



KHDA is the Knowledge Human and Development Authority in Dubai. They are responsible for the growth and quality of private education in Dubai and support schools, universities, parents, students, educators, investors and government partners to create a high-quality education sector focused on happiness and wellbeing.

## PROJECT OVERVIEW

The Knowledge and Human Development Authority was looking for a solution to better engage with institutions and help them go through the admission, review and licensing process conveniently using modern and efficient technologies.

## SOLUTION

The solution we came up with consisted of two different parts.

First we did Service Cloud setup to process requests and approval for license submission and review automation.

In parallel, we implemented Experience Cloud to enable seamless collaboration between KHDA representatives and education providers, which have been used as additional channel to streamline licensing and general requests with status tracking possibilities.

## FEATURES



Admission Process  
Automation



Institution License  
Approval Automation



Document Template  
Management

## CLIENT COMMENTS



Ascot, United Kingdom

Jools Goringe  
COO at TECSS

*"Professional from the start, knowledgeable, great at finding the right solution for the requirements. A partner we will work with again and again."*