InsightAI

CLIENT STORY

Modernising Online Exam Scoring For A Global Education Provider



Education

Story Snapshot

A leading global education management provider needed to modernise its online exam scoring process and reduce uncontrolled operational costs. Their objectives were to move from a legacy architecture to a more efficient flow leveraging different applications and systems, to ensure all online exam types could be processed reliably through the new workflow, and to give operators a single source of truth for every exam.

Insight AI designed and built a bespoke application from scratch where the operators can see a snapshot of all the exams, improved and integrated existing applications, and led the transition to the new architecture. As a result, incidents decreased and exam marks are now delivered to learners on time with no major blockers or delays.

The Challenge

Before engaging Insight AI, the client was struggling with an inefficient process for marking online exams, uncontrolled costs and a high number of incidents raised by operators.

It was difficult for staff to keep track of exam references and details, which slowed down operations and increased the risk of production incidents. At the same time, the client needed to support remote invigilation exams and ensure all online exam types could be processed reliably, under regulatory and compliance pressures typical for high-stakes education assessments.





The Solution

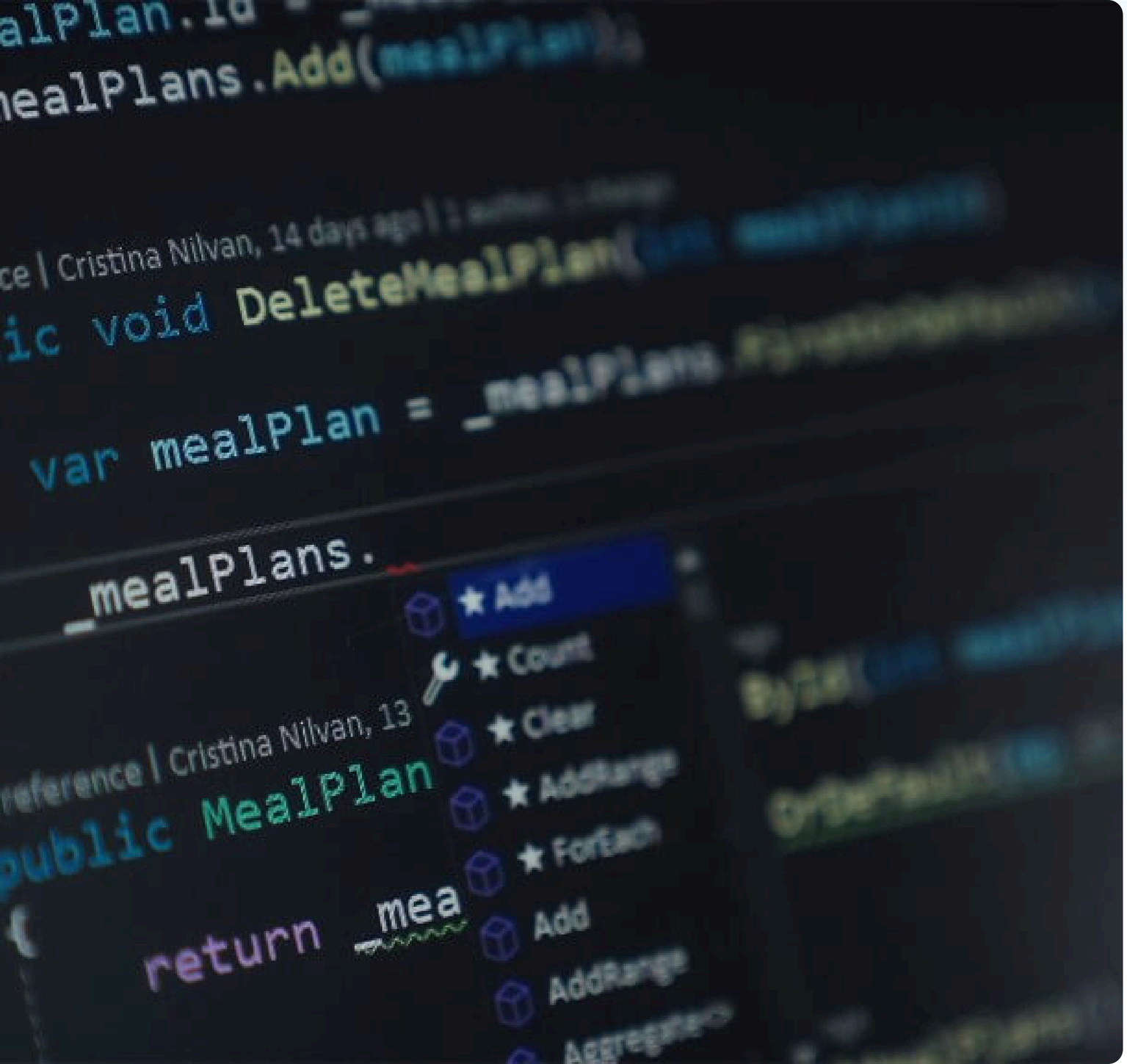
Insight AI was onboarded as a delivery team to make the end-to-end exam scoring process more efficient and cost effective. Working without detailed client requirements, they proposed and designed a new bespoke application - an assessment upload service that provides a consolidated overview of all exams, including candidate details, exam status and potential errors, giving operators a single source of truth and a powerful troubleshooting tool.

Insight AI supported the implementation of a complete flow for marking remote invigilation exams, ensuring that home-based assessments and associated recordings could be validated within the new architecture. They improved the legacy exam management application and integrated it with the new marking application, ensuring each online exam type passes correctly through all stages. The solution used microservices, AWS cloud hosting, React on the front end, C# ASP.NET, CI/CD pipelines for the new app and Copilot for automation, delivering a custom-built, cloud-ready architecture rather than an off-the-shelf product.

Results

- **Cost control:** The new architecture and flow ensure only questions that genuinely require human review are sent to markers, reducing unnecessary marking effort and supporting more efficient cost management.
- **Operational stability:** A more stable end-to-end process has been achieved, with a decreased number of incidents raised by operators and reduced risk of production issues.
- **User impact:** Exam marks are now provided to students in time with no major blockers or delays, reinforcing the client's image as a professional exam provider.
- **Process efficiency:** The introduction of the assessment upload service has increased operator efficiency and improved troubleshooting across the entire exam flow.





Technical Highlights

Insight AI followed a Kanban methodology, operating as a delivery team within a wider programme that included multiple client and third-party teams. Key milestones included designing and building the assessment upload service from scratch, implementing the end-to-end flow for remote invigilation exams, and integrating the legacy exam management application with the new marking app.

The architecture combined microservices and AWS cloud solutions for the new application, supported by CI/CD pipelines, while carefully interfacing with the 20-year-old monolithic legacy system built on .NET 4. Although no data migration was required, integration work ensured that all online exam types could be processed correctly. Copilot was used as a low-code and automation aid, and collaboration tools such as Jira and Confluence supported transparent planning, coordination and delivery.



Why Insight AI?

Insight AI was chosen due to their established track record with the client and their reputation for technical knowledge, innovation and proactiveness. In the highly regulated education management sector, their ability to think outside the box and design a new application without detailed requirements was critical to modernising the exam scoring process. Insight AI brought talent and advisory expertise, becoming the go-to experts for the entire end-to-end flow. Their collaborative approach within a multi-team programme, combined with experience in cloud architectures, legacy integration and cost-focused process design, made them an ideal partner to support the client's strategic transition to a more efficient and stable exam management platform.

Insight AI

Thank you for reading

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