

for International Education

2020 Overview





Index



Company Background



Product & Services



Training & Support



Implementation



Data Protection & Privacy





Faria Education Group was founded in 2006 to transition schools from paper onto a curriculum-focused learning platform, ManageBac; a world leader in international education systems and services.

One global team of 176 global team of 176 schools and 3 million students.

Key Milestones

2006		Founded at the University of Pennsylvania by three IB Diploma graduates.
2011		ManageBac exceeds 1,000 schools and is used by 1 in 2 DP students.
2013	1	OpenApply launches for the paperless admissions office of the future.
2016		ManageBac exceeds 2,000 schools and is used by 4 in 5 DP students.
2018	٨	Atlas and ManageBac join forces to develop the neg generation of curriculum-first learning platforms.
2019	<i>†</i> 📚	Curriculum Trak and SchoolsBuddy join Faria Education Group.

Purpose: "Enhancing Efficiency in Education Globally"

Our Focus Areas translating purpose into action:



Paper to Paperless



Unified Family Experience



Integrated All-in-One School Systems

Service Overview





for IB World Schools







Portfolio



Project-based

Learning



Attendance



Atlas

for Curriculum Management



Service Learning

Report Cards





Admissions



for Paperless Admissions & Enrolment







Activities Management, Payments & More





Activities Management



Online **Payments**



Event, Sport & Trip Management



Conferences

Parent Communications



Transport System

The Faria Difference



Global scale provider to the world's leading international schools and the trusted choice of over 4 in 5 IB Diploma students.



Singular product development focus on serving international schools together with professional development.



Broad curriculum programme support with over 600+ licensed academic standards & benchmarks.



Fast, efficient global support with 24hour coverage from Monday to Friday.



With local hosting in Canada, Ireland, the US, and China and ISO27001:2013 certification since 2017, your data is safe in our hands.







Product & Services





Curriculum-First Learning Platform

Serving over 3,000 leading International Schools

By combining curriculum planning, assessment, reporting, and attendance into one unified platform with a consistent, modern and mobile-ready interface, ManageBac provides a seamless and integrated experience for coordinators, teachers, students, and parents.

Now available on:





Approach & Design

Our Curriculum-First approach & design means that ManageBac can support more effective implementation across a variety of curriculum programmes.

- ✓ Designed with Standards & Practices in mind
- ✓ Best practice workflows refined by working with over 3,000 schools
- ✓ Turnkey curriculum & assessment architecture

Less time is spent on setup and configuration, which allows more time for collaborative teaching and learning.





Collaborative Curriculum Planning

Built for Multi-Curriculum International Schools

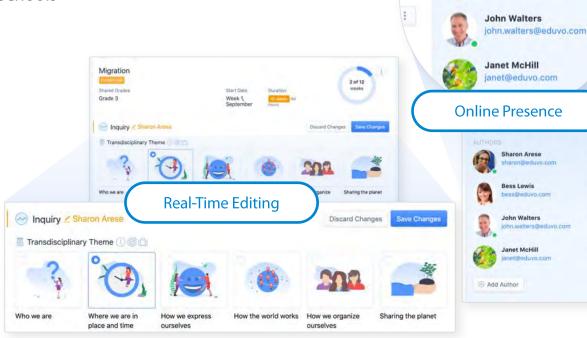


IB Continuum









Collaboratively plan your curriculum with real-time unit planners integrating assessment and learning experiences with a flexible unit template editor and the world's largest collection of academic standards & benchmarks.

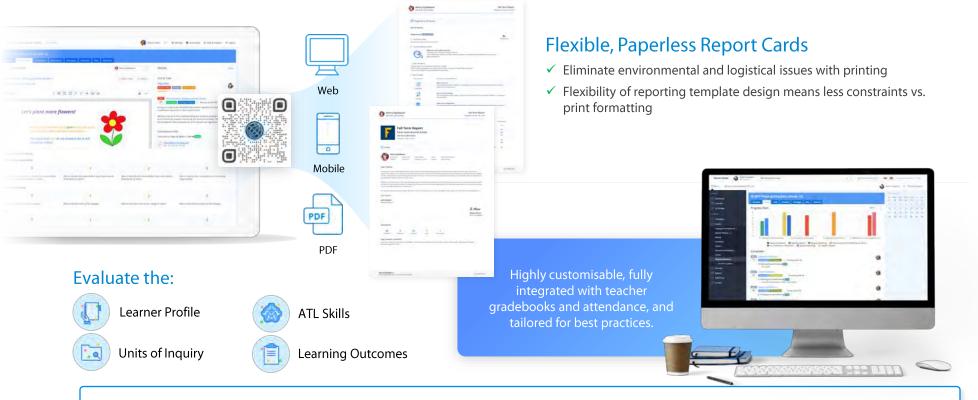
Sharon Arese sharon@eduvo.com

Bess Lewis bess@eduvo.com



Assessment and Reporting

Streamline school-to-home reporting with flexible assessment options with Term Reporting:



"We're a big school & have gone full force into ManageBac and I am happy to say that things are going well and it's being widely used among teachers, students & parents. As a parent, ManageBac is awesome because I know exactly what's going on in each of my child's classes so that when report cards come out, I don't even need to look at the PDF because I already know what's going to be on it."



Beyond the Classroom

ManageBac provides international schools with an integrated build-your-own framework including:





- Flexibly design and build service and project-based learning programmes
- ✓ Integrated with portfolios and reporting to providing a seamless solution





Behaviour & Discipline

Record notes directly on the student profile with customisable categories



Attendance

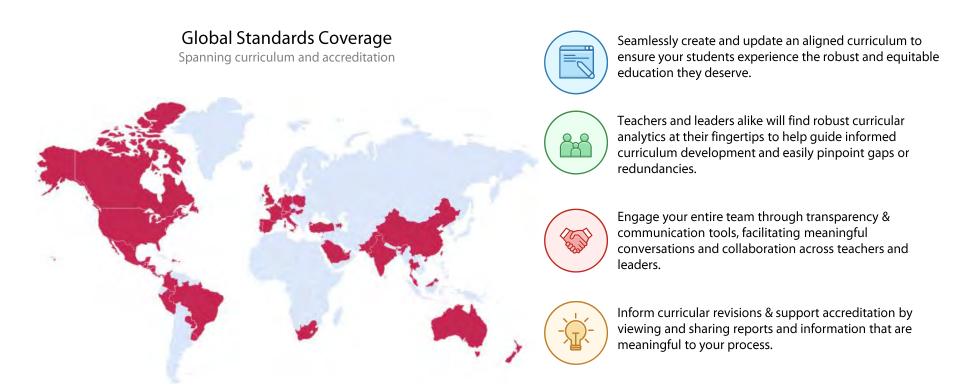
- Configure homeroom attendance categories and assign homeroom advisors
- Support for weekday and rotation-based attendance





The Leading Curriculum Planning Platform

With Atlas, schools around the world initiate, revamp, and continuously refine and improve their curriculum development process in one unified system. As the trusted choice for over 6,000 schools in 130 countries, Atlas offers a seamless and integrated experience for teachers, administrators, and curriculum writers.



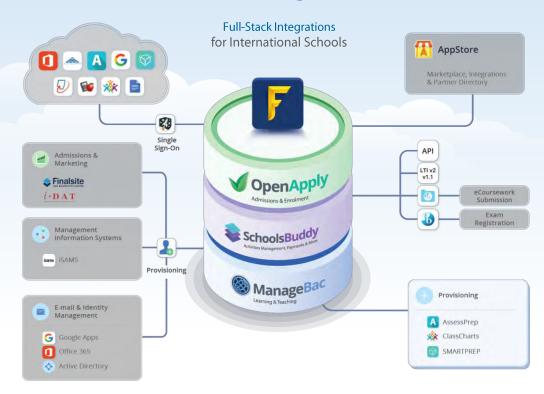
ManageBac Accounts Portal & Integrations

ManageBac Accounts Portal

Provides identity management and single sign-on for MB internal and third party integrations partners. Bundled with a premium subscription model for custom login designs/AD integrations

App Store

Organises partner integrations & add-ons to provide schools with an end-to-end turnkey solution including Identity Connectors, Behavior & Discipline, Library & Reading, Website, Online Exams & Assessment, Utilities and University



Key Integration Partners



Google Apps for Education

SSO Connectors

Google for Education is a service from Google that provides independently customizable versions of several Google products.



Google Docs

Collaborative Assignments

A seamless experience for teachers to link, assign, and distribute a Google Doc template to their entire class.



SMARTPREP

Revision

SMARTPREP IB App is a powerful teaching and learning aid for the IB DP. It makes it easy and quick to plan the next class, prepare students for internal assessments or tailor homework assignments.

isams

isams

Flexible Management Information System

Our recommended partner for whole-school information management.



AssessPrep

Online Exams & Assessment An advanced, end-to-end cloud-based platform to help schools and students prepare for IBeAssessment.



Turnitin

learn.

Leading Plagiarism Checker Turnitin is revolutionizing the experience of writing to



BridgeU

University & Careers

BridgeU leverages the power of big data to provide university and careers guidance for international school students.



ManageBac / AtlasNext / OpenApply 1H Release Calendar

Q1	ManageBac	√ OpenApply	AtlasNext
Feb	Portfolio Enhancements: Multi-File Upload, Task Submissions	OA-MB Mobile and Desktop UI Alignment	Support Standards import into MB
	Built-in Standards from Atlas with coverage in Units	Bulk File Export	
		Filter OA Checklist Application Forms by Student Status	
Mar	Release MB Android App to all Schools	Email Error Log	Beta School Migration from Atlas to MB/AN
	Ability to Add Custom Components on Unit Templates	IDAT Integration	Deploy completed AtlasNext Demo Sandbox
	Enhanced Integrations with EC3 & IB Concierge	Parent Profile and Re-Enrolment integration with MB	
	Content Management features in IB Student Community & Subject Center	API Function and Search Expansion	
	Add additional features to MB Android App, including 3- Day Calendar, GDrive upload and Office 365 login		
	Parent Profile and Re-Enrolment integration with OA		

ManageBac / AtlasNext / OpenApply 1H Release Calendar

Q2	ManageBac	√ OpenApply	AtlasNext
	Improve Lesson Plans, Calendar Management, and Teacher Dashboard	Analytics Improvements	Production Migration of all ~500 Atlas International Schools
	Portfolio Enhancements: Drawing & Video Options, Custom Award Badges	Separate Enrolment and Re-Enrolment Forms	(Mobile Integration) Support AtlasNext for iOS and Android
	Student & Parent Dashboard UX Improvements	Review Mode Improvements	
		Events Updates	
		Payment Notification Improvements	

Top 10 of 2019

Our Key Feature Releases for 2019



Global Search



ManageBac for Mobile



Student Portfolio Redesign



Redesigned Teacher Dashboard



Split-screen Gradebook



Real-time Collaborative Unit Planning



PYP Next



SMARTPREP/ManageBac Integration



Refreshed Parent Dashboard



Atlas/ManageBac Integration



Upcoming Releases

Q1: Curriculum & Standards, Mobile for Android & More!



The World's Standards

the only licensed provider with over 600 built-in standards & benchmarks.



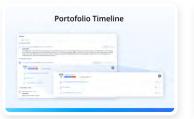
Curriculum First Unification

aligning our real-time curriculum planning and unit planner user experience enhancements to the IB MYP & DP.



ManageBac for Android

available on Google Play with broad curriculum support for your entire school community.



Portfolio Enhancements

including a new timeline with coursework submission, streamlined bulk-add options, and more.



Enhanced Partner Integrations

from Kognity, InThinking, Concord Infiniti, and OpenApply

Q2: Messages & Notifications, Student Dashboard, SchoolsBuddy Integration



Messages & Notifications

redesigned welcome e-mails to provide an improved onboarding experience with unified messaging & notifications across curriculum programs.



ManageBac Student Community

providing students with a comprehensive curriculum & subject reference to better prepare for exams.



Redesigned Student Dashboards

with enhanced 3-day calendar view, notes & to dos, and organizational features to translate ATL skills into practice.

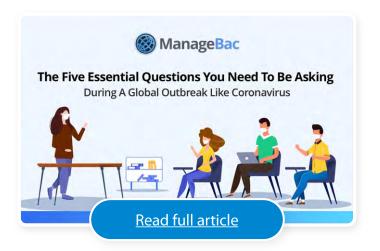


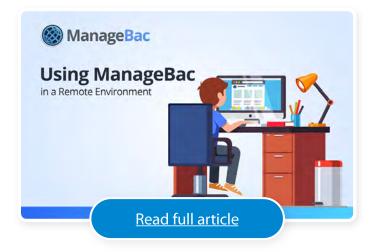
SchoolsBuddy Integration

providing students & families with a seamless experience for activities & payments.



COVID-19: How can ManageBac help?



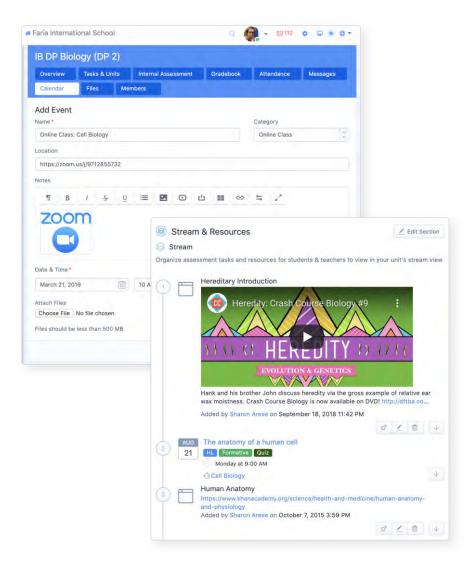








COVID-19: Teaching Online













"For Zoom, we built a timetable that suits the majority of our learners, however we then record sessions and share within ManageBac so that users can refer to it when they are available."



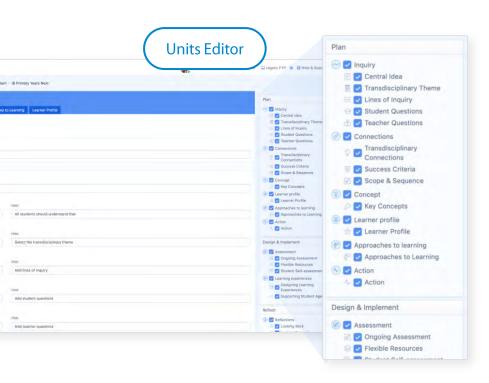
Theo Yan

PYP Coordinator

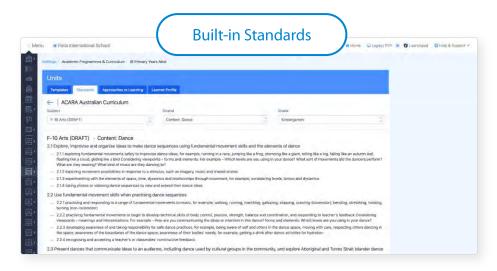
Changwai Bilingual school (CBS)

Flexible Unit Editor and Global Standards Support

Standard, Interdisciplinary, Units of Inquiry and Stand-Alone (Specialist) Planner Templates



- ✓ Flexible Units Editor allows schools to customize their Planner templates within each Curriculum programme
- Personalise headers & guidance text with bilingual (UTF-8) planner support
- ✓ Enable/Disable and Re-order Planner Components
- ✓ Add custom curriculum components and built-in standards



600+ Sets of Standards

✓ Common Core, Next Generation Science Standards, International Baccalaureate, ISTE, etc.

211 Sets of K-12 Standards

✓ California, New York, Ontario, Australia, UAE, China, and more

10% Focus on Accreditation

✓ Manage accreditation & evaluation seamlessly

49% of Standards are Career or Subject Specific

✓ Career Tech Education, National Core Arts, Social

28+ Years of Experience

✓ Across our Standards team

Updating and Adding New Standards Every Day

✓ Immediately ready to review and align to your curriculum

Enhanced Unit Planners

A host of improvements to make your planning experience better!



Fonts & Icons more readable with visual cues



Online Presence

to indicate when colleagues are online



Real-Time Editing

to allow for collaborative planning



In-Line Editing

to improve context and easeof-use



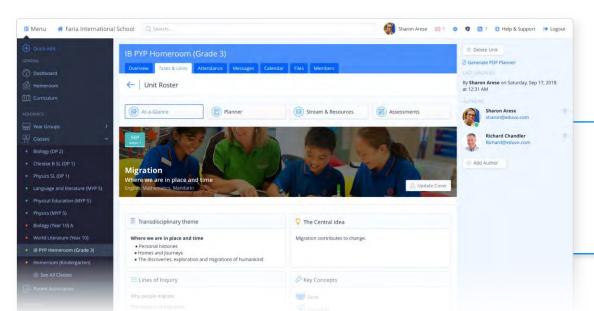
Reflections

to support meaningful reflection throughout the cycle



Connections

to align and link assessment tasks & learning experiences





Personalisation

customisable background headers to reflect your unit

Collaborative Real-Time Unit Planning

With online presence and real-time in-line editing.

- ✓ Real-time collaborative unit planning with online presence.
- ✓ Improved at-a-glance planner layout and streamlined unit navigation
- ✓ Flexible unit template builder to support customisation





ManageBac Mobile

With broad curriculum support for your entire school community

Redesigned from the ground up with full functionality:

- ✓ Classroom Management
- ✓ Service Learning (CAS, SA)
- ✓ Project-based Learning (EE, Personal Project)
- ✓ Portfolio
- ✓ Curriculum Planners
- ✓ Gradebook
- ✓ Reporting

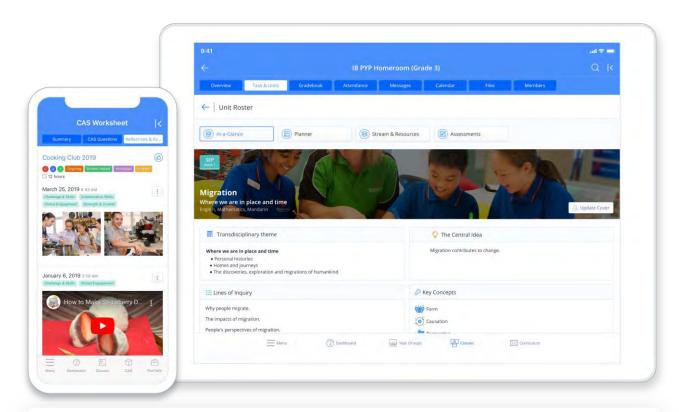
Sharing on Airdrop

Easily submit Coursework, post Reflections and update Project journals on the go!

Available on







Supported User Types





Teachers





Students

Coordinators

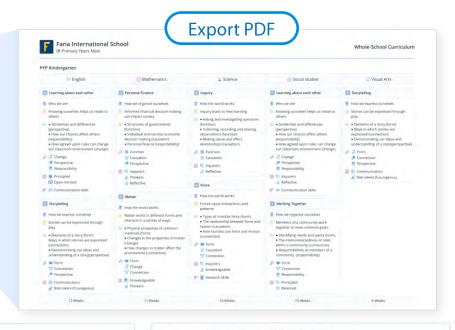
Parents



Curriculum Analytics

A comprehensive overview of your school's curriculum.







Programme of Inquiry

Browse units across all grades and transdisciplinary themes



Curriculum Digest

At-a-glance summary of your curriculum updates including new and updated units



Whole-School Curriculum

Map your curriculum vertically and horizontally and track coverage with the unit timeline



Transdisciplinary Themes

Track coverage of Transdisciplanary Themes by grades.



Curriculum Review

Track coverage of all sections by unit.



Key Concepts

Track coverage of Key Concepts by grades.



ATL Skills

Track coverage of ATL skills by grades.



Learner Profile

Track coverage of the Learner Profile attributes by grade.



Portfolio

Track coverage of your students' Portfolio by grades.

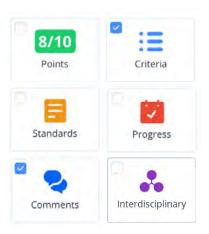


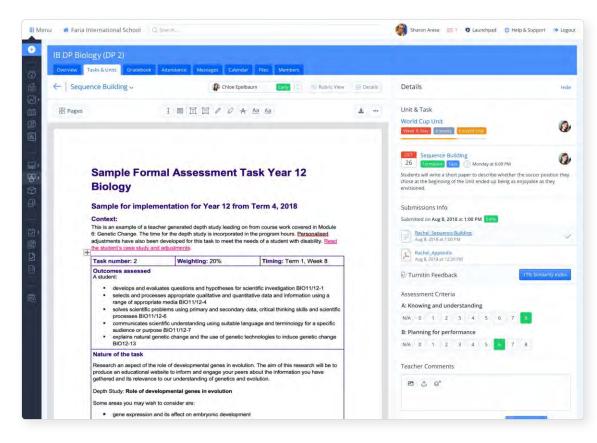
Redesigned Assessment & Gradebook

Aligning grading with IB Assessment Criteria and adding many new options.

Annotate & Grade

Teachers can use our new Split-Screen Grading to better and more efficiently grade any type of work, especially when working within the IB Assessment Framework. Add notes, grades, highlights, and more when selecting and grading from the list of assessment types below:



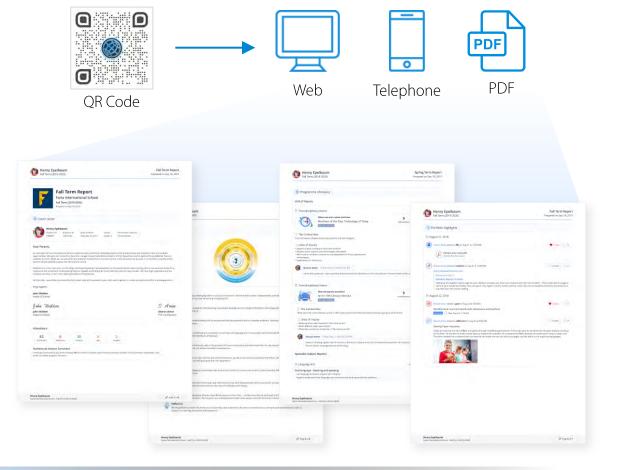


Grade by:

- ✓ Rubric
- ✓ Criteria/points
- ✓ Assessment Criteria
- ✓ Written Feedback

Re-designed Report Cards

Unified for the whole school



Key Benefits

- Eliminates environmental and logistical issues with printing
- ✓ Flexibility of reporting template design, less constraints vs. print formatting
- ✓ More user friendly for parents with Mobile
 + Web access in a responsive layout
- ✓ Schools can track parental engagement and encourage discussion
- ✓ Extensible for future reporting models (e.g. Portfolios, Goal-setting, etc.)

New Color Palette

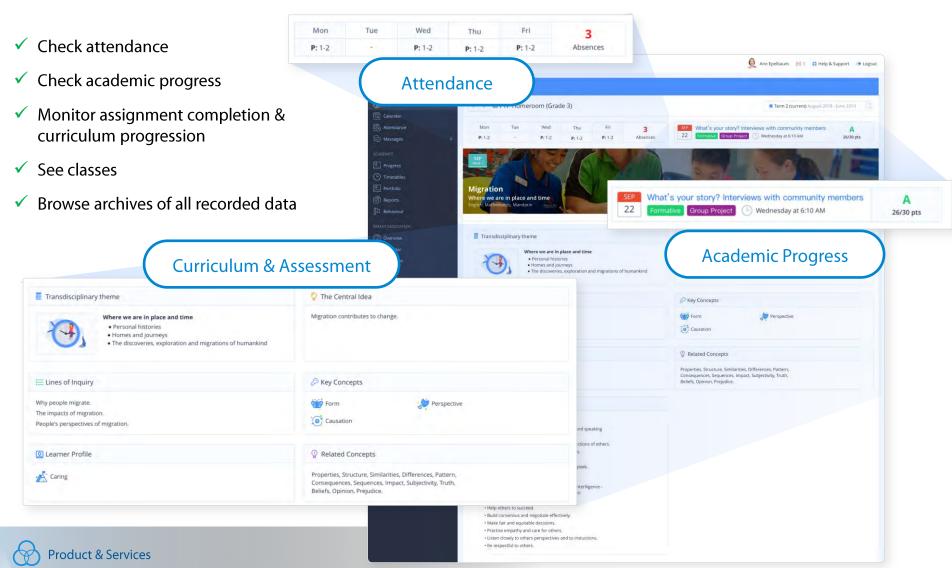


New Fonts



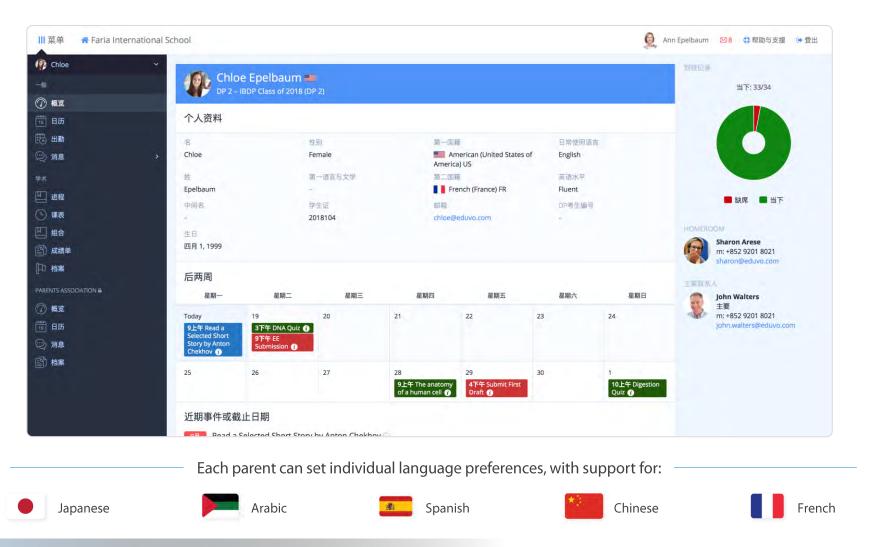
The New Parent Dashboard

Adding a suite of features for parents.



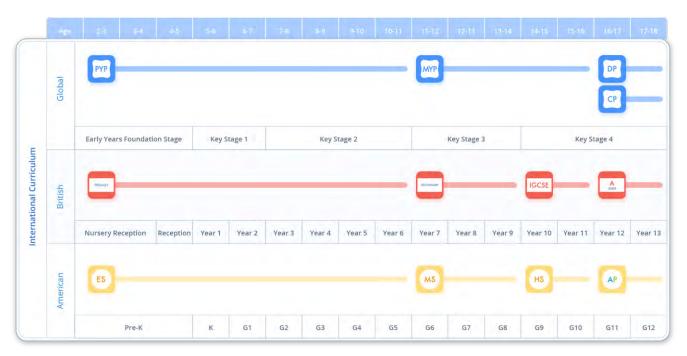
Multi-lingual Parent Portal

Providing parents with a local language interface.





Supported curriculum pathways



Fully Customisable! Build Your Own!

International Baccalaureate

DP: Diploma Programme **CP**: Career Programme **MYP**: Middle Years Programme **PYP**: Primary Years Programme

British

A Levels: Advanced Levels
IGCSE: International General
Certificate of Secondary Education
Secondary: Key Stage 3
Primary: Nursery Reception

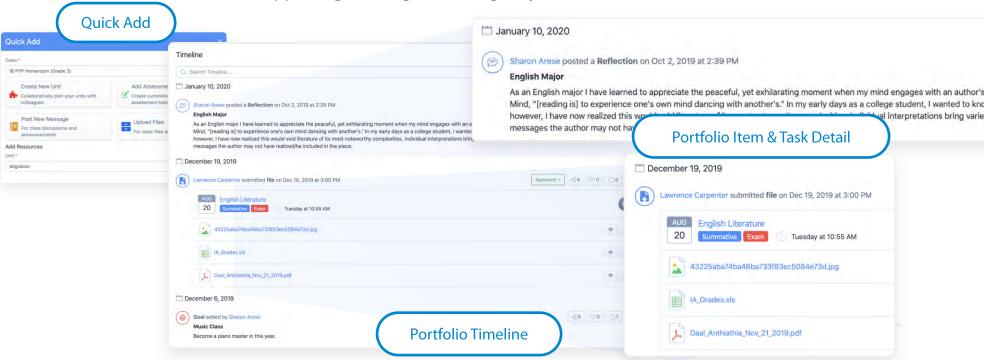
American

AP: Advanced Placement **HS**: High School **MS**: Middle School **ES**: Elementary School



Student Portfolios

Supporting learning & teaching for your whole school!



Portfolio timeline provides a chronological view of student progression across the full IB Continuum

- ✓ Enhanced Search & Filters
- Multi-add provides a way to easily add one observation into multiple student portfolios at once

Support your Authorisation & Evaluation process with evidence and link directly to the IB's new Programme Standards & Practices

Students and Teachers can easily add from Web and Mobile





Build connections to:

Learner Profile





Observations



IB Concierge

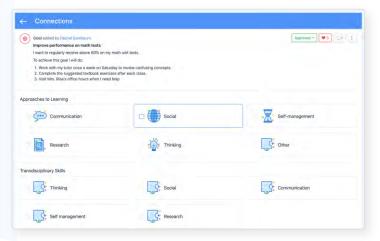


As the IB's Exam Systems delivery partner, we are delighted to provide drag'n'drop evidence submission from ManageBac for your school's authorization & evaluation self-study to make your accreditation management process as efficient and smooth as possible.



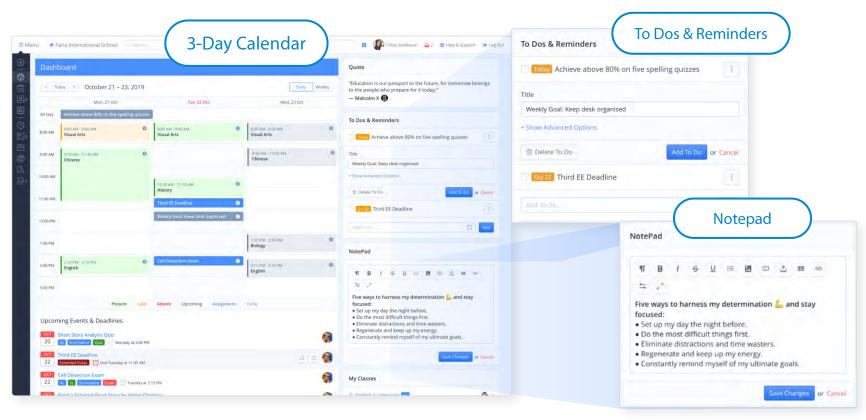
With the upcoming release of the new Standards & Practices in Fall 2020, you will be able to tag Units, Portfolio items, Reflections and Tasks to organize evidence and indicators of excellence for specific standards & practices streamlining the accreditation management process for your Coordinator, Leadership Team, and Teachers.





Redesigned Student Dashboard

Integrating ATL skill development with improved organisation features.



Organisation

With the newly structured calendar, it is easier to track what is going on and what is coming up. Students can stay more organised.

Planning

With our new To Dos and Notepad, students can assume personal responsibility for their planning, and take ownership of their learning goals by creating subtasks and tracking their progress.

Ease of Use

New shortcuts and adaptive widgets allows the dashboard to change according to what your day and schedule looks like. Students can jump right into their assignments.



Integrated Online School Admissions and Enrolment Management

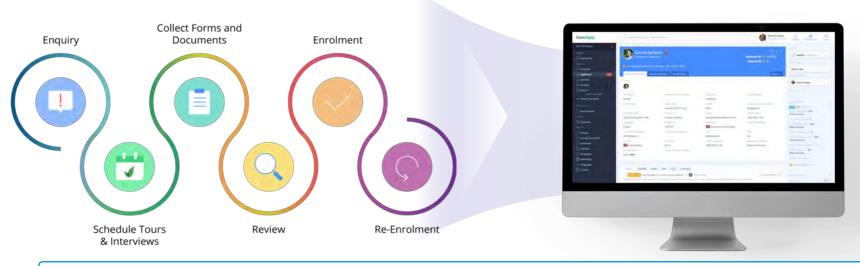
Create a world-class admissions experience for families, while simultaneously cutting wasted administrative time by 66%, giving your admissions team time to focus on what really matters. Used by 450+ schools in 80+ countries around the world.

Enquiry, Admissions, & Enrolment

Allows families to manage **all** aspects of the enquiry to admissions process online, from visit bookings to admissions fee payments, through a dedicated parent account.

Eliminate Administrative Headaches

Make use of a system built from the ground up for school admissions. View applicant pools, send bulk emails, chase missing documentation, collaboratively review applicants, view comprehensive analytics, and much more.



"OpenApply has increased our efficiency as a team, and offers metrics and analytics that would take hours on end to extrapolate prior to this system. Our team is far more effective and much more personally connected with our families because we can share tasks to support one another in timely follow up."



The International Diagnostic and Admissions Test (IDAT) is revolutionising admissions and profiling of new students. IDAT has comprehensive testing available in math, English, global knowledge and critical thinking. It's changing the world for applications for

international schools around the globe.



ALL STUDENTS

ALL AGES AND GRADES

ALL MAJOR SUBJECTS

ALL OVER THE WORLD AT ANY DAY OR TIME

WWW.IDAT.ORG >>



English





Helping the

Right Students

Find the Right Schools



+61 02 8806 0880



Info@idat.org



Level 5, 8 Quay Street, Sydney NSW 2000 Australia



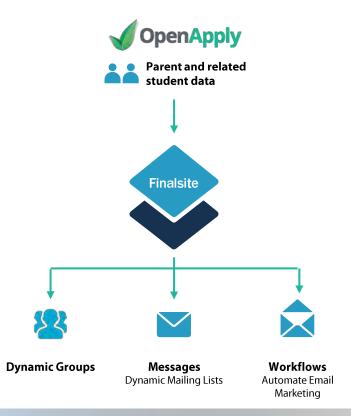


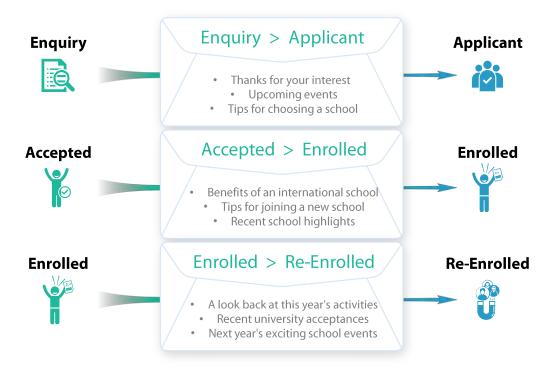
Finalsite Integration

Automate your Admissions and Marketing Lifecycle with the OpenApply and Finalsite integration!

Data from OpenApply enquiries, events, and applications flow to Finalsite's inbound marketing suite where you can automate email workflows and continuously engage parents throughout the admissions process.

Automated engagement keeps your school top-of-mind during important decision-making times.





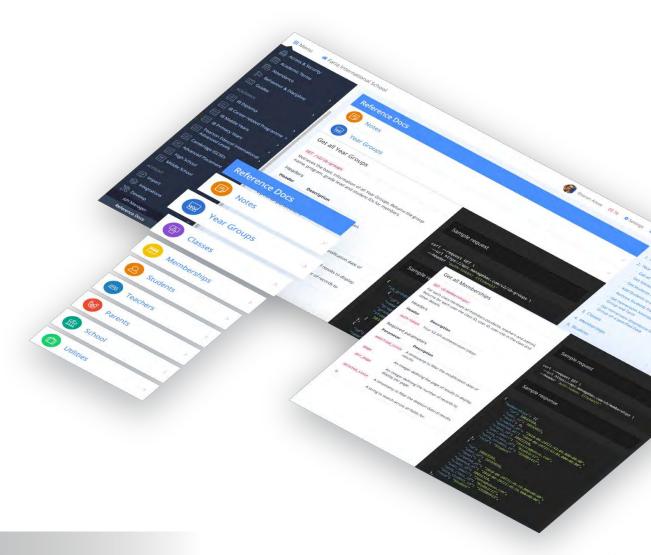
Powerful APIs

Integrate third party databases to automate creation or update of users.

Implemented in a RESTful manner using JSON over HTTP. Over 25 endpoints supported allowing schools to build custom integrations and pull raw data.

Including:

- ✓ List and manage a full workflow for enrolling, students in classes and IB groups
- ✓ List subjects, years, and details for a school
- ✓ List and manage parents and teachers
- ✓ List tasks and assignments from any class
- Retrieve assignment grades, term grades, and custom rubric grades



SchoolsBuddy

SchoolsBuddy is the complete extra-curricular system for staff, students, and parents featuring online sign up, allocation, and management. Manage online payments with SchoolsBuddy for trips, events, activities, fees, and more.



Activities Management

SchoolsBuddy helps organise complex extracurricular activity programmes including sign up, allocation, and recording attendance. Also ideal for managing sports teams.



Online Payments

SchoolsBuddy links payments with activities and events and can also be used for other one-off payments including, events, tickets, kit, and fees.
Online payments are available in over 100 countries.





Transport System

Morning, after school, and 'post activity' buses can be managed with mobile attendance recorded from the SchoolsBuddy platform.



School Trips & Events

Obtain consent from parents online for school trips and other activities including sport fixtures. Offers complete school trip management.



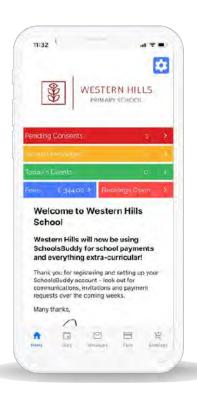
Parent Teacher Conferences

Online appointment bookings, adjustable appointment length, and staff schedules. Handles parent led and student led conferences.





"Fantastic! SchoolsBuddy is beyond one's imagination. Being able to manoeuvre through the platform with such ease is nothing short of magnificent!"





Communications

As parents and staff move through the system booking events, appointments, signing up to activities, or making payments each step includes automatic email communications.

Staff can group students together using the SchoolsBuddy platform to communicate with selected students/parents with information relevant to them.

Whole school messaging is also available!

Parents and, where applicable, students, receive email and mobile push notifications (requires the app to be downloaded).



Personal calendar

Each parent/student/staff account benefits from a personal calendar within SchoolsBuddy only showing events and activities relevant to them.



Reporting

Powered by Microsoft BI, many reports are available integrally to SchoolsBuddy to examine your data, from take-up of activities or parent conference appointments to in-depth finance reports. Reports are available to view, print, and download.

Partnerships and Integrations

We partner and integrate with best-in-class solutions.



AssessPrep

Online Exams & Assessment

An advanced, end-to-end cloudbased platform to help schools and students prepare for IB eAssessment



SMARTPREP

Revision

SMARTPREP IB App is a powerful teaching and learning aid for the IB DP. It makes it easy and quick to plan the next class, prepare students for internal assessments, or tailor homework assignments



BridgeU

University & Careers

BridgeU leverages the power of big data to provide university and careers guidance for international school students



Finalsite

Marketing & Communications

Our partner for school website design, marketing, online learning, and much more



isams

Flexible Management Information System

Our recommended partner for whole-school information management



International Diagnostic and Admissions Test

Admissions Diagnostics

Revolutionary international school admissions and diagnostics test for beginning students



Google Apps for Education

SSO Connectors

Google for Education is a service from Google that provides independently customisable versions of several Google products



Turnitin

Leading Plagiarism Checker Turnitin is revolutionising th

Turnitin is revolutionising the experience of writing to learn





Next Generation assessment platform for the IB MYP & DP.



Question types:

- 1. Long answer 2. Table completion
- 3. Plot a graph
- 4. Multiple-choice
- 5. Auto-corrected Interactive Ouestions
 - a. Label b. Hotspot
- e. Classify

d. Order/Sort

c. Match

f. GeoGebra Graphing

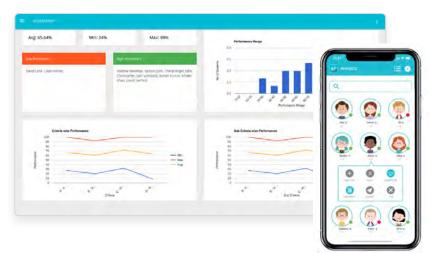
Exam Content Types:



Videos with Annotations (direct upload or YouTube URL)



- ✓ Transition your paper-based exams online for DP & MYP
- ✓ Faster, more reliable and natural vs. handwriting
- ✓ Create AssessPrep assessments from within ManageBac
- ✓ Online and Offline exams delivery, powerful analytics, and built-in syllabus topics
- ✓ Instant setup with automated account creation and single sign-on with ManageBac Accounts portal





Simulations (flash, HTML5)



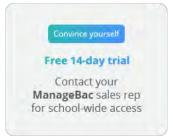
Images with measuring tool



SMARTPREP Online Flash Cards

Seamlessly integrated into ManageBac for students & teachers.













Your Entire IB Guidance Curriculum in One Place

BridgeU was built for schools with a global mindset, used by IB schools in over 100 countries.



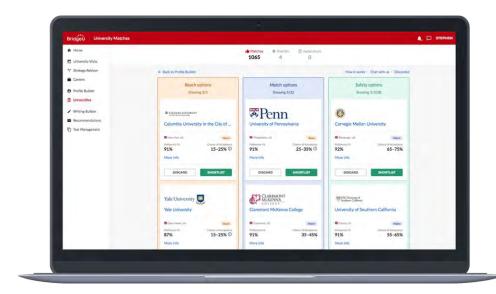
Help students discover new global destinations with personalised university recommendations



Manage students' applications to multiple countries and send documents to universities directly from BridgeU



Report on your students' successes and share results with parents and senior leaders



Finalsite

About Finalsite

Finalsite is the preferred best-in-class digital marketing and communications platform for more than 5,000 schools in 80 countries around the world.



Award-Winning Website Designs

Our talented design team has earned more than 100 awards for sites like Escola Concept, Singapore American, and Jakarta Intercultural School.



Seamless Integration

Integration with OpenApply and other popular platforms simplify workflows and ensure data integrity.



Security and Compliance

We are proud to be GDPR compliant and work tirelessly to ensure your data is secure, backed up, and serving from the best network infrastructure on the market.



Inbound Marketing Tools

Engage your community and measure what works with inbound marketing tools for email marketing, automated email workflows, page personalization, and more!



Easy-to-Use CMS

Composer enables anyone to design and update beautiful website pages with no coding knowledge required.



Affordable and Scalable

Starting at \$5,000/yr, you can join the best schools in the world on a platform that is stable, incredibly flexible, and well-developed. Add features as your needs change.



Hosting Uptime



Design Awards



Client Retention Rate

iSAMS Partnership

Real time data sync to streamline account provisioning and data updates.

For international schools wanting the best Paperless Admissions Office, School Management System, and Curriculum-First Learning Platform, we are pleased to offer an integration between OpenApply, iSAMS, and ManageBac.

Our two-way data sync provides for realtime updates to student or parent demographic information. Update data in one system, and watch it flow seamlessly across all three systems.

This reduces work for admin teams, protects your data integrity, and streamlines account provisioning. Simplify how you oversee data for new students, current students, and departing students.



Fully supported data flow:

- Demographic details for students, parents, and staff sync in real time.
- Newly enrolled students synced to iSAMS and ManageBac within minutes.

Eliminates manual data entry:

- Reduce the rate of human error caused by copy / paste.
- Help school admin team focus on higher level tasks.

Best of Breed approach:

- Allows schools to use the best systems designed to solve specific problems without sacrificing data integrity.
- Three of the top systems used by the world's leading international schools.

Phase 1 Supported Fields for Data Sync

Students	
Student ID	Status
First Name	Telephone
Middle Name	Address
Last Name	Nationality
Preferred Name	Language
Date of Birth	Enrolment Year
Gender	Homeroom Advisor
Year & Grade Level	E-mail Address

Parents	
Parent ID	Relationship
First Name	E-mail Address
Last Name	Title
Preferred Name	Employer
Date of Birth	Work E-mail
Gender	Work Address
Parent ID	Relationship
First Name	E-mail Address
Staff	
First Name	E-mail Address

Last Name





World-Class Training and Support



Help Centre

24/7/365 across any device

In-product Quick Search Tutorials, FAQs, & Best-Practice Tips



Telephone

24 hours Monday through Friday

Dedicated customer service specialists No phone trees



Fmail

24 hours Monday through Friday

Dedicated weekend staff for urgent queries English, Chinese, & Spanish support



Video

Self-Service to meet your style

3-5 min quick tips & What's New 10-20 min in-depth guides by topic & user type



Flexible Training Options



Dedicated Implementation Manager

30-day setup customised to meet your school's needsBest-practice account configuration & onboarding



Personalised Online Trainings

24 hours a day Monday through Friday Book 1-1 or group trainings with our dedicated trainers



Paid Onsite Training

During working hours Monday through Friday \$1,500 plus travel expenses per day



Regular Webinars

Conducted by ManageBac Support, Faria Professional Development, and community advocates Recordings & Back-catalogue available on demand

"Absolutely fantastic support, super fast responses, and always personal and relevant. Congratulations!"

Professional Development



Curriculum









International Admissions Bulletin

Published once a year in digital & print with 60+ pages of content.

- ✓ Insights into admissions trends around the globe
- Written by international school admissions staff for international school admissions staff

openapply.com/bulletin

Curriculum Insight Magazine

Published twice a year in digital and print with content from educators around the globe.

- Schools share current curriculum trends
- Best practices in process, leadership, curriculum and instruction highlighted in every issue

OpenApply Conferences

Held 2-3 times a year in multiple locations.

- ✓ Professional development geared towards all admissions staff, from novices to experts
- Practical sessions focused on best practices and trends in international school admissions

Onsite & Online Sessions

Divided into three tracks, our PD is informative and interactive, ensuring tangible outcomes for all participants.

- ✓ School Leadership & Process
- ✓ Curriculum

 Development
- ✓ Instructional Strategies

Courses, Workshops & Summits

Held throughout the year in multiple locations.

- ✓ Professional development events are focused on a variety of topics geared towards supporting teachers, leaders, and educators around curriculum and instruction.
- Courses allow for deeper understanding and skill on a specific topic or area

Enterprise Ready

An enterprise-ready model



Single Sign-On

Identity management with Google & Office365 and Active Directory / LDAP.



Access & Permissions

Granular access controls & permissions configurable by user type.



Security & Data Protection

ISO/IEC 27001:2013 certified, with global data protection compliance.



Extensive APIs

RESTful JSON API with extensive endpoints provide flexibility.



Audit Log

Searchable detailed trail of account activity by user, date, and activity type.



Responsive Design

Fully responsive and unified design works on mobile & web across Android & iOS.



Product Roadmap

Priority input on ManageBac's product roadmap and quarterly development updates.



Sync & Integrations

MIS / SIS Sync integrations with iSAMS and over a dozen integration partners.



SLA & Support

Covering uptime, response times, and resolution with direct support contact.

Product Roadmap

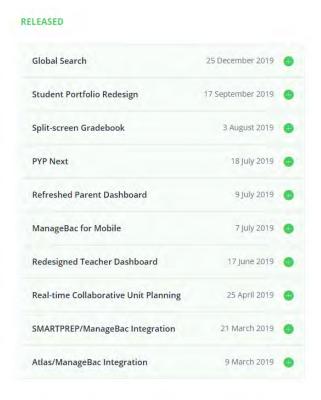
Product development pipeline and priority of new feature development.

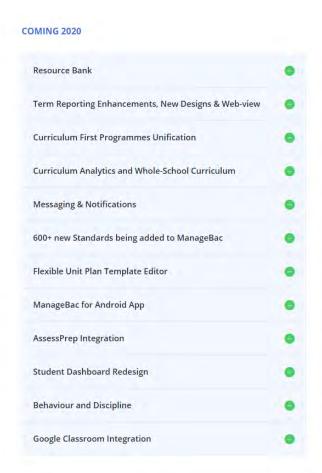
Review and Updates

Our Product Roadmap is updated on a monthly basis with released items moved to **Complete** and newly planned features added.

Priority of Features

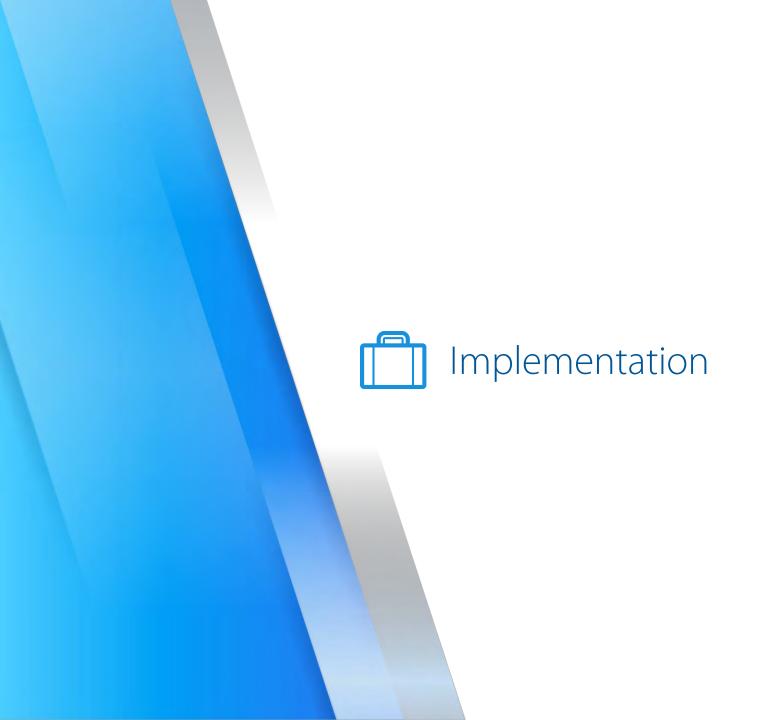
Features are prioritised in our development against the academic calendar based on curriculum changes and for the greater good of schools. This determination is made based on the number of schools that will benefit from the development and the impact (e.g. enhanced functionality, time savings and improved UX).





Browse our Product Roadmap at managebac.com/roadmap





Implementation Models

We offer three implementation models and services to suit your needs, paired with a multi-year agreement.

Accelerated

1-year implementation

Recommended for:

- ✓ New schools without existing technology infrastructure
- ✓ Small, agile schools that can manage change quickly
- ✓ Schools that need to change core systems quickly due to issues or expiring contracts
- ✓ Schools that can allocate significant resources towards successful implementation

Including enterprise benefits

Standard

2-year implementation

Recommended for:

- ✓ Established schools with some existing technology infrastructure
- ✓ Small to medium-sized schools
- ✓ Schools looking for a gradual approach

Including standard benefits

Most popular!

Phased

3-year implementation

Recommended for:

- Established schools with multiple systems and extensive technology infrastructure
- ✓ Large schools looking for a highly structured transition
- ✓ Schools with a long-term MIS contract

Including standard benefits

Contact us for a Quotation & Implementation Proposal.



Benefits

Standard Benefits

All of our schools enjoy:



24 Hour Phone & E-mail SupportOur support desk is open around-

Our support desk is open aroundthe-clock Monday to Friday.



24 Hour Response Time

We reply within 24 hours to all inbound inquiries.



Weekend Staffing

Dedicated support on the weekends for peace of mind.



Unlimited Online Training

Book individual or group training at your convenience.



Complimentary Data Imports

Need help with your CSV files? We assist with cleaning and importing.

Enterprise Benefits

For school groups & schools undergoing Accelerated implementation:



Seamless single sign-on across all accounts

Login once and access any account in a school group.



Priority Feature Requests

Priority feature requests with roadmap access and 1-to-1 annual technology meetings (R&D and tech director).



Priority Data Processing

Receive first priority and guaranteed import review, data quality cleansing, and completion time.



Direct assigned senior support

Dedicated and knowledgeable senior support staff to help manage implementation.



Free Conference Registrations

Two free conference registrations to any conference (standard fee \$998).



Annual Report

Annual year-end report detailing progress, usage, and recommendations for future implementation.



Case Studies



Accelerated

Supporting growth at a brand-new school

GEMS World Academy (Singapore) opened in August 2014 with 350 students and a plan to support growth to capacity of 3,000 students by 2017. They signed on for all ManageBac services and OpenApply in the first year.

Why Accelerated?

- ✓ Brand-new school (no technical baggage and, at the time of first meeting, no physical campus)
- ✓ Undergoing three-programme authorization
- ✓ Fast-growing school: 350 students in Year 1, 680 in Year 2, and expectations for 1,000+ in Year 3.
- Exemplary 24-hour online & onsite support ensured prompt responses to queries

March 2014

Onsite visit & presentation at school offices (campus is not yet complete)

November 2014

First report cards generated on ManageBac

February 2015

Head of Admissions joins OpenApply Conference in Bangkok (

August 2016

School officially authorized for IB DP, MYP, and PYP

January 2014

First online demonstration

April 2014

School confirms for services starting in the new academic

April 2015

Follow-up support visit to the new campus

October 2015

School prepares for first DP cohort



Standard

Consolidating systems & easing workflows

Stockholm International School is an international K-12 school offering the IPC, MYP, and DP to ~650 students. They began using ManageBac fully in the Secondary and subsequently added services for their primary school and admissions department.

Why Standard?

- ✓ Teachers using three different software systems but still missing digital curriculum map, learning platform, scheduling platform, and online admissions
- Report cards generated in Excel
- ✓ Strong buy-in from stakeholders with experienced IT team ensured a smooth roll-out

August 2010

September 2010 Trial period for DP & MYP

Implementation for DP & MYP

January 2011

Full usage in Secondary; pilot March 2011 for reporting started. Primary Implementation for the school pilot. Primary School

June 2011

2011-2012 • Full-scale trial for reporting in **Academic Year**

School using ManageBac fully for all services

Secondary

March 2013

School begins using OpenApply August 2013

School goes live with OpenApply

Phasec

Gradual system roll-out

Vienna International School serves over 1,400 students aged 3-19. The school offers all three IB programmes and first began using ManageBac for core functions in DP and MYP. After a multi-year rollout, the school today relies on our full suite.

Why Phased?

- ✓ Large school founded in 1959 with existing technology infrastructure
- ✓ Multi-year rollout focused on a replacement model: ManageBac, OpenApply & iSAMS replaced Atlas, Moodle, and Facility.
- ✓ Strong partnership & alignment from management teams, support team, and technology teams.

September 2009 ManageCAS used for tracking DP CAS Activities

March 2014

Onsite visit & presentation to school leadership demonstrating curriculum management functions & OpenApply

October 2014

October 2015

School renews with PYP & OpenApply add-ons

March 2015

Onsite visit & presentation to school leadership focuses on assessment & reporting

School renews with Reports & Attendance add-ons and confirms iSAMS as replacement for Facility





Data Protection & Security

Global Data Protection & Security Update

Our Technical Operations team maintains and supports ManageBac infrastructure and applications 24/7/365 – this is an overview of key improvements completed in 2019.

Amazon Web Services provides High Availability and Multi-Region Hosting Capability
 AWS hosting in Canada, the US and China greatly improves system reliability and provides enhanced
 flexibility of regional hosting for schools.

Data Protection & Security

We are one of the only international education systems providers with ISO/IEC 27001:2013 Information Security Management System certification, as well as being GDPR compliant which reflects our commitment to strong information security and data protection.

System Monitoring

We use comprehensive real-time monitoring and analytics tools to monitor our network and applications. Automated alerts are routed to on-call operators.

Hardened Network

We utilize enterprise-grade Denial of Service protection from Cloudflare in conjunction with application firewalls to protect our networks from interruption or compromise.

Penetration Testing

We regularly perform third-party penetration testing to ensure our applications and infrastructure are secure.

Business Continuity and Disaster Recovery Plan

All areas of our technical operations are covered by our 24-72 hour DR / BCP. In the event of a catastrophic event, our plans aim to restore critical services within 24 hours and be fully operational within 72 hours.











Who do we work with in your area?

We are honoured to serve over 10,000 leading schools in 130 countries. Here are some of the schools we work with in your area:













"One of our students will be moving to Quito in Ecuador later this year and the family really wants a school that has ManageBac!"



Contact Us

We offer phone support coverage 24 hours a day between Monday and Friday,

beginning from Monday 9 AM (GMT +8) and ending at Friday 6 PM (GMT -7)

Schedule a session at managebac.com/contact-us.



+1 866 297 7022

+44 208 133 7489

400 009 9225



+852 8175 8152



+61 2 8006 2335

Email: sales@managebac.com

Visit: managebac.com