in time tec
CREATING ABUNDANCE

A PARTNERSHIP WORTH EXPLORING

From outdated paper processes to leading the industry in technology capability

IDAHO STARS
Quality Child Care Matters

Background

IdahoSTARS is the leading expert and resource for quality child care in Idaho. They empower parents and early childhood professionals to make safe, healthy, nurturing, and educational child care a top priority. They support child care professionals to continually improve early care and education practices.

DID YOU KNOW?

1,200+
New Users

Joined RISE in 2021 for professional development

4-6
Weeks

Reduction in time to process childcare licenses

800+
Scholarships

Processed, approved, and paid through RISE in 2021

The Challenge - A Complex Process

IdahoSTARS used to rely on paper-based systems to complete coaching, training, licensing, and record keeping. This resulted in a slow turn-around time–ranging from weeks to months–for child care providers to get licensed. The way the data was stored also contributed to lengthy turnaround times. Having five disconnected databases meant that an update in one resulted in a manual update in the remaining four. Permission restrictions were a blocker as well. Only select users could access the data, creating bottlenecks in the workflows and to top it all off, the software IdahoSTARS had been using for years was soon to be obsolete.

The Solution - Simplify It

In Time Tec created RISE, a web application (integrated with UX/UI best practices) that was easier to access, easier to use, more intuitive, and more reliable. RISE consolidates the data in one place for robust, dynamic reporting that is consistent for every process. It also gives customers access and control of their own data. We focused on optimizing the workflow so IdahoSTARS could provide the value, training, and advice they were looking to provide in order to improve the education experience for young kids.

The Results - Quality Instead of Process

- ☑ Created a web development team for IdahoSTARS so **we can support them** to roll out new features.
- ☑ Provided a five-person offshore team to **work closely with IdahoSTARS**.
- ☑ RISE has processed, approved, and paid trainers for **800+ scholarships** within the first year.
- ☑ **Minimized turn-around time by 4-6 weeks** for child care provider licensing and incentives.
- ☑ Gave providers control over their personal administrative tasks freeing up **RISE coaches to focus on coaching** instead of processes.
- ☑ **IdahoSTARS is no longer the gatekeeper** of the provider's information.
- ☑ **Planning to create a mobile-friendly** application of RISE giving access to providers in the palm of their hands.

In Time Tec Services Used

Web App Development   **UX/UI Design**

Legacy Software System Modernization

> *The data capturing capabilities of RISE is unprecedented in the child care arena nationwide.*
>
> — **Malia Woessner**
> Leadership Director, IdahoSTARS