

Closing the skills gap with innovative cloud-based interactive education

Education technology company



Business opportunity

In many countries, historical underinvestment combined with the rapid pace of change in the digital world have created a skills gap—making it hard for employers to source the talent they need.¹

A leading Indian education technology (EdTech) company is trying to close the gap by providing large educational and training institutions with innovative digital learning platforms.

The company, which supports more than 79,000 active learners across thousands of courses, relied on a disparate set of systems—including CRM, ERP, and the Learning Management System itself. The siloed nature of these systems was a brake on growth.

Technical challenge

The EdTech company struggled to manage existing volumes of students and resources, let alone projected volumes.

Moving information between systems was a manual and error-prone exercise. For online education workflows, the lack of automation resulted in slow response times, which meant that frustrated learners might choose to switch providers.

Adding new students generated significant workload and cost, limiting the company's ability to grow. Course offerings provided little modularity or configurability, hindering their adoption by universities, colleges and training institutions.

In addition, older technology did not support the latest AI and data science capabilities, identified as essential for the company's future.

Our solution

Together, Kyndryl and the EdTech company removed friction from information flows and reduced internal workload by migrating to a modular and scalable infrastructure hosted on the Amazon Web Services (AWS) cloud.

Using a design thinking approach, Kyndryl collaborated with the company to create a comprehensive university management system, enabling the seamless management of online and campus learners across more than 1,400 touchpoints. This modular, multi-tenant SaaS solution supports rapid integration and customization, enabling the EdTech company to onboard new institutions rapidly.

The solution is aligned with the Indian National Education Policy 2020 to enhance flexibility and personalized learning experiences.

The power of partnership

Kyndryl worked closely with Amazon as its strategic alliance partner. The combination of robust AWS cloud services and Kyndryl's delivery experience enabled a rapid, successful outcome for the EdTech company.

Technology Stack:

- AWS Cloud for hosting
- Applications: React.js, Material UI, SpringBoot Java, Python, Node.js, Temporal, PostgreSQL, DynamoDB
- Infrastructure managed with Terraform
- DevSecOps tools: AWS CodePipeline, CodeCommit, Inspector, EFK, Prometheus, Grafana
- Internal Developer Portal: Backstage
- Implemented multi-tenant SaaS architecture with flexible control and application planes for university onboarding.
- Utilized Scrum framework for agile development, prioritizing features based on value stream mapping and iterative UX workshops, design mocks, and user stories.

What progress looks like

Following the migration of its infrastructure to AWS, the EdTech company has removed the barriers between its systems and enabled information to flow freely across its organization. The Kyndryl solution has removed obstacles to growth, enabling the EdTech company to bring higher-quality learning services to market faster.

- Streamlined student onboarding for six universities
- Cut operational costs by 20% through data consolidation and system rationalization
- Gained a resilient and flexible cloud infrastructure on AWS
- Unlocked future growth potential



What's your next digital business challenge? Let's tackle it together.

Talk to an expert. →

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1. <https://www.indiatoday.in/education-today/featurephilla/story/navigating-indias-skills-landscape-how-to-close-the-skill-gap-2391083-2023-06-09>