Mayasoft Aged Care Solution (MACS)

Current Pre Admission Scenario

Client call aged care provider → **Checks availability and ask 30-40 questions** → ASSESSMENT

- As per a KPMG report 80 % of the calls are not answered the first time as agents are already on another call and around 50% of prospective customers never receive a call back in time
- Turnaround time is sometimes 2-3 days. By this time customer has identified another aged care.
- Every time this happens the bed goes empty and aged care loses revenue opportunity.

Why MACS?

- MACS is designed to address problems in the permanent/respite aged care admission space.

- Single Entry Point (Multi Channel) for customer in aged care.

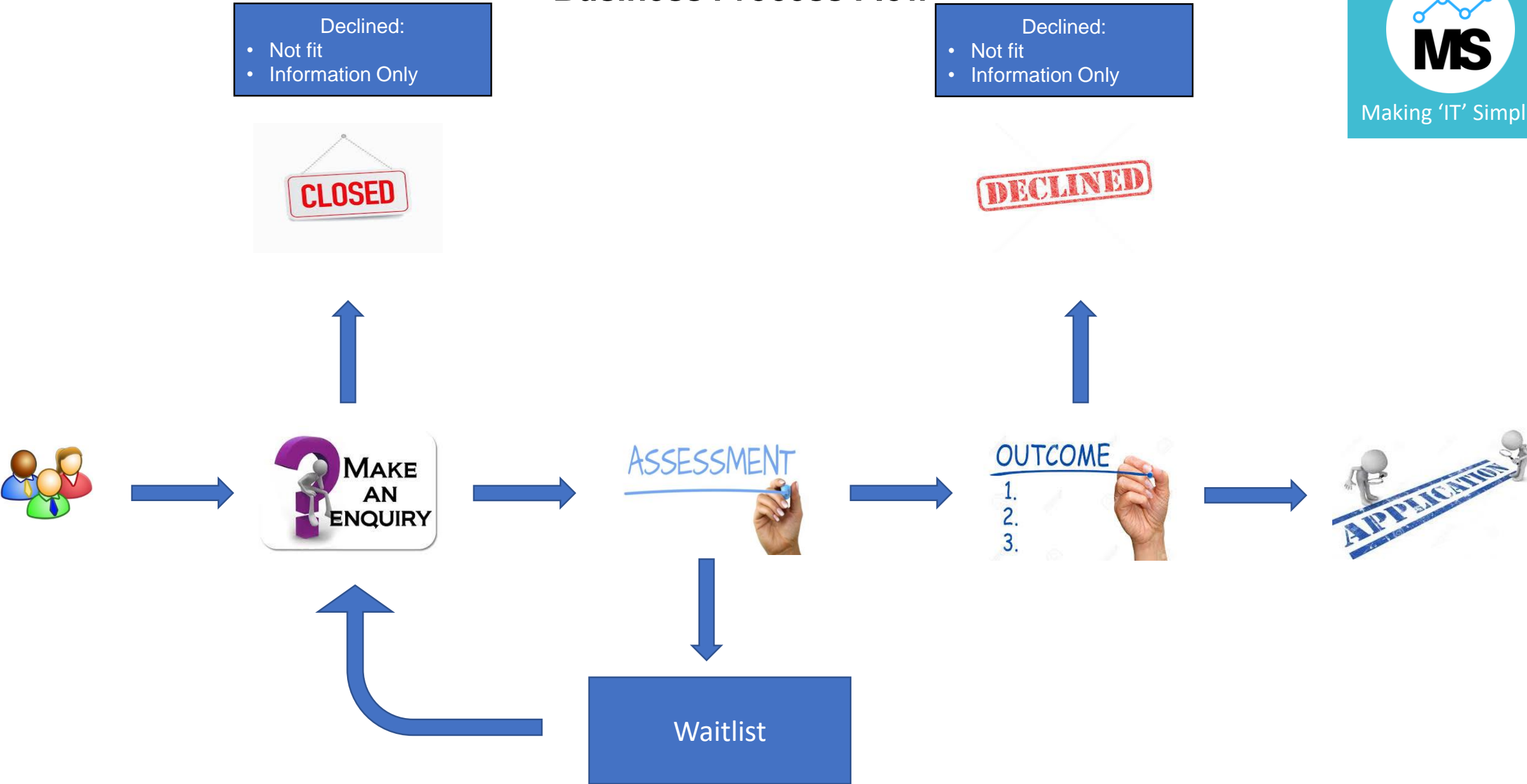- A one stop solution for customer (Pre Admission)

Under the hood

- Powered by Dynamics 365.

- Web API- Restful API to integrate with other aged care products. (Co-build/enhance option)

- Cloud based SaaS model with custom entities architecture to keep the license cost down.

MS

Making 'IT' Simple

Business Process Flow

Declined:
- Not fit
- Information Only

CLOSED

Declined:
- Not fit
- Information Only

DECLINED

Make an Enquiry → Assessment → Outcome → Application

Waitlist

Demo

What's in this for YOU

Our Solution Offers

> ➢ 24x7 Availability – Customer engagement beyond work hours and holidays
>
> ➢ Efficiency Gain – Potential clients could be closed in few hours
>
> ➢ Increase Respite usage – Increase revenue by filling up empty beds
>
> ➢ Customer Ownership – Customer data is secured and safe

Value Proposition

Reduced Operations Cost

Proactive lead generation

Increase in productivity

Quicker response time