

# Case Study 2: Streamlining Large-Scale Vnaya Operations through Centralized Workflow and Automation using VION LMS

## Executive Summary

Rapid growth in tutoring, coordination programs increased the operational load for our client **Vnaya**, making it harder to manage scheduling, task tracking, escalations, and reporting through manual coordination. Disconnected workflows slowed execution, reduced visibility, and introduced inconsistencies across teams to increase escalations.

**VION LMS** partnered with Vnaya to centralize all operational processes into a single, system-driven platform. By automating task management, standardizing escalations, and enabling real-time reporting, **VION LMS** significantly reduced manual effort and improved operational accuracy. This transformation allowed Vnaya to scale operations efficiently and confidently—without increasing team size.

## Customer Background

**Vnaya's** operations teams manage critical academic and non-academic workflows such as tutor scheduling, session coordination, task execution, and issue resolution. These processes were previously handled through Excel sheets, emails, and phone calls, creating heavy manual effort and frequent follow-ups. As student volumes increased, information became fragmented across tools, limiting visibility and ownership. This growing complexity made it difficult to resolve escalations quickly and scale operations efficiently, highlighting the need for a centralized and reliable system.

## Key Challenges

- Heavy reliance on Excel for task uploads
- Manual and inconsistent workflows
- Reactive escalation handling
- Time-consuming reporting and audits
- Growing workload without proportional team scaling

## Challenge 1: Manual Task Management & Status Visibility

### Before

- Tasks uploaded and tracked via spreadsheets
- Status updates dependent on manual follow-ups
- Limited visibility into task ownership and progress
- High coordination effort across teams

### **After Using the Vion LMS**

- System-driven task creation with clear ownership
- Real-time task status visibility across teams
- Standardized workflows for execution and tracking
- Reduced dependency on manual coordination

## **Challenge 2: Escalation Handling & Reporting Inefficiencies**

### **Before**

- Escalations handled through calls and emails
- No standardized escalation workflows
- Reporting prepared manually every day
- Limited auditability and traceability

### **After Using the Vion LMS**

- Standardized escalation workflows within the system
- Automated DSRs and management dashboards
- Complete audit trails for traceability
- Faster, more reliable reporting processes

### **Business Impact**

- **30-40% reduction in manual operational effort**
- **1-1.5 hours saved per team per day**
- **60-70% reduction in reporting time**
- **40% faster escalation resolution**
- **60-70% reduction in operational errors**
- **50% reduction in audit preparation effort**