# Summary of Business Case and Outsourcing Analysis

### 1. Executive Overview

The institution plans to launch a **Unified Student Experience Platform by 2026** to address challenges in serving a growing, diverse student body with efficient, accessible, and timely services. The platform will also ease administrative workloads, reduce operating costs, and support better decision-making through improved data management.

Due to limited internal resources and expertise, the recommended approach is to **outsource development and deployment** of the platform to a specialized third-party developer.

### 2. Problem Statement

The institution faces:

* Increasing student numbers against limited staff and facilities.
* Diverse cultural and linguistic backgrounds, creating communication barriers.
* Administrative bottlenecks in managing student services and events.

Without intervention, these issues risk lowering student satisfaction and straining staff capacity.

### 3. Objectives

The platform aims to:

* Provide equitable access to services for all students, regardless of background.
* Support student learning and campus life through integrated **Learning Management Systems (LMS)**.
* Improve administrative efficiency via **Human Resource (HR) tools**.
* Reduce institutional costs by minimizing reliance on manual staff interventions.

### 4. Options Considered

**Option 1: In-house Development**

* Pros: Greater security, direct control, locally managed documentation.
* Cons: Skills gap, limited staff, longer delivery times.

**Option 2: Outsourced Development**

* Pros: Professional expertise, faster delivery, cost savings on staffing and materials.
* Cons: Risks of data breaches, less flexibility for future changes.

**Recommendation:** Outsource development to leverage external expertise and focus institutional resources on its core mission—supporting students.

### 5. Outsourcing Models

* **Onshore:** Easy communication and compliance but expensive.
* **Nearshore:** Cost-effective, culturally aligned, easier logistics, favorable legal frameworks.
* **Offshore:** Lowest costs and largest talent pool but high risks in quality control, security, and communication.

**Recommendation:** Nearshore outsourcing strikes the best balance between cost, accessibility, and compliance.

### 6. Scope & Deliverables

The platform will:

* Deliver a multilingual, accessible, and user-friendly system.
* Provide LMS features for students’ academic and social activities.
* Supply administrative tools for efficient operations.
* Exclude components outside student experience and staff efficiency.

### 7. Risks & Mitigation

* **Scalability:** Addressed through cloud hosting.
* **Security:** Use cybersecurity services.
* **Legal compliance:** Seek professional legal advice.
* **Delays:** Deploy features in phases.
* **Stakeholder dissatisfaction:** Engage students and staff in testing and feedback loops.

### 8. Conclusion

Implementing the Unified Student Experience Platform is critical to improving service delivery, lowering operational costs, and enhancing the overall student journey. Outsourcing—particularly via a nearshore model—offers the most practical path to success.

The institution requests **management approval** for outsourcing arrangements and budget allocation to initiate the project immediately.