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# **Case Study**

# Sri Lanka Based Client Wanted to Create a Library Management System for Their University

## **Client Overview:**

Client has a university in Riyadh and a Library in Sri Lanka for which they wanted to create a system to manage all book-related transactions like issues, returns, Overdue etc. and have a portal for admin and user as well.

## **Problem Statement:**

Creator has a sample application for library Management, but it cannot automatically handle borrower's data which was in the CRM system. Furthermore, the existing system had a lot of bugs in the creator application. To fix the same, it needs to be revamped.

#### **Solution Provided:**

Initially, we mapped all the students in the <u>Zoho CRM</u> and integrated them with Zoho Creator using automation feeds. Then as a next step, in Creator, we created two types of profiles, admin and student. Roles were decided in the system based on the profiles and different UI for both profiles were created.

#### **Benefits to Client:**

- 1. No manual or human intervention, resulting in zero error.
- 2. Optimized and aided the company in maintaining the accuracy of its Book tracking.

3. Efficiency in process, as manual intervention time is saved because records will be automatically Integrated with the creator by the backend <u>Zoho finance automation</u> procedure.

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