

# QUICKER TURNAROUNDS MEAN MORE BUSINESS FOR OEVS



## Keeping clients happy: efficient systems the key to success

Used to having information and answers at their fingertips, today's students don't want to wait weeks for their university applications to be processed. That's why the team at Oceania Education and Visa Services (OEVS) use StudyLink: it allows them to process applications faster, keeping clients happy and more likely to refer friends and family.

With three offices in Nepal and three in Australia, OEVS's experienced team of agents have used the StudyLink Connect platform since 2018 to submit and manage university applications.

"For us, the turnaround time for an application is the most important thing," OEVS Chief Operating Officer Mahesh Singh says.

"In the education business our clients are often young students. One thing we're constantly coming up against is their patience levels. StudyLink gives us control and visibility. We input the details into the system, and the offers come through very fast. That helps me hold on to my students because it keeps them happy."

## The power of a good review

Singh highlights the importance of 'word-of-mouth' referrals in the international education and migration industry and tells us that one satisfied student can generate another 8 to 10 clients for his business.

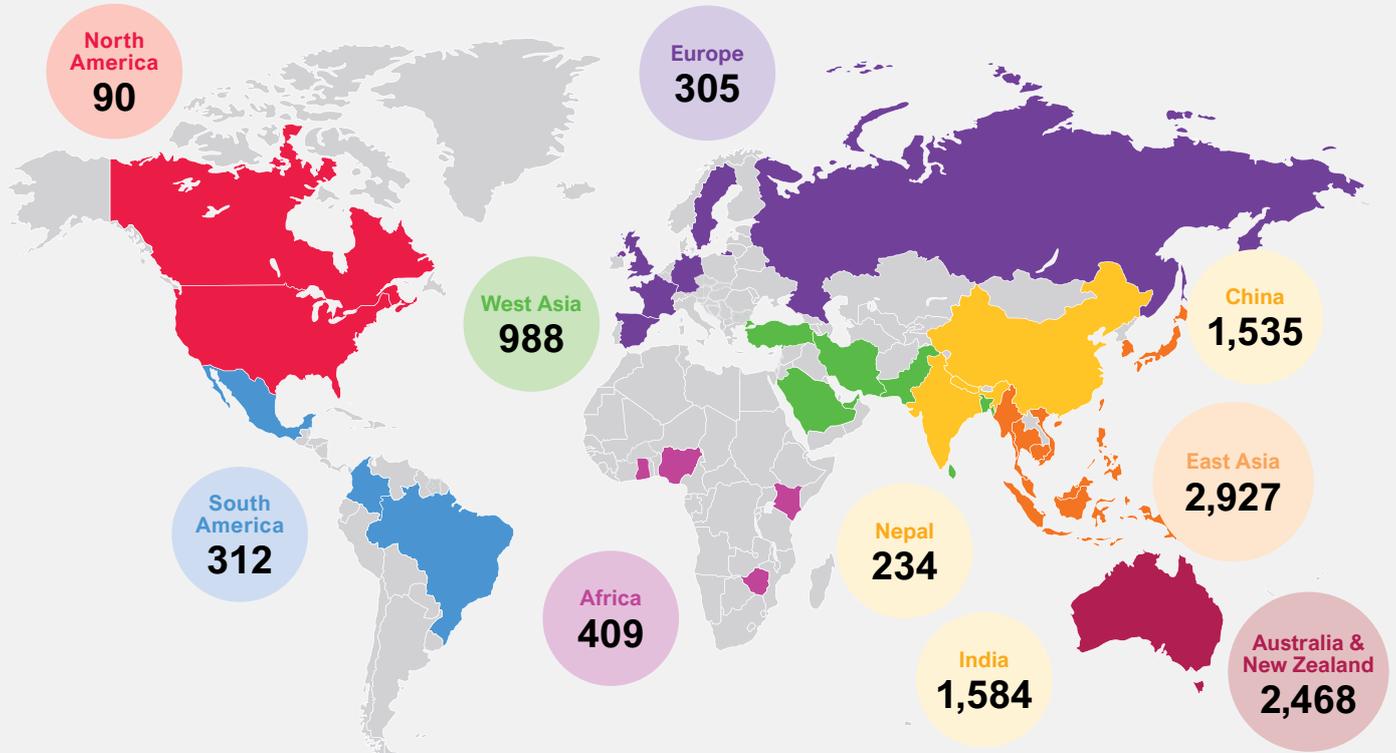
"We are in a very high-touch business, and the perception of our business and the outcomes we provide matters a lot. When we get complimented for our dedication to students by processing applications within 24 to 48 hours, that's an indicator of our organisation's capability and something our clients can share with others," he says.

Working with around 100 institutions in Australia, New Zealand, the UK and Canada and processing approximately 1,000 applications a year, efficiency is key for OEVS. Singh says as more universities start using StudyLink to accept and process applications, the more streamlined their business becomes.

"If you're working on a university's standalone platform, or some are even still using email, it can be a very inefficient process. Some applications can take up to eight weeks, documents are lost or not received, there's a higher chance of human error and you aren't notified if something goes wrong," Singh says.

## StudyLink's agent network

November 2019. Not all agent numbers are included in the above graphic.



## A system supporting agents

Singh says using StudyLink Connect gives his team confidence because it provides visibility over all parts of the application process. Uploading documents and tracking the communication history alongside each application through to accepting offers is all done directly in the system. That lets the OEVS team work more efficiently and enables them to give clients reassurance that they're one step closer to achieving their study goals.

"Sending communication through StudyLink is robust and streamlined," Singh says. "Being able to access all the information for multiple applications on the one platform saves time. I can update clients from wherever I am because all the information I need is there at my fingertips."

All OEVS agents currently use StudyLink to submit complete applications to institution partners because it makes their job easier. Singh says StudyLink account managers quickly address any queries his team has, so there's little downtime when using the system. And StudyLink supports new agents with system training when they first come on board.

**"IT TAKES CARE OF ALL MY REQUIREMENTS. I JUST WANT MORE UNIVERSITIES TO START USING IT!"**

**Mahesh Singh**  
OEVS Chief Operating Officer