Higher education institutions are now investing in next generation technology solutions to enhance student and tutors experience. One of the most pertinent solutions is migration to cloud technologies. Cloud technology ensures the ability to create a unified platform to establish a “connected campus”. Cloud-based ERP and Student Information System (SIS) provides an optimized, integrated, and secure digital experience to all the relevant stakeholders while also building institutional operational excellence. Along with unifying siloed campus operations, cloud solutions also enable learning progression, increased adoption of student-facing apps with campus services, and an enhanced virtual campus experience.

The rapidly evolving education landscape

Recent changes in the education sector have led higher education institutions to rethink their business strategy and the way forward. Rapid shift to a hybrid learning model has led to a change in student expectations to access campus from anywhere and everywhere in all devices. All the stakeholders involved in the student lifecycle—including professors, students, staff, researchers, admins and alumni—require secure and easy access to digital resources. The immediate need is to achieve “digital maturity” across student lifecycle management (SLM), which includes lead generation, prospect identification, admissions, enrollment, academics, graduation, operational excellence and maintaining alumni relations for advancement.

Student lifecycle management
A holistic and data-informed approach that focuses on the entire student journey, from admissions through alumni to ensure student success.
Those institutions farther along in their cloud journey have had an easier transition to remote learning and many are now back to a flexible, hybrid model of both in-person and remote learning. With a continually evolving digital technology environment, moving to a “cloud-first” model will be critical for educational organizations to keep up with the pace of change. Education leaders will need to consider increased adoption of software-as-a-service (SaaS), infrastructure-as-a-service (IaaS), and cloud solutions as a way forward to accelerate transition to a “cloud first” model.

The cloud is gaining traction in higher education

Higher education is catching on to the inherent value of the cloud. In fact, cloud computing in education held a market value of $2.182 Bn in 2020 and is forecasted to reach $8.779 Bn by the year 2027, according to the ‘The Global Cloud Computing in Higher Education Market’ report. The report states that the market is anticipated to register a CAGR of 22% over the projected period.¹

Key benefits of cloud technologies for higher education

Cloud technologies will enable educational institutions to create a unified and integrated platform for a complete student lifecycle management process as shown in the following graphic.

¹ The Global Cloud Computing in Higher Education Market report: https://www.researchandmarkets.com/reports/5456925
Higher educational institutions are investing in these next-generation technology solutions to achieve benefits like:

- The ability for real-time collaboration and communication between students, teachers, staff, researchers and alumni
- A cloud-based education platform that improves physical and digital access to resources (This type of platform helps ensure all students have access to all materials and learning resources, regardless of the device or internet browser used.)
- Less IT investment for educational organizations from reduced application maintenance cost and data storage costs
- Modernization of learning environments
- On demand flexibility to ramp up or ramp down compute power to match demand across stakeholder and end user groups throughout the academic year
- Swift provisioning and de-commissioning of secure environments and compute power in support of research programs and change and transformation initiatives
- Higher levels of (and confidence in) data security and monitoring, in addition to significant savings compared to the fixed capacity of the data center

In addition, educational institutions are embracing cloud services adoption to improve their own service delivery. Enhanced collaborative and interactive learning with reduced cost of hardware offers improved accessibility, accountability and flexibility along with storage of bulk data for increased learning and research capacity—in turn, providing a winning edge to educational institutions.

The transformation journey

Digital transformation is essential for higher education, not only to provide services securely today, but to keep up with evolving student expectations. Cloud technology is the solution to achieve this. The rapid shift from the traditional model has led to leaders in higher education to seek solutions about how to build a more connected student experience, motivate and retain faculty and staff, and help establish simplified, optimized processes across the student lifecycle.

Introducing cloud technologies and establishing a “connected campus” enables a deep and coordinated culture, workforce, and technology shifts that allow for new educational and operating models. It transforms an institution’s business model, strategic directions, and value proposition.
The steps that educational institutions need to take for their transformation journey are:

- Assess, analyze and identify the scope for modernization in the current application landscape (on-prem applications, legacy systems, databases working in silos, etc.)
- Finalize the IT strategy for modernization with digital transformation to develop a unified and integrated platform based on strategy, technology and process
- Select the “right fit” cloud technology solution to integrate the entire student lifecycle management process into a single platform
- Implementation/migration of the cloud solution designed to ensure operational efficiencies and cost reduction in IT

**Summary**

An end-to-end digital experience is no longer optional for students and stakeholders in higher education. Although educational institutions will likely continue to operate in a hybrid model for the foreseeable future, as expectations rapidly evolve so must the education experience. Traditional and siloed technology approaches must be transformed by a cloud technology-driven SLM experience.
Awards and accolades

Contact
To discover how to address today’s most pressing challenges in education through the use of technology, visit https://www.tcs.com/education

Email: Education.Advisor@tcs.com

About Tata Consultancy Services Ltd (TCS)
Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world’s largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India’s largest multinational business group, TCS has 592,000 of the world’s best-trained consultants in 46 countries. The company generated consolidated revenues of US $25.7 billion in the fiscal year ended March 31, 2022 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS’ proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index.

For more information, visit www.tcs.com and follow TCS news @TCS_News.