

## Customer Success Story

### SOHEMA Case Management System

Customer-facing



## Family Services of Greater Vancouver

Since 1928, people experiencing challenges have been turning to Family Services of Greater Vancouver—a community-based not-for-profit organization providing crucial social services to children, youth, adults, and families across Vancouver, Richmond, Burnaby, New Westminster, and Surrey. We offer support, provide hope, and present opportunities—helping people realize and create possibilities for themselves. building healthy, vibrant tomorrows.

- Closed Date: October, 2010/Azure Cloud: August, 2018
- Vertical/Region: Health & Family Services/BC, Canada

## Win Results

Founded in 1928, Family Services of Greater Vancouver (FSGV) is a charitable organization that inspires and supports people in reaching their full potential. Our mission: To ensure children are nurtured, youth find optimism, adults feel empowered, and parents make choices that build strong families

### Software benefits:

- Improved employee and agency accountability
- Increased accuracy of client information records
- Streamlined service delivery
- Improved quality of information kept on case files
- Minimized duplication of data entry

### Areas of impact:

- Developing more inclusive communities
- Building stronger families
- Supporting youth in overcoming homelessness
- Ending violence against women, children, and seniors