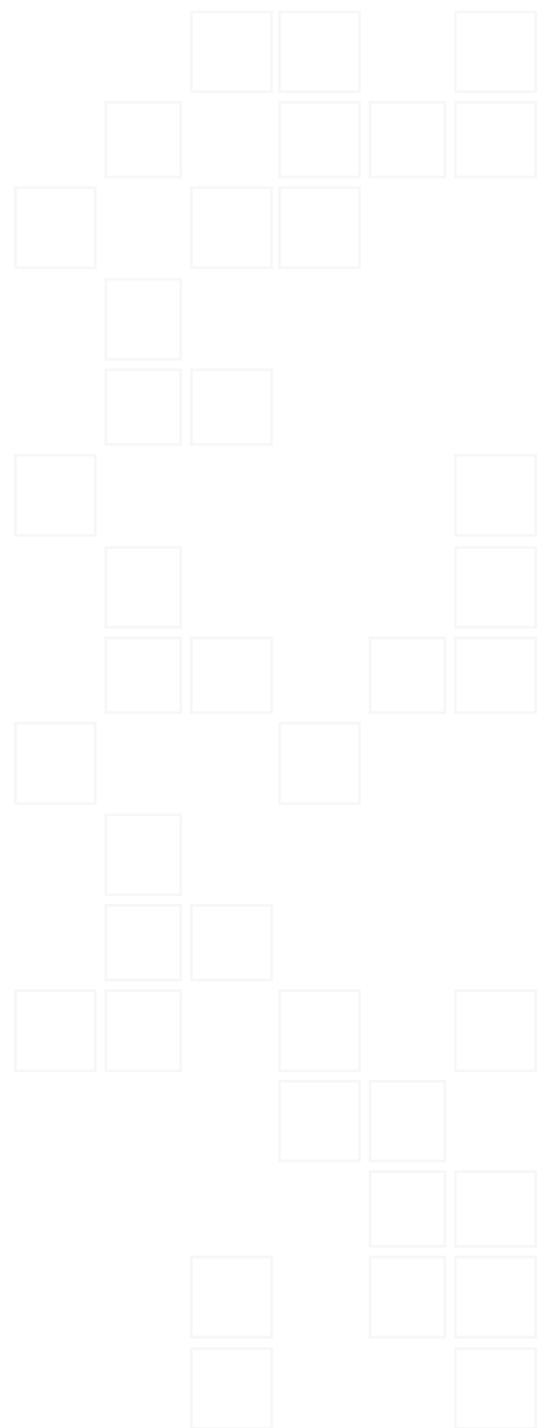## MANUAL PROCESS AND MULTIPLE SYSTEMS IMPEDE PRODUCT DEVELOPMENT PROCESS

Before TrackVia, Kaplan Professional's Value Stream Team was using manual processes consisting of phone calls, emails, and three systems (Jira, Google Sheets, and Workzone) to manage their educational material development and production lifecycle.

For example, Kaplan Professional's production team managed the workflow for 15 individual product lines that collectively produce approximately 3,200 products (such as online courses, books, and assessment tests) per year. Yet, with their manual processes and systems, there was no way for product managers to know exactly where a project, such as a book, was within the development workflow. Daily, hundreds of people across multiple departments chased down status updates and other key information by calling, emailing, and hunting through multiple spreadsheets and systems. Compounding the problem, lack of standardization across data made the entire process inefficient. Without accurate project information, forecasting timelines and resources for other projects was extremely difficult.

Overall, Kaplan Professional's manual processes, disparate systems, and nonstandard data resulted in a lack of visibility into projects, standardization, and reliable reporting and forecasting --- decreasing on-time delivery, productivity, and the bottom-line.

STREAMLINING WORK TO INCREASE ON-TIME DELIVERY AND REDUCE COSTS WITH TRACKVIA

Kaplan Professional sought a workflow management solution that, first and foremost, was flexible so they could easily make modifications as their needs dictated over time. The system also had to provide quick visibility into project statuses, increase their production throughput, and reduce the number of emails and spreadsheets throughout the business. Further, Kaplan Professional wanted a system that could be easily integrated into their Six Sigma LEAN methodology.
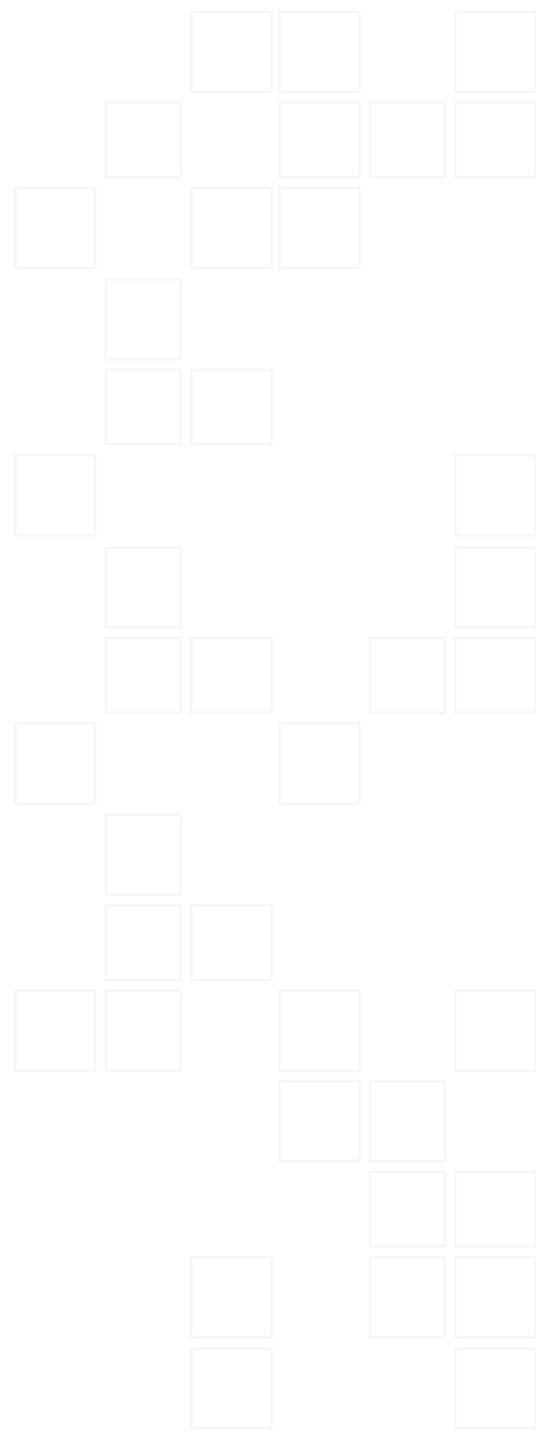
TRACKVIA®

After evaluating solutions such as Appian and Bizagi, Kaplan Professional chose TrackVia because it met all their needs, was extremely cost effective, and did not require a large IT effort.

With TrackVia, Kaplan Professional implemented a custom, comprehensive product development application. Kaplan Professional is consolidating three systems and multiple project spreadsheets into a single TrackVia application. With this consolidation, Kaplan Professional gained visibility into their project planning as well as the ability to forecast major projects, including the individual products within them. They also use their TrackVia platform to manage over 10,000 different product IDs with centralized notifications and standardized data points across all their product lines.

As a result of modernizing their production workflow, Kaplan Professional has sped up on-time delivery with their products, as well as reduced costs by consolidating systems and streamlining processes.

NEED TO STREAMLINE AND ACCELERATE CRITICAL PROCESSES? CONTACT US TO LEARN MORE

TrackVia is the leading workflow platform for operations — allowing you to create custom applications according to your unique business needs within weeks. For more information on creating workflow applications for your organization, **contact us today**.