



## LIMU's Digital Transformation with BPM and AuraQuantic iBPMS



FOUNDED IN

**2007**

EMPLOYEES

**600+**

### GENERAL INFORMATION

The Libyan International Medical University (LIMU) is **Libya's first private medical university**, founded in 2007 in Benghazi, with a vision of regional and international leadership in education and scientific research.

Initially focused on medical faculties, it expanded its offerings to include Information Technology, Business Administration, Engineering and Law, adopting the name Libyan International University and retaining LIMU as its institutional brand.

In 2023, the university adopted a programme-based structure, organising its faculties into three schools: Medical and Health Sciences, Engineering and Technology, and Humanities and Social Sciences.

**Sector:** Education

**Location:** Benghazi, Libya

<https://limu.edu.ly/>

## 01 Situation

### The Path Toward Digital Transformation

Since its inception, the university president, Prof. Mohamed Saad Ambarek had a vision of becoming a **paperless and fully automated institution**, driving strategic investments in digital infrastructure and talent.

LIMU has consistently invested in building a strong ICT foundation by developing a robust infrastructure and recruiting experienced IT specialists. Today, the ICT Administration is the university's largest administrative support unit.

During the COVID-19 pandemic, LIMU distinguished itself as the only university in Libya that continued uninterrupted academic operations. This achievement was made possible by prior investments in robust e-learning platforms and a high level of digital readiness among students and staff.

### Why BPM?

In 2009, LIMU started exploring the potential of using business process management as the university recognized that organizational excellence **requires more than digital tools — it requires well-designed processes.**



In 2020, LIMU adopted Business Process Management BPM as a strategic management approach to standardize workflows, reduce dependency on individuals, and improve service quality and stakeholders' satisfaction; therefore, LIMU established a dedicated BPM team that worked to build capacity and institutional awareness. In 2023, the University board issued a strategic resolution to **transition LIMU to a BPM-based operating model**, restructuring organizational charts, academic and administrative titles to align with this approach.

### **Selecting AuraQuantic**

When evaluating BPM platforms, LIMU chose a solution that offers **no-code process design, automation at scale, efficient integration with existing LIMU software systems**, and strong vendor support. AuraQuantic iBPMS met these criteria and became the core platform for LIMU's enterprise BPM strategic ongoing project. Prior to this, LIMU had not used any BPM suite.

## **02 Challenge**

“AuraQuantic has provided the **flexibility and modeling abilities** required to automate a set of university processes. [...] We view AuraQuantic as a cornerstone for the success of our digital transformation journey.”

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**MSC. BILAL ALJABOUR**  
LIMU BPM Project Manager

Although new student applications were submitted electronically through the university's in-house developed Intelligent Admission Portal IAP, the subsequent **workflows** remained largely **manual and unstructured**. Application progression was slow and invisible, leaving students unable to determine whether their files were under review, had been transferred to academic programs, or were pending action.

Communications regarding interviews and admission decisions required staff to draft and send formatted emails and SMS messages individually, causing delays and inconsistencies. **Late responses and limited process visibility resulted in many applicants dropping out**, and left a negative impression on others.

Likewise, tuition **payment processing and tracking of the delayed settlements** lacked automated follow-up mechanisms, resulting in limited visibility for both staff and student guardians. The **absence of robust reporting and analytical** capabilities further constrained oversight and reduced the ability to monitor performance and support decision-making.

## 03 Solution



To address these challenges, the university automated the process using AuraQuantic iBPMS. The objective was to transition from fragmented, person-dependent workflows to standardized, transparent, and data-driven end-to-end processes.

The deployed solution launched on **the 2nd of Sept. 2025**, served **452 applicants**, and included several key capabilities:

### 1. Structured Admission and Application Processing

Application workflows were modeled and standardized, enabling predictable and trackable execution from submission to admission decision.

### 2. Discount and Settlement Management

Tuition discounts and settlements were standardized, documented, and automated using AuraQuantic, routed through approval chains, and eliminated manual processing.

### 3. End-to-End Tuition Payment Tracking

Tuition payments, overdue balances, and student debit settlements were fully tracked within the system.

### 4. Automated Notifications and Communication

SMS and email notifications were integrated to inform students and guardians of key events, including interview schedules, interview results, admissions decisions, payment reminders, and overdue balances.

### 5. Reporting and Analytics Layer

Analytical dashboards and reports provided real-time visibility into key performance indicators, such as application volumes, processing times, interview outcomes, and financial compliance.

### 6. Integration with the Students Portal (IAP)

The system was integrated with the university's portal, enabling students to submit applications, receive decisions, and track financial status without using additional interfaces.

### 7. Integration with the Legacy Financial Core System

Bidirectional integration ensured financial transactions remained synchronized with the university's accounting and financial records.

*“AuraQuantic has proven to be both **robust and adaptable**. The environment allows us to configure processes, manage permissions, and deploy updates with a high degree of control and technical clarity [...] The platform is becoming a central operational hub for the university, supporting integration, monitoring, and long-term scalability.”*

**ENG. MARWAN KRIEM**

Head of LIMU Automation and Integration Team

## 04 Results



### Post-Implementation Situation

- Following the implementation of AuraQuantic, application processing and financial management workflows became standardized, orchestrated, and event-driven, eliminating ambiguity and reducing turnaround times.
- Applicants gained full visibility into the status of their applications, including whether files were under review, pending interview, awaiting registrar action, or completed.
- Staff no longer needed to manually craft emails, as structured notifications were automatically triggered at predefined stages.
- The finance department benefited from automated settlement tracking, overdue reminders, and accurate reporting, enabling proactive intervention rather than reactive follow-up.

### Impact and Benefits

The solution delivered significant operational improvements, as follows:

“A task that once required nearly a week of dedicated employee effort can now be completed in approximately five minutes using AuraQuantic. After the **full automation** of students' processes, I expect this to eventually require nothing more than a **single click**.”

**MR. FAWZI ALDARRAGI**  
Financial Director

#### 1. Enhanced Transparency and Visibility

Both staff and students gained real-time insight into application and financial statuses.

#### 2. Reduced Manual Workload

Automated notifications and approval chains substantially reduced the volume of manual email and SMS communication and administrative follow-ups.

#### 3. Improved Financial Compliance

Automated tracking of tuition payments and overdue balances improved settlement accuracy and reduced financial leakage.

#### 4. Consistent Execution

Standardized workflows removed individual interpretation and ensured uniform handling of student cases.

#### 5. Accelerated Decision and Processing Times

Orchestration and automation significantly reduced application processing and financial operation times.



“With AuraQuantic, the Registrar’s Office shifted **from manual paperwork to streamlined digital processes**. Registration, admission, and verification procedures became **faster, more accurate, and transparent** for students and staff, supporting the university’s digital transformation strategy and improving overall service quality.”

**MR. IBRAHIM ELMOGHRABI**

University Registrar

## 6. Data-Driven Decision Support

Reporting and analytics enabled the university to monitor processing performance, track bottlenecks, analyze interview results, and forecast financial collections.

## 7. Better Student and Guardian Experience

Event-driven communication, including SMS and email, improved clarity and reduced stress for families navigating admissions and payments.

## 8. Institutional Alignment with Digital Transformation Vision

The solution advanced the university’s vision of becoming a fully paperless, process-driven institution.

## 9. Improved Data Accuracy and Record Integrity

By integrating AI-based optical character recognition OCR into the registration process, the university transformed a previously error-prone manual data entry step into an automated, accurate, and user-friendly experience. This was done by automatically extracting applicant data from submitted documents, reducing validation workload and ensuring more reliable student records.

The **automation of students’ renewal, transfer, withdrawal, and housing** processes are in progress, and planned to be launched by the Spring term of the 2025-2026 academic year. Also, **five administrations so far are actively using the platform**, including General Registrar, HR, Finance, Internal Audit, and Public Affairs.

## Future Outlook

LIMU aims to leverage AuraQuantic as the core platform for its enterprise-wide BPM transformation. The university is working to orchestrate all its key processes using AuraQuantic. Beyond internal transformation, LIMU is also preparing to become an AuraQuantic Advanced Certified Partner, positioning itself to provide BPM expertise and consulting to other institutions and to contribute to the wider adoption of process-driven management in higher education and other sectors in and outside of Libya.

**3276**

Students

**1717**

Graduates

**3**

Schools

**24**

Undergraduate programs

**5**

Postgraduate programs



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