

# PRESS RELEASE



## NCC Education Selects ProTech's Cloud-Based CRM & Digital Solution to Enhance Customer Service, Improve Operational Productivity, Efficiency and Support Business Strategy.

ProTech's digital platform ProWeb and its specialist CRM software Pro9, delivering a highly secure, integrated web and CRM solution hosted in ProTech's ProCloud, has been chosen to deliver an Awarding Body Management System for NCC Education. The ProTech solution will significantly improve NCC Education's levels of customer service, reduce its operating costs and support its business strategy to deliver a web based communications channel for its customers, employee users and learners.

One of the key criteria in the selection of ProTech as NCC Education's preferred CRM provider was the ability to provide an integrated web and CRM solution that supported the delivery of a cloud-based Awarding Body Management System. This will enable NCC Education to move away from its existing 'on premise' system thereby removing the need to manage and support the infrastructure required to host the CRM and digital solution.

NCC Education's Awarding Body Management System will be hosted in ProTech's ProCloud, a highly secure, always available, fully serviced managed Cloud infrastructure, supported 24x7, 365 by ProTech's front line support team.

ProWeb will allow ProTech to design and build a new Centre Portal for NCC Education that will initially provide an online interface for its Accredited Partner Centres.

The Centre Portal will enable NCC Education's Accredited Partner Centres to perform additional online activities including: registering students and their individual profile, register students onto their specific qualification journeys, schedule exams, conduct online exam assessments, receive qualification results, monitor and track students' progress throughout their learning journey and to download and view key resources.

Business benefits to be delivered will include: user accounts fully integrated with NCC Education's main student and Centre Portal database, automated workflow, and integrated document management across the organisation. Importantly, NCC Education's financial processes and data will now be integrated with its accounting system.

“ ProTech has met our key objective around the replacement of our existing Awarding Body Management System as it will enable efficient manageability and sustainability of our systems through controlled development and systems integration. At the same time, it will support and deliver customer self-service and drive out waste and zero value workflow and processes. ”



Emma Dawkins,  
Formerly Director  
of Qualifications and  
Academic Delivery for  
NCC Education

### About NCC Education:

A leading awarding body and global provider of high quality British education solutions, NCC Education's qualifications are recognised by universities, professional bodies and employers worldwide. It provides its complete education solution to over 150 Accredited Partner Centres worldwide. For more info visit: <http://www.nccedu.com/>

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## ProTech CRM Solution Chosen by Institute of Risk Management to Support Its Growth and Development.

Following an extensive review of the CRM marketplace, The Institute of Risk Management (IRM) has taken an essential strategic decision to deploy ProTech's highly secure digital platform ProWeb and specialist CRM software Pro9, to provide an integrated web and CRM solution, enabling IRM to embark on a programme to deliver enhanced digitisation as a foundation for the improved delivery of services to its customers and members.

*"Implementing a single scalable CRM solution, which fully integrates with our website and other third-party applications, is the first step in our digital strategy to enhance our external communications and improve our product offerings and service delivery,"* said Ian Livsey, CEO of IRM, the leading body for professional Enterprise Risk Management which provides globally recognised qualifications and training, publishes research and guidance and sets professional standards.



IRM did look at upgrading its former CRM system but did not want to invest in an upgrade that potentially would not meet IRM's current CRM requirements and importantly those of the future.

Pro9 integrated with ProWeb delivers a scalable, future proof and cost-effective solution, offering specialist modules, developed specifically for the Not for Profit sector. Modules include CRM, Workflow, Membership and Subscriptions, Event Management, Marketing and Campaigns, Continuous Professional Development and Professional Qualifications.

Of importance to IRM were the features and functionality of ProTech's Professional Qualifications module. Pro9 integrated with ProWeb ensures that data is captured and processed in a single solution to provide IRM customers and members with fast and accurate access to its qualification products and services.

IRM's thorough review of the CRM marketplace involved discussions with twenty companies, seven of which were invited to tender.

*"Our selection of ProTech as IRM's preferred supplier was supported by Hart Square, the independent CRM and Technology Consultants with who we had engaged to undertake a business review case of our CRM requirements. We look forward to working with the ProTech team to help IRM drive our growth and development."*



Ian Livsey,  
CEO of IRM

### About IRM:

IRM is the leading international professional body for risk management. We are an independent, not-for-profit organisation that champions excellence in managing risk to improving organisational performance. We do this by providing internationally recognised qualifications and training, publishing research and guidance, and raising professional standards across the world. Our members work in all industries, in all risk disciplines and across the public, private and not-for-profit sectors. [www.theirm.org](http://www.theirm.org)

