

## The University de Monterrey improves processes to streamline student success

San Pedro Garza García, Mexico | 4-year | Private | 17,000 students

### The challenge



#### The right technology to support students today.

The University de Monterrey (UDEM) has been at the forefront of higher education's digital transformation in Latin America, but as student expectations evolved, the increasing need for flexibility and efficiency outpaced UDEM's previous technology platform.

### The solution



#### Providing an integrated experience.

Ellucian Banner  
Ellucian Cloud

### The result



#### Modernizing the path to completion.

Using Ellucian Banner, UDEM automated previously time-intensive processes in financial aid and registration at all levels, while providing new self-service portals and data-informed degree-planning tools to equip students for success throughout their educational journey.

## Impact



**99%**

reduction in queue times for course registration



**80%**

reduction in operation time with automated processes



**5-second**

maximum query response time during registration



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