



# Manual Works, Lack of Effective Information Management System and Trace of Communications were holding Back *StarLight Care* from Reaching Its Full Potential.

According to WHO, around 1 billion people, 15% of the world's population, experience some form of disability. 20% of them live with great functional difficulties in their day-to-day lives. As technology has been improving all lives, these disabled people also deserve their fair chunk of technological advancement.

That is exactly what our Customer StarLight Care, a New South Wales based Australian disability service provider, has been doing. This NDIS provider serves disable people with the help of technology. But recently they felt due to no unified system in place and huge manual works they lose the opportunity to serve more disabled people.

So, they approached us to provide them with a unified solution which helps them to eliminate manual work to improve their productivity.

With our solution deployed in their environment, now they have a connected system to manage their client information and documents from one place. They have trace of their all communications. In addition, template automation added agility to their teams' capability. They are now happily continuing what they love to do.



## StarLight Care

### AT A GLANCE

**Customer:** StarLight Care Pty Ltd.

**Website:** <https://www.starlightcare.com.au>

**Customer Size:** 9

**Country:** NSW, Australia

**Industry:** Disability Services

**Products and Services:** Power Apps, Microsoft 365

# Smart App Business Solutions, StarLight Care, & CRM in Power Apps

## Customer Challenges

Starlight Care is a registered NDIS service provider located in Western Sydney in NSW, Australia. They proudly provide their support services for people aged 0-65 years who have any kinds of developmental delay or disability.

StarLight wanted an Information Management system to store participant information, related documents and communications. They also wanted to avoid manual paperwork of filling up large number of forms. They wanted to have a system accessible from anywhere, anytime, and on any device. Moreover, one of their requirement was the ability to track all their communications from the system.

## Partner Solution

We have built the solution on Power Apps which provides room for more customization and expansion. We employed Power Platform to build a unified place to manage all tasks. The solution's ability to seamlessly integrate with Microsoft 365 suites such as SharePoint, Teams, and Outlook gives it extra capabilities and functionalities. We use SharePoint to store related documents of participants.

## Customer Benefits

Now the customer uses a single system to manage all tasks from one place, which in turn improves its business process efficiency, saves money and time. Now they can focus more on providing improved services to its customers and getting more prospects. They got rid of manual filling up of all forms. Additionally, they now have more efficient and organized contact management from where they can track all their communications.

The solution provides contact management, document management, and activity management all in a unified system. Store your data in the cloud and access them in an organized, secured, and efficient way.

The CRM generates forms from the stored data, saving you from a huge amount of manual/paper works.

With our solution, you can access your participants/clients' data from anywhere, anytime and on any device.