

# Microsoft Solutions for Disability & Home Care

Disability and Home Care is undergoing an unprecedented rate and scale of change, forcing providers to re-imagine how they attract customers, deliver cost effective services and achieve an uplift to their organisational capabilities connecting front and back of house. Thriving in this market-based system will require fresh thinking, new technology and alternative ways of working to meet customer needs.

## Turn data into improved client outcomes

### Manage enquiries

Manage campaigns and enquiries across a range of modern channels including chat, social, email, web, phone and face-to-face



### Engage & onboard

Track communications against customers, draft and approve agreements mapped to government programs and capture the services being funded

### Roster & schedule

Allocate workers based on preferences and characteristics. Visualise appointments via schedule board and location views. Identify appointments that don't meet rules e.g. travel time. Alert participants once appointments are made



### Service delivery

Provide workers with real-time access to schedules, client information, navigation, and the ability to record time and mileage. Add alerts and case notes and clinical data anywhere, anytime, on iOS, Windows or Android devices

### Validate delivery

After electronically capturing proof of delivery, time and travel, team leaders can review any discrepancies or entries that fail to pass configured business rules



### Bill & claim funds

Generate invoices and payment requests and capture costs based on support agreements. Integrate with an existing finance system or implement Microsoft's to manage revenue and understand client profitability

### Reconcile payments

Combining job costing and accounts receivable capabilities allows standard cash receipting and accounts receivable processes to be adopted to manage finances that fund service delivery



### Analyse & improve

Gain rich insight into client profitability, future service demand and operational performance to make informed strategic decisions



**82%** of people turn away from a business because of a bad experience - KPMG

**60%** of home care operators in 2017 could not adequately answer questions - KPMG

KPMG has more than 20 years experience implementing Microsoft solutions and is one of the largest Microsoft Dynamics Partners in Australia.

Together our technical resources and our wider KPMG disability and home care expertise enable us to **focus on your operational issues, discuss your requirements** and explore how our solution can **solve your business challenges**.

Talk to us today on **1300 197 960** or email **dynamics@kpmg.com.au**