

ANALYTICS

Harnessing AI and ML in higher education

Data science techniques prepare
students for an analytics-ready career

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CUSTOMER STORY

“It’s easy to use; even students who lack computing knowledge can learn it. Just two lessons on Qlik can give them valuable hands-on experience.”

Dr. George Ho To Sum, Associate Professor, Department of Supply Chain and Information Management
Hang Seng University of Hong Kong

Hong Kong graduates face demanding new standards

A key requirement for Hong Kong’s higher education sector is ensuring that graduates are market-ready and equipped with the right skillsets for employment. Industry leaders are also increasingly demanding that graduates understand machine learning processes and apply data science to track trends and opportunities, particularly in supply chain management systems.

The Department of Supply Chain and Information Management (SCM) at the Hang Seng University of Hong Kong found that graduates were facing a range of new demands at job fairs. “Graduates have told me that when they have a job interview, they are asked whether they have any analytical skills,” says Dr. George Ho To Sum, Associate Professor and Program Director at SCM.

The department needed a solution that would be easy to incorporate into its 14-week Master of Science in Global Supply Chain Management course. It would need to meet some specific learning outcomes and also give students high levels of fluency in data analytics.

Dr. Ho To Sum was strongly advised to adopt a popular industry solution that would give students access to a cloud-based analytics platform that meets industry needs. The solution would also need to be accessible to teaching staff, enabling them to deliver a conducive learning environment and help enrich students’ performances.

Solution Overview

Customer Name

Hang Seng University of Hong Kong

Industry

Public Sector

Geography

Hong Kong

Function

IT

Business Value Driver

Reimagined Processes

Challenges

- Find relevant academic learning tools to produce market-ready graduates
- Support students on their journey to a successful academic conclusion
- Expand relevant learning tools for wider student use

Solution

Deployed Qlik as part of a master’s course to equip students with real-time data analytics skills.

Results

- Portable and user-friendly platform enables academic staff to deliver industry knowledge
- Relevant and easy-to-learn solution makes students market-ready
- Increased student engagement delivers improved academic performance

Easy to use and relevant

With Qlik used extensively by small and large enterprises globally and increasingly demanded by recruiters, it was the obvious choice for the department. Following advice from industry experts, SCM, with the help of Vantis, introduced Qlik as a learning tool in the E-Business and Enterprise Systems module of its master's curriculum in 2019.

It soon became clear that Qlik would provide a clear advantage, with the platform's agility making it simple for students to build dashboards, and drag-and-drop features simplifying the process of navigating real-time data. Most students had little, if any, programming knowledge, but after just two lessons they had built a solid understanding of Qlik's basic functions and dashboard capabilities, helping Dr. Ho To Sum save both time and resources.

The department designed its own instruction manual, but easy access to a wealth of online resources, including Qlik Community, gave students ample opportunity to guide themselves through the learning process. "Our master's students also needed to integrate Python and Qlik has the flexibility to do this," adds Dr. Ho To Sum.

This allowed students to carry out effective forecasting techniques and tap into the machine learning and artificial intelligence capabilities incorporated into the Qlik dashboard. Both are key practical benefits for students looking for opportunities as supply chain analysts after graduating.

Maintaining the edge during Covid-19

Continuity in learning was a key requirement for all students during the pandemic and, with practically no need to install new servers or carry out complicated set-up processes at the campus's laboratories, business carried on as usual for Hang Seng University.

The cloud-based platform meant teaching staff could access the interface online, enabling them to work from home, while students could continue their studies and access useful features to complete mini-projects, one of the module's major requirements. "All they needed was a username and password to access the platform," says Dr. Ho To Sum.

Students were tasked to continue their analysis of various supply chain sectors. This is well supported by Vantis' cloud IoT system service subscription to the university as it provides environmental sensors to capture data such as temperature and humidity to the cloud. It is Qlik's adaptability that allows SCM students to conduct real-time environmental monitoring during the transportation of consumer goods in the smart supply chain process.

The results are evident. Qlik's agility compared to other tools on the market has meant student feedback has been overwhelmingly positive, scoring 5.7 out of 6 in a ranking of the module. More importantly, its success underscores Qlik's position as both a powerful academic tool and a means for students to gain invaluable industry experience.

The keys to success



5.7 out of 6 in student satisfaction survey



6 tutorial hours to learn Qlik's functions

"Students often think this type of analytics platform is quite difficult to learn and master, but working through our instruction manual, it's very easy and user-friendly."

Dr. George Ho To Sum, Associate Professor, Department of Supply Chain and Information Management
Hang Seng University of Hong Kong



About Qlik

Qlik's vision is a data-literate world, where everyone can use data and analytics to improve decision-making and solve their most challenging problems. A private company, Qlik offers real-time data integration and analytics solutions, powered by Qlik Cloud, to close the gaps between data, insights and action. By transforming data into Active Intelligence, businesses can drive better decisions, improve revenue and profitability, and optimize customer relationships. Qlik serves more than 38,000 active customers in over 100 countries.

qlik.com



About Vantis Consulting Group

Vantis Consulting Group is a well-established consulting company providing end-to-end business solutions and training services throughout Hong Kong, Macau, China, Taiwan and the Asia Pacific Region. To help its customers sharpen their competitive edge, it offers comprehensive implementation services of market-leading business solutions.

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