

# Testimonial

## SEDA College NT



'We are absolutely delighted with the FACTS School Management System. Our collaboration with FACTS commenced in the middle of 2022, and it has proven to be a transformative experience for SEDA College NT.

Right from the outset, we were deeply impressed by the level of care and attention we received from the FACTS team. It has been a refreshing experience to engage with individuals who genuinely care about their customers' needs and concerns. Remarkably, this level of care and support extended seamlessly from the Executive team down to the support team and still remains that way.

One standout aspect was the genuine belief that FACTS staff had in their product. This belief enabled them to provide us with a comprehensive and crystal-clear understanding of their product and services. It allowed us to make well-informed decisions, ensuring a smooth journey with no unexpected surprises.

The transition from our previous SMS provider to FACTS School Management was remarkably smooth, especially considering the tight schedule we were on to be prepared for the 2023 school year. The onboarding process was expertly managed, leading to minimal disruptions in our operations.

The FACTS School Management Customer Support team deserves special recognition for their exceptional responsiveness and eagerness to assist whenever needed. Their support has been pivotal in the success of our partnership. The SEDA NT Team has been thoroughly impressed with the functionality and efficiency of the Admin & Curriculum modules.

However, the most significant game-changer for the College and our staff has been the Finance module. It has streamlined our financial and enrolment processes, making them more efficient and user-friendly than our previous SMS. This module has proven to be a reliable and effective tool for our financial management needs, allowing us to generate timely and effective reports at the click of a button.

As we look ahead, we are genuinely excited about the future of our partnership with FACTS. The high level of support, product quality, and the strong relationship we've developed so far gives us confidence that we are on the right path to achieving our educational goals. SEDA College NT values partnerships with client-focused organisations, and FACTS has clearly demonstrated that it aligns with our values.

In conclusion, SEDA College NT's journey with FACTS has been exceptional. We deeply appreciate the care, support, and outstanding product quality that FACTS has provided. We eagerly anticipate a long and fruitful partnership as we continue working together to enhance the educational experience for our students and staff. Thank you, FACTS, for your unwavering dedication and commitment to our success.

Francis Gill, Principal, **SEDA College NT**

