

**T R I B A L**

# **Tribal in Education**

**We provide the expertise, software and services required by education and business organisations worldwide to underpin student success.**

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**Tribal is an international organisation that is helping to empower the world of education**



## ABOUT TRIBAL

Tribal is a global provider of technology products and services to the international education and training markets.

Our work spans over 55 countries and we employ around 900 education and technology specialists with a rapidly growing presence in the Asia-Pacific region.

As a global supplier to higher education institutions, vocational institutions and schools, our vision is simple. It's to empower the world of education and provide the expertise, software and services required by education and business organisations worldwide to underpin student success.

## Our approach

- Our collaborative approach means we work together with our clients to develop effective and innovative solutions.

## Our people

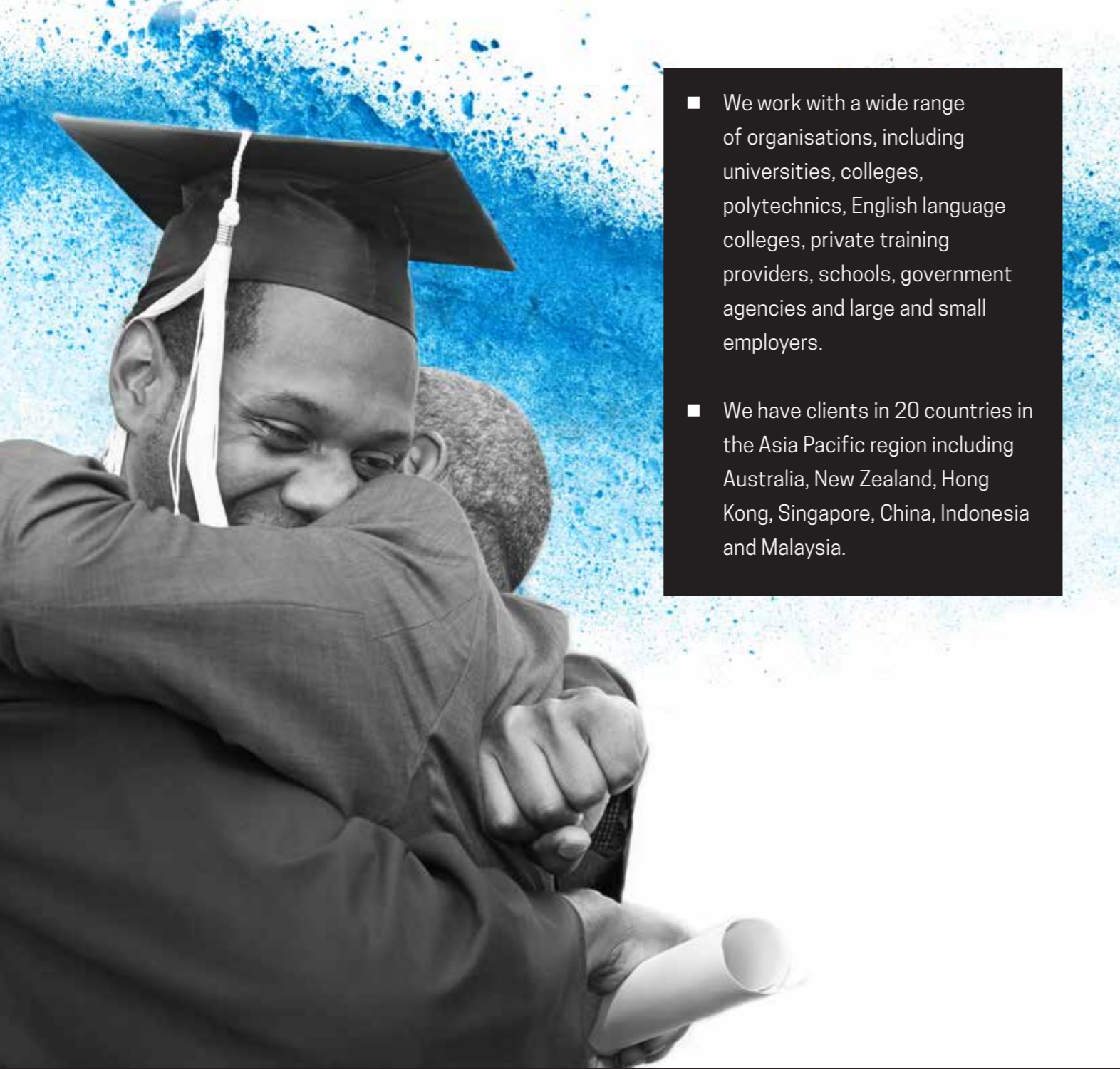
- Our people are education and technology specialists with an unrivalled depth of expertise.
- We are passionate about improving access to learning and helping to deliver high-quality education services.
- Tribal has over 300 employees in the Asia Pacific region, with offices in Australia, Malaysia, Philippines and New Zealand.

“Tribal offers a compatible solution that works with our current business practices and requirements. As a large, reputable company, we trust Tribal to deliver robust support services and look forward to further developing our partnership.”

### AUCKLAND INSTITUTE OF STUDIES

“We needed a supplier with commercial strength and experience combined with product viability and a proven track record in successfully implementing a new SMS.”

### UNIVERSITY OF WAIKATO



- We work with a wide range of organisations, including universities, colleges, polytechnics, English language colleges, private training providers, schools, government agencies and large and small employers.
- We have clients in 20 countries in the Asia Pacific region including Australia, New Zealand, Hong Kong, Singapore, China, Indonesia and Malaysia.

## OUR WORK

In the Asia Pacific region:

- We provide services and solutions to over 4,000 education providers.
- We work with 100% of universities in New Zealand, and 90% in Australia.
- We are implementing technology to support one of the world's largest educational change programmes, covering over 2,000 schools and TAFEs and 1.4 million students.

## Student management systems

- In Australia and New Zealand 17 universities and 34 private training providers, colleges and polytechnics use our student management systems.
- We supply student administration and management solutions to over 3,500 schools in Australia.
- Our next generation cloud solutions are being deployed by the British Council to approximately 142 Teaching Centres in 51 countries and will handle more than 300,000 student records annually.

## Review and improvement services

- Our student experience surveys are used by over 1,400 universities worldwide, 150 higher education and VET providers in Australia, as well as 250 higher education providers and schools in New Zealand.
- We provide financial benchmarking services to Australian vocational providers

and to The Tertiary Education Commission in New Zealand to enable Institutes of Technology and Polytechnics to identify achievable cost savings, investment opportunities and to highlight areas for improvement across their institutions.

## Facilities and asset management

- The Ministry of Education in New Zealand use our facilities and asset management solutions to manage more than 2,300 properties valued at NZ \$25 billion and to keep track of the location and status of all the things they own, as well as understanding the maintenance responsibilities and costs.

# PRODUCTS AND SERVICES

## Student management systems

### Higher Education

Our student management systems help universities and colleges stay ahead in a competitive global marketplace, by supporting student success every step of the way, from initial enquiry through to graduation and alumni.

### Vocational Education

Our vocational education management systems are some of the most innovative and functionally rich in the market, and support the learning process from course marketing and enquiry through to learning delivery and assessment.

### Schools

Our integrated management and administrative systems help schools to manage the entire student journey from enquiry through to alumni.

The system enables parents to support their children by engaging in the learning process via the online portal, and provides teachers with the flexibility to handle the changing demands of the busy school day.

## Transformation and change

Our Transformation and Change consultants support your institution to manage technology and business change to ensure a comprehensive and sustainable approach to our software implementations and projects.

Our core services focus on the business led activities needed to make technology projects a success and we work with customers to ensure systems and processes continue to be optimised and are responsive to your changing business needs.

“Working with Tribal and the functionality available in their SMS enables us to turn our attention fully to driving the quality of the student experience.”

**MASSEY UNIVERSITY**

## Customer Services Software

Our customer services software is a student support solution that provides a holistic view of a student’s interactions, centralising student support services into one coordinated facility, providing simple one stop access. It enhances the student experience by giving institutions the ability to effectively manage support across multiple departments and functional areas.

## Facilities and Asset Management

Our facilities and asset management system is the intelligent, interactive and integrated way to manage facilities and assets.

The system manages asset networks and keeps track of the location and status of all assets, as well as understanding the maintenance responsibilities and costs

The system provides total clarity. Whether it’s seeing a list of assets, report on buildings that are due health and safety checks or monitor space utilisation.

## Review and Improvement Services

We are a leading provider of review and evaluation services to enable transformational change for education and training providers:

- Our powerful learning analytics platform helps to optimise student performance and outcomes by enabling you to identify students at risk and intervene earlier, which can be tailored to meet the unique characteristics of your institution and its students.
- Our financial benchmarking helps senior managers to understand their finances in an unrivalled level of detail. On average, our benchmarking customers identify potential savings equivalent to 3% of university income; with many of our customers saving millions.
- i-graduate offers the global benchmark for the student experience. We deliver comparative insight to the education sector worldwide,

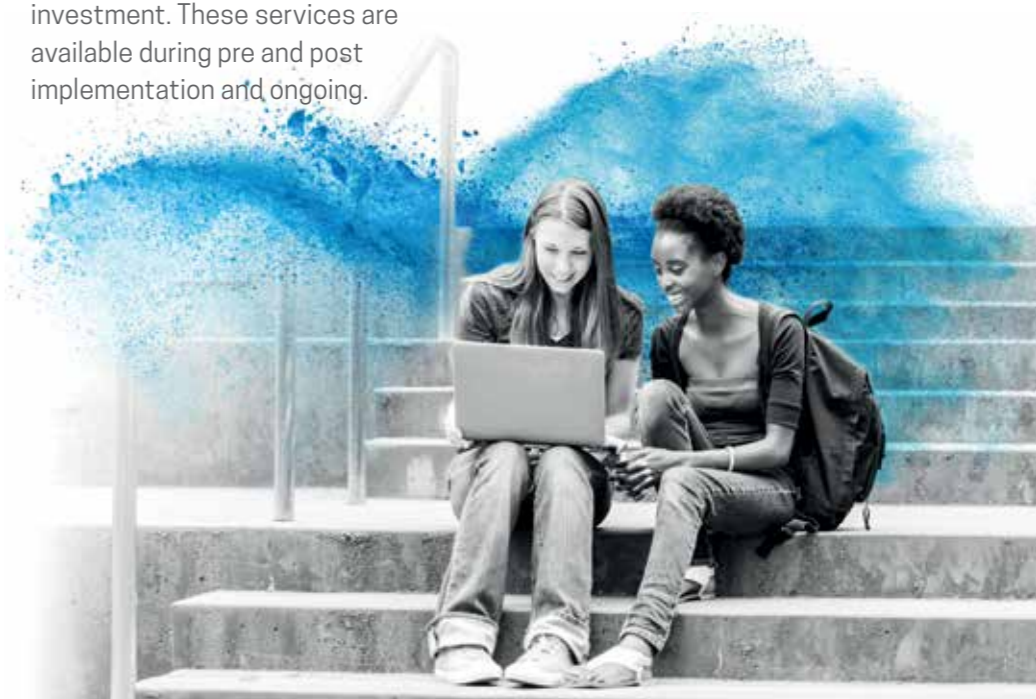
helping institutions deliver a world class student experience to enhance competitive advantage. We offer a range of tools which track and benchmark student and stakeholder opinions across the entire student journey, from prospective students to alumni.

## Managed services and training

We offer a range of managed services, consulting and training programs to enable our customers to get the most out of their investment. These services are available during pre and post implementation and ongoing.

“We have utilised Tribal’s education suite of products across our organisation for many years. Their products, supported by strong product development and customer service, is the foundation of the administrative and student functionality used in our schools.”

**DIOCESE OF TOOWOOMBA CATHOLIC SCHOOLS**



# OUR CUSTOMERS

## Higher Education

Universiti Teknologi Petronas  
Universiti Malaya  
Sunway University  
University of Hong Kong  
Hong Kong University of Science and Technology  
Chinese University of Hong Kong  
Singapore Management University  
BINUS University  
James Cook University Singapore  
National School of Business Management (NSBM)  
Waseda University  
Korea University  
Australian National University  
Deakin University  
Monash University  
University of Western Australia  
University of Canberra  
Western Sydney University  
Charles Darwin University  
Edith Cowan University  
Murdoch University  
University of New England  
Victoria University  
Batchelor Institute of Indigenous Tertiary education  
Avondale College  
University of Sydney  
Bond University  
Otago University  
Massey University  
University of Waikato  
Auckland University of Technology  
University of Canterbury  
Napier University

## Vocational

The British Council  
Hong Kong Polytechnic  
Indian Institute Of Technology Madras  
Singapore Tourism Board  
TAFE NSW  
Australia School of Tourism  
Australian College of Technology  
Navitas English Language Colleges  
Manukau Institute of Technology  
Otago University English Language College  
Toi Ohomai Institute of Technology  
Airways Training Centre  
Victorian Fitness Academy  
Australian Film, Television & Radio School  
Imagine Education Australia  
The Victorian Institute of Culinary Arts and Technology  
National Institute of Dramatic Arts  
English Language Partners New Zealand

## Schools

Generations Christian Education, Hong Kong  
Islamic College of Melbourne  
Newcastle Grammar School  
Catholic Education, Toowoomba  
All Hallows School  
Oakleigh Grammar  
Mackay Christian College  
Leibler Yavneh College  
Assumption College, Kilmore  
NSW Government Schools  
Coolum Beach Christian College  
Calvary Christian College  
Queenwood School for Girls

... and many more