

Success Story |

Customer: Misr University for Science and Technology

Industry: Education

Country: Egypt

# Empowering Education

*MUST's Journey to a Smarter, Digital Future*

## Opentext Platinum Partner

ASSET is an OpenText Platinum Services Reseller Partner, one of the very few Platinum Partners to OpenText around the world and specifically in the Middle East. We continue to deliver a competitive portfolio of solutions and services through a series of leading, cutting-edge technology solutions.

About

# Misr University for Science and Technology -



*Education*

Since its establishment in 1996, **Misr University for Science & Technology (MUST)** has been a pioneer in private education in Egypt. With over 20,000 students, the university is celebrated for its commitment to **academic innovation** and **sustainability**. However, as enrollment grew, the university faced operational bottlenecks that limited its ability to provide seamless educational services.

<https://must.edu.eg>

## Challenges in **Education Management**

As Egypt's first private university, MUST's reputation for academic excellence and sustainability placed it at the forefront of education. Yet, rapid growth brought complex challenges:



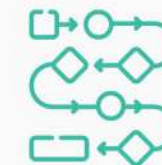
### Paper-Based Student Records

Managing an ever-expanding archive of student files became increasingly inefficient, delaying processes like admissions, registration, and grade management. Staff documents and HR files added another layer of complexity.



### Departmental Silos

Fragmented systems led to miscommunication, duplicating efforts and causing delays in decision-making.



### Manual Workflows

Outdated workflows held down essential operations like course registration and specialization requests.



### Integration Challenges

The lack of a unified content management system made it difficult to track and share critical information across departments.





## The Solution

# Leveraging OpenText Extended ECM

MUST chose ASSET Technology Group to revolutionize its approach with a powerful digital transformation solution. Leveraging OpenText Extended ECM Platform, the solution seamlessly integrated with MUST's Ellucian Banner system, creating a unified hub for managing both structured and unstructured content.

## Key Solution *Features*



**OPENTEXT EXTENDED ECM PLATFORM**



**OPENTEXT EXTENDED ECM / CONTENT CENTRIC WORKFLOW**



**OPENTEXT EXTENDED ECM REST API'S AND WEBSERVICES**

ASSET Solution and

**Technology *Highlights***

### Centralized Content Hub

All student records and administrative files were digitized into a unified system for streamlined access.

### Workflow Automation

Processes like admissions, registration, course changes, and grade updates were automated for greater efficiency.

### Custom Integration

REST APIs enabled seamless communication between ECM and Ellucian Banner, ensuring a single source of truth for academic operations.

### Legacy Data Migration

Historical student records were securely migrated to the new platform, ensuring continuity.

### Streamlined Operations

Integrate content management across all departments to eliminate silos.

### Enable Accessibility

Centralize records for students, staff, and ensuring quick, secure access.

### Automated Processes

Essential workflows for student registration, course changes, and grade updates were digitized, enhancing speed and accuracy.

The right technology and solution implementations empowered every corner of the university, starting from admission and administration to human resources and student services, enabling staff and students to focus on what truly matters: *education*.

# THE IMPACT

## *Transforming Operations* **Across Departments**

The solution was more than just software—it was a strategic leap toward **modernization**: MUST's operations became more efficient, scalable, and aligned with its mission of academic and operational excellence.

### ➤ **Enhanced Student Experience**

Automated workflows eliminated delays in key processes, providing students with faster and more reliable service.

### ➤ **Administrative Efficiency**

Staff gained immediate access to critical documents, accelerating decision-making and reducing workload.

### ➤ **Future-Ready Infrastructure**

MUST's digital ecosystem now supports scalable growth, ensuring it remains at the forefront of education for generations to come.

**MUST not only resolved its operational challenges but set a new benchmark for digital transformation in the education sector.**

## Reporting

# Data-Driven Insights for Smarter Decisions

The new reporting system at MUST provides valuable insights into key student services, helping the university make informed decisions and improve operations.

### Course Equivalence Requests

Tracks the number of internal and external course equivalence requests.

### Specialization Registration Requests

Monitors the number of requests for specialization registrations.

### Course Grade Modifications

Tracks the number of grade modification requests.

### Course Postponement Requests

Monitors the number of requests to postpone courses.

### Course Registration Requests

Tracks the total number of course registration requests.



## The Journey

# A Collaborative Implementation

ASSET adopted an **Adaptive Waterfall Model** to ensure each phase of the project was meticulously planned and executed:

### 1 Initiation and Requirements Gathering:

Collaborated with MUST stakeholders to define project objectives and align expectations.

### 2 Design and Development

Created tailored workflows, metadata structures, and integration points to address MUST's unique requirements.

### 3 Testing and Iteration

Iteratively tested modules to refine workflows and validate use cases.

### 4 Deployment and Training

Delivered a fully integrated system, complete with training for MUST staff to ensure a smooth transition.

While the journey presented challenges—understanding the complex archival needs of students records, and aligning workflows across departments—ASSET's expertise and MUST's commitment to transformation ensured success.



## A Future-Ready Institution

Through its partnership with ASSET Technology, MUST has become a model of digital transformation in higher education. By addressing legacy inefficiencies and leveraging cutting-edge ECM technology, the university has set the stage for sustained excellence and innovation. MUST's journey is proof to the power of collaboration, vision, and the right technology to drive impactful change.

## Inspiring the Education Sector

The success of MUST's digital journey is a beacon for educational institutions navigating similar challenges. ASSET Technology Group's expertise and the power of OpenText Extended ECM created a scalable, future-ready solution that speaks directly to the needs of modern education.

**As education evolves, the lesson is clear:** embracing digital transformation is no longer optional—it's the key to empowering students, staff, and society.

➤ **Let's work together to drive smarter, more efficient education solutions.**



## About ASSET

At ASSET, building meaningful relationships with our customers and partners has been at the heart of our business operations for years. We believe that it's not just about delivering innovative technology services and solutions; it's about embedding genuine value into every offering. Our commitment lies in partnering with our customers to navigate their digital transformation journeys effectively.

Since ASSET foundation in 1991, we have specialized in developing products and solutions that address market needs while unlocking new opportunities for our clients. Our dedication to continuous product development and enhancement ensures we deliver exceptional services that enrich our customers' business experiences and drive their success.

Today, more than **700 customers** in **30 countries** trust ASSET teams to deliver services and solutions to overcome business challenges and step into a new age of technology transformation.

[www.asset-technology.com](http://www.asset-technology.com)

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