



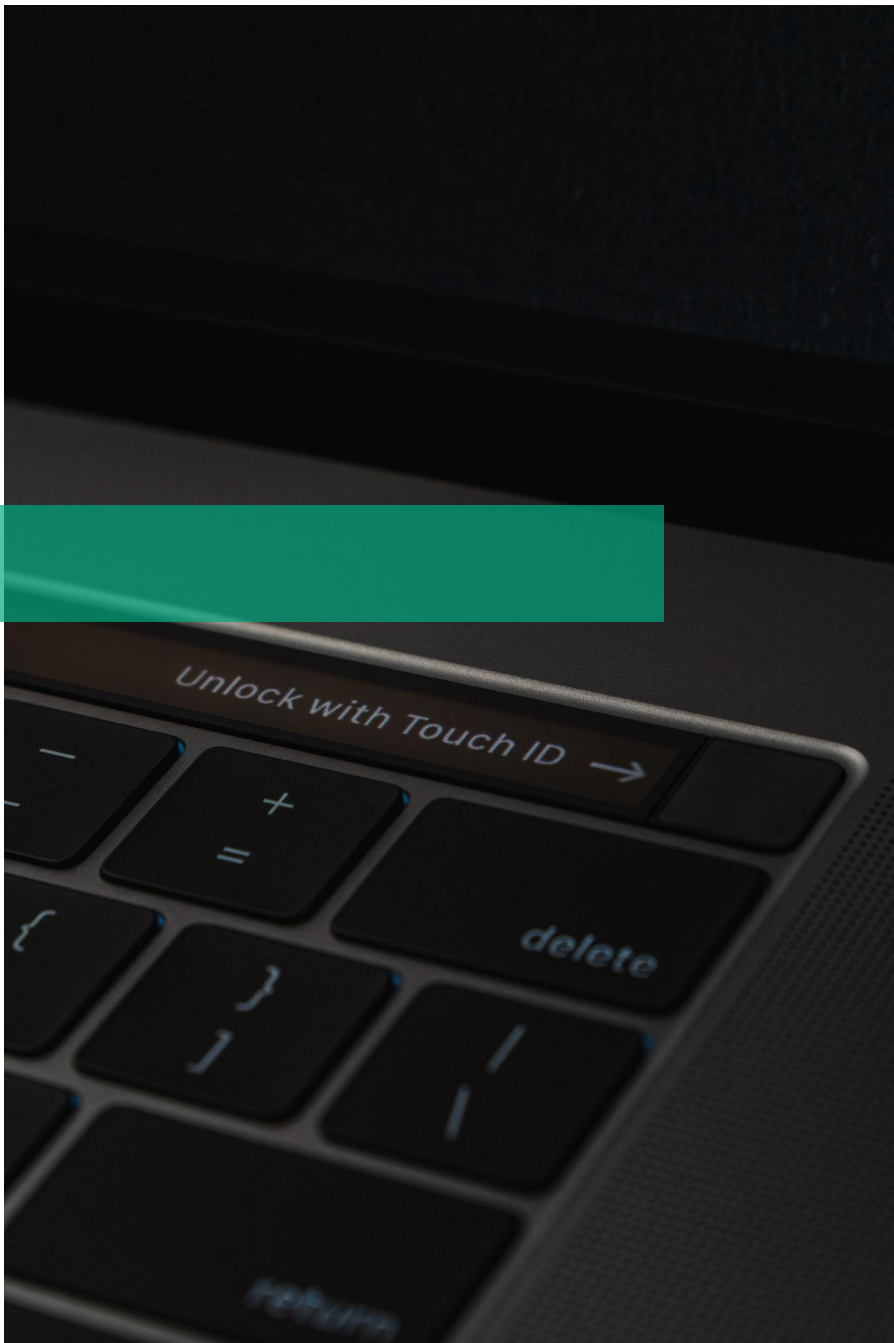
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# Unlocking Efficiency

DATA | AUTOMATION | SECURITY



“ Only 6% of RTOs in Australia think their processes are inefficient. ”

Department of Employment and Workplace Relations, 2023

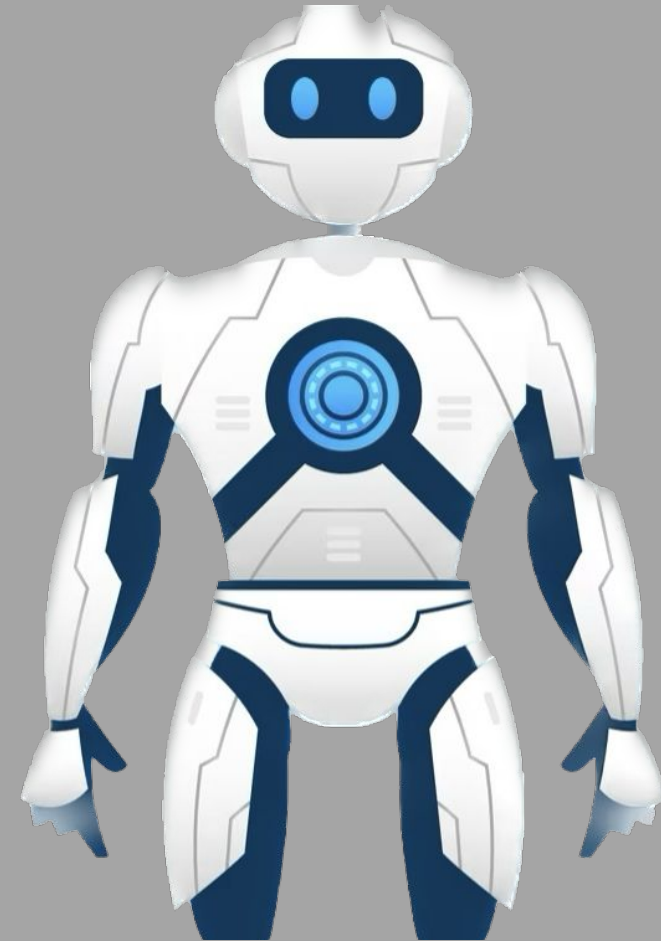


# Any task, done more than once, can be automated

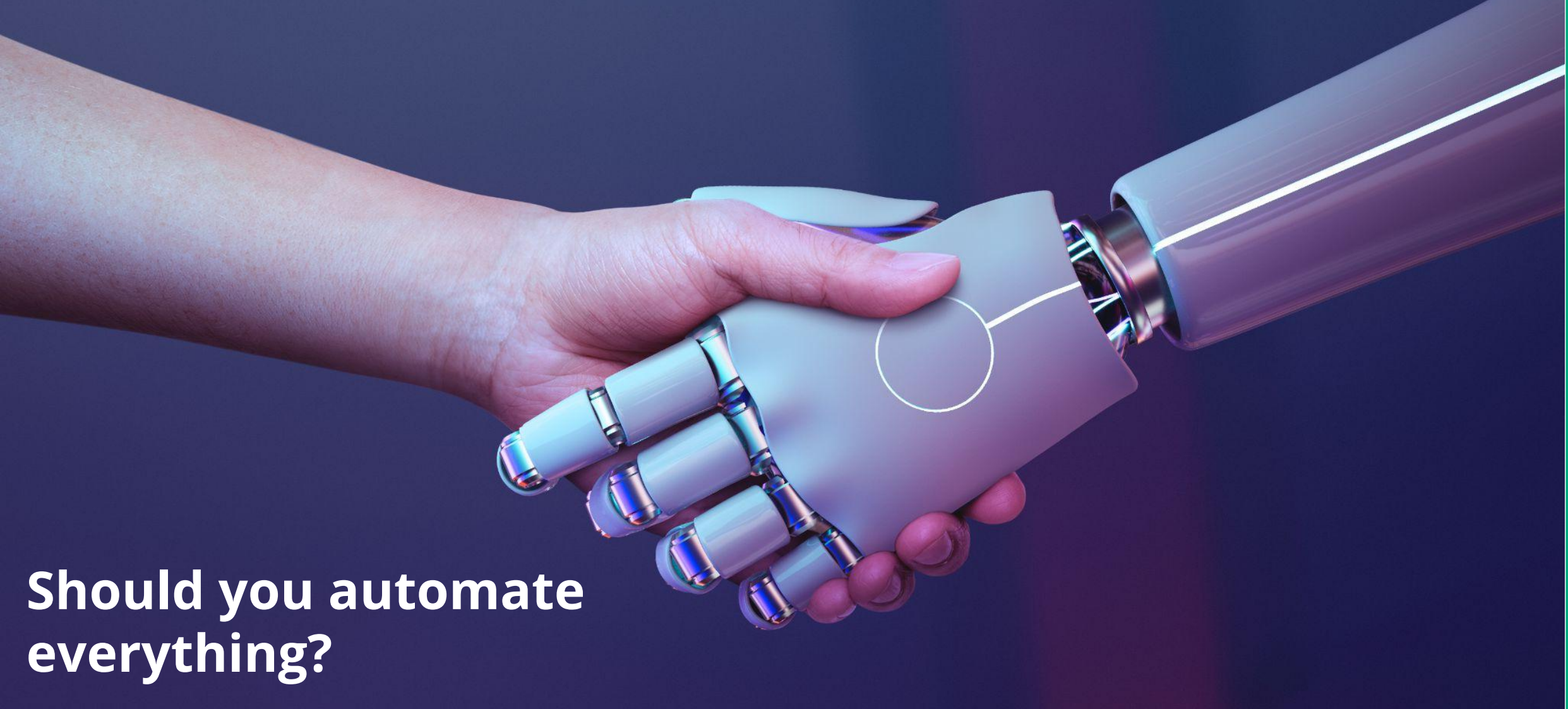
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The process of automation is to deliver reliable results with least human effort.

The purpose of automation is not to reduce the workforce, but to allow humans to focus on higher level, more rewarding tasks.







# Should you automate everything?



# GREAT PROCESSES TO AUTOMATE

## High Volume, Repetitive Tasks

- Learner Orientation
- Sync financial information
- Assign tasks to staff

## Data Re-entry

- Grading events between LMS and SMS
- Learner data between software

## QA of Information Provided

- Validation of application data
- Checking of compliance fields



# LEARNCYCLES

Learncycles are reliable, consistent and efficient. They are designed by you to complete the flow that works best for your process.

A workflow of activities triggered from an event in the system.

Activities can include:

- Create a task
- Send communication
- Generate report
- Update data
- more ...

Learncycle - Enrolment Tasks

Enrolment Tasks

[+ Add Activity](#) [Edit](#) [Delete](#)

*Course Enrolment Status is Pending AND Course Enrolment Status Reason is Qualified*

*Immediately*

Course Enrolment 3 Lists 7 Activities

Create Task: Check Enrolment Checklist	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Create Task: Interview Learner	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Create Task: Check Invoice	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Generate UReport: AU Letter Of Offer (CRICOS) and Send Email via template: Enquiry - Thank you email	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Send Email via template: Confirmation of Enrolment	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Update Learner: Learner App Access Enabled to true (send invitation if learner does not have Learner App Access)	<input checked="" type="checkbox"/>	<a href="#">Edit</a>

[+ Add Activity](#)

**1 out of 8 compliance errors  
are due to human error during  
data re-entry**

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**Most RTOs use 2+ systems to  
manage learner data**

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**Department of Employment and  
Workplace Relations, 2023**



**Australian Government**  
**Department of Employment  
and Workplace Relations**







## API and Integrations

**Application Programming Interface**

**Send and receive information**

**Low human interaction**

# Integrated App Environment

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More control over what data integrations have access to.

Quicker implementation of new integrations.

Open to more integrations. Have you got an app you want to integrate into Wisenet?



# The biggest problem for RTOs when reporting for compliance is poor or incorrect data being provided by learners.

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Department of Employment and Workplace Relations, 2023



**Australian Government**  
**Department of Employment and Workplace Relations**



# SMART(ER) FORMS

**Email:**

test@wisenet.co



Domain verified email address

## Field Validations

- Ensure the data you are collecting is the data you need.
- Less rework and follow-up on data.

**Have you studied here before:**

YES

NO

**What was your student number:**

XXX12348765



## Conditional Logic

- Hide/show fields to collect more appropriate data.
- Enables better use of field requiredness.



# In the end, digital transformation is all about TRUST

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Trust is hard to build, and harder to keep, near impossible to restore.

3 key risks to the trust you have built are:

1. Key Person Risk
2. Automation Failing
3. Data Security

# DATA BREACHES IN AUSTRALIA, 2022

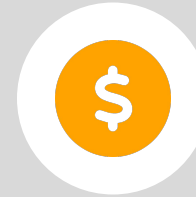


Australian Government  
Office of the Australian Information Commissioner



890

incidents reported



\$4.1 mil

average cost per data breach



43%

resulted in cyber security notifications



328

incidents affected more than 100 people

A data breach can destroy the trust you have built





# STRATEGIES TO REDUCE YOUR RISK



## Password Security

- Increase length (12+ characters)
- Include special characters
- Rotate every 3-6 months

## SSO & MFA

- Enforce on any software that gives the option
- App based MFA is higher strength than email and mobile

## Review access

- Check who has what level of access regularly
- Set policies for offboarding

## Threat detection

- Always keep up-to-date
- Use on all technology available

# ISO 27001



Information Security Policies



Human Resource Security



Access Control



Physical and Environmental Security



Operations Security



Organisation of Information Security



Asset Management



Cryptography



System Acquisition, Development, and Maintenance



Supplier Relationships



Communication Security



Business Continuity Management



Compliance

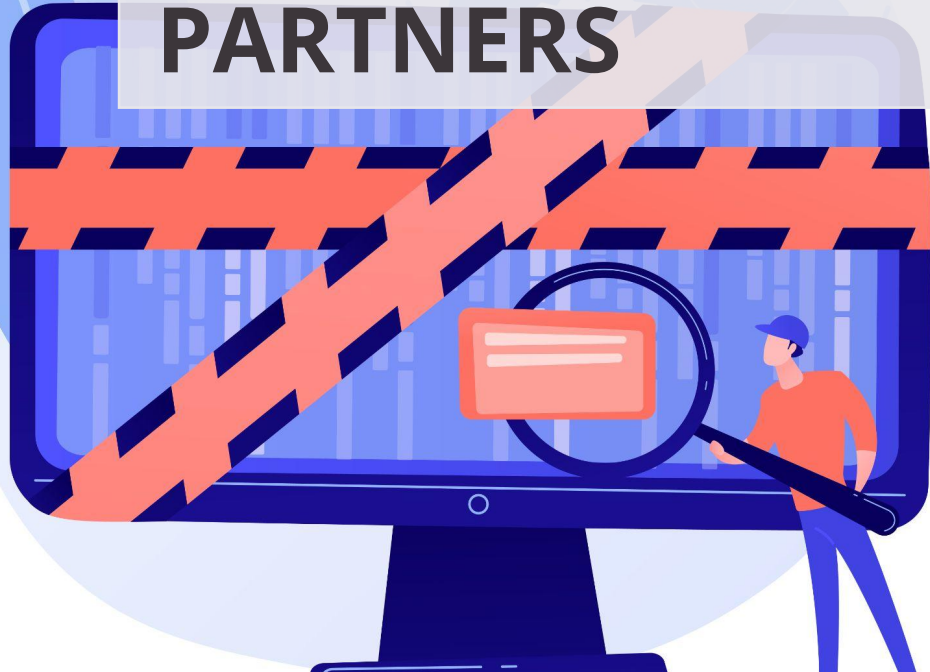


Information Security Incident Management



ROADSHOW

# 5 QUESTIONS TO ASK YOUR SOFTWARE PARTNERS



- Do you encrypt our data in transit and at rest?
- What are your data retention policies?
- Do you offer SSO or MFA?
- Do you have audit logging, and what do you log?
- How do you backup our data?

# How does Wisenet stack up?

## Data encryption:

Data in Wisenet is encrypted in transit and at rest. Furthermore information we consider sensitive (eg. passwords) have an additional level of encryption applied to them.

## Data Retention Policy:

We will retain your data at Wisenet, for only as long as we are required. If you ever decide to leave Wisenet we may retain your data for 12 months.

## Authentication Security:

We offer a range of authentication options including SSO using Microsoft Office and G-Suite. By using these SSO you can also enforce MFA built into them.

## Audit Logging:

Yes we have audit logging. We currently log most changes in the system. Where the changes contain sensitive information, (eg. bank information) we obfuscate that information.

## Data Backup Process:

We backup your data daily, using multiple levels of security on the backups and also multiple redundancies so that you can be covered even in the worst case scenarios.



ROADSHOW

# 5 THINGS TO REDUCE YOUR RISK NOW

- Enforce SSO and MFA on Wisenet.
- Implement password security policies.
- Review user access to software.
- Install threat detection software on hardware.
- Implement physical security policies.