VERACROSS

VERACROSS AND LORETTO SCHOOL

Consolidating individual systems into one platform

Introduction

Loretto School, founded in 1827, is an independent boarding and day school for boys and girls aged 3 to 18, situated in Scotland. We visited their beautiful campus in Musselburgh, just outside Edinburgh and spoke with Dan Lee, Head of Digital Solutions.

Loretto is a very busy school and making sure that the students can do all of the things they want to do in a safe and caring environment is of key importance. Dan sees his role as using technology to make people's lives easier, but also to equip them with the information they need to succeed in their roles.

What were the challenges?

Loretto had lost confidence in their existing MIS, but were also looking at introducing new systems that they didn't already have in place, such as development and fundraising for example. Most of their systems were on-campus and were becoming difficult and more expensive to maintain.

The wide range of disparate systems was impacting lots of different aspects of the school but also meant that Dan and his team were losing a lot of time on processes that could have been automated or passed on to other staff. Dan was particularly frustrated by this 'wasted' admin time as it reduced the opportunity for strategic planning which is such a key aspect of his role.

Finally, and crucially, the school had identified that they wanted to make improvements in the way they engaged their parents and managed their boarding.

"We wanted to make significant changes for the future rather than spending time troubleshooting."

- Dan Lee, Head of Digital Solutions, Loretto School

Why choose Veracross?

One of the main reasons for moving to Veracross was the coverage that the platform offers. This gave Loretto the opportunity to consolidate a lot of their individual systems into one platform, as well as bringing in new opportunities to develop their processes further. In particular Veracross' offering for boarding and development were going to support a key aspect of Loretto's plans.

However, flexibility was an important factor and the integrations Veracross offers made it possible to connect solutions that Loretto had been forced to run separately.

Together, Loretto felt that Veracross was offering a solution that would support the school over the long term.

"It's about looking to the future and a system for the next ten-plus years"

The team at Loretto spent nearly a year doing their research. They spent a lot of time identifying where they wanted to make improvements, particularly with respect to technology.

The decision was between going for a system which did something similar to what they already had in place, or making a significant change and choosing something that would make a real difference.

The easy choice would have been to be conservative, but in the end, they decided they wanted something with a greater potential for positive change and Veracross was the right product for that.

"If schools are looking for better coverage, integrations and the chance to make a bigger change in their MIS then I can't see a better product."

Dan was impressed by the way Veracross exceeded their expectations. The team's willingness to engage, to ask what specific issues they might be experiencing, address those issues directly and to involve different members of the school meant that everyone felt supported and reassured.

How has the experience been so far?

Loretto began their implementation in September starting with the admissions team. The experience has been positive with a sense of enthusiasm amongst staff who are excited about the improvements they can see, both in how they can communicate with parents, but also that day-to-day admin has been made easier.

Dan was amazed by the level of customer service, which he feels has been noticeable throughout the process. Conversations are followed up quickly and there is a wealth of expertise on hand to offer support, either in person, or through the Veracross University. With the Veracross team making sure they understand the school's needs and working with them to provide reassurance and support means he feels that they are all working together to achieve the best outcome.

"Veracross has been incredibly professional and it's a very exciting product to be working with."

What does the future look like?

Dan is looking forward to Veracross making it easier for staff at the school to collaborate and support each other's activities: the development office working with someone in the admissions team and supported by someone else from the office administration for example. Most importantly, everyone will be working from the same base platform, with the same reporting tools so that data is more usable across the whole school. He is looking forward to seeing people grow in confidence as the system solves their problems.

This centralisation and accessibility to information will mean that parents, teaching staff, non-teaching staff all know where to go to find the answers they need. Dan envisions them being empowered to use all the data the school collects to give them good and accurate information as they need it.

Parent engagement is very important to the school and Dan is looking forward to a seamless experience for families, from when they first interact with the school throughout their time at Loretto. With all communications from the school and all the information they need on one portal they can get what they need at a time that suits them and not have to wait or phone in.

"Veracross offer opportunities that other products don't."

Veracross is the only one-person, one-record school management platform for independent and international schools. With our single-record database, the Veracross platform enables schools to access one shared source of truth to provide the data schools need, anytime, anywhere. More than 3,200 schools in more than 60 countries run on Veracross solutions to support improved communication, enhanced learning, and a unified school experience.

Visit our website for more information or get in touch with our experts who will be happy to talk to you about how Veracross 360 could make a difference at your school.

Interested in learning more about our industry-leading MIS?

Contact sales@veracross.com to set up a customised demo for your school.