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DELOITTE HIGHER EDUCATION

Client Success Story

World Bank Digital Transformation Project

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About IFC

The International Finance Corporation (IFC), a member of the World Bank Group, is the largest global development institution focused on the private sector in developing countries.

The IFC supports the World Bank Group's twin goals of ending extreme poverty and boosting shared prosperity by:

- **Investing in organizations** through loans, equity investments, debt securities, and guarantees.
- **Mobilizing capital from other lenders and investors** through loan participations, parallel loans, and other financing mechanisms.
- **Advising organizations and governments** to provide technical assistance, encourage private investment, and improve the investment climate.

Challenge

IFC sought to establish a program that would help higher education institutions in emerging markets develop and accelerate their digital transformation strategies.

Deloitte collaborated with the IFC to develop the program, pilot the methodologies with universities in Latin America, Asia, and Africa, and provide advisory support through broader promotion and implementation at other higher education institutions.

The IFC chose to collaborate with Deloitte because of our experience in digital transformation strategy, experience in Higher Education, and thought leadership through our Smart Campus framework and Future of Work research.

Process

- Deloitte developed a scalable program with self-assessments, student and faculty surveys, and interactive workshop that empowered senior leaders to evaluate their university's digital maturity and develop a roadmap for a custom digital transformation strategy.
- Deloitte leveraged our Higher Education digital capabilities framework to build consensus around the key technologies that would improve the student, faculty, staff, and alumni experience in "moments that matter"
- Deloitte hosted several workshops with senior leaders at each institution to highlight, prioritize, and plan digital opportunities in Higher Education, including scaling online learning, the use of analytics to improve student success, and the automation of administrative functions.
- Deloitte used our deep experience in higher education technology, particularly in online education, to help institutions identify transformation opportunities based on the university's mission and budget.



Impact

Deloitte has recently successfully concluded the pilot of the D4TEP project with four universities across three continents and with enrollments ranging from **909 to 230,000** students. The digital transformation roadmaps have enabled the universities to accelerate their digital transformation efforts to improve the student experience and provide more effective lifelong learning pathways for adults to help their local, regional and national economies recover from the global pandemic.

For more information,
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