

Solution: Aged Care Provider sets benchmark in innovative customer service

Senetas has been nominated as a national finalist in Microsoft's Partner of the Year program for its recent implementation of a "web vision" for one of the largest not-for-profit providers of aged care services, Uniting Aged Care Victoria Tasmania (UACVT).

UACVT offers a range of services including residential aged care, independent living accommodation, community day programs and community aged care packages across a large number of geographically dispersed locations.

Senetas was engaged to design, develop, implement and support of an enterprise document management system; to design and implement an enterprise collaboration platform; and to design, build and deploy their intranet and public facing web site.

One of the key briefs for Senetas by UACVT was to implement a technology framework that fosters and encourages a collaborative work environment.

The key functional areas identified were:

- Web Content Management (on-line brochure and marketing activities, predominantly static content describing services and facilities available);
- Document Management (the distribution, sharing, version control, archiving, searching, and tracking and other activities associated with electronic documents);
- Operational Controls (enforcement of web site access and authorisations, security, change management, content control and other business rules);
- HR Management (assisting with the delivery of HR related activities such as on-line training, on-line recruitment, integration with payroll and financial systems to enable staff to access their own information, internal job boards, update personnel details, surveys);
- News (dynamic content alerting people of current news, events, and actions);
- Collaboration (the sharing of information, discussion forums and interactions between users),
- Client Services (transactions, bookings, community and other functionality delivered through a secure channel to communicate between the sites, staff and clientele and their families).

Since August 2008, Senetas has had an end to end involvement with UACVT that began with gathering business requirements through business stakeholder workshops, solution and application design, build of the application, testing (functional, user acceptance and system testing), training, deployment and on-going support and maintenance.

The solution implemented is based on the Microsoft Office SharePoint Server 2007 technology and leverages the existing Microsoft infrastructure on the client site including MS SQL server, MS Office & MS Windows server.

The implementation of the collaboration platform at the client site has led to a significant increase in operational efficiency. This is especially the case with the automation of processes through workflow (such as version control, authorisation and approval processes), on-line forms with built in workflow, web site creation and content updates including authorisation and approval, publishing and archiving processes. The solution achieved a

standardisation, centralisation and consolidation of web services for the organisation which in turn reduced the IT and business operating costs. Employees appreciate the secure on-line access to all company information (policies & procedures) and content from any place and any device. The collaboration platform and document management system ensures the client of regulatory compliance and reduces legal exposure in a highly governed industry. # Senetas's consulting professionals are full-time employees. They are carefully selected based on strict criteria including proven skills and experience, work-style characteristics, and commitment to their areas of specialist expertise and continuing professional development. Our staff turnover is among the lowest in the IT industry.

As the Baby Boomer market approaches retirement, health and welfare service provision for these and older Australians is a rapidly growing market within the Aged Care sector of public health. By working within the Aged Care sector Senetas recognises the need and value that aged care providers can add to the wider population by providing services that allow the older demographic to stay in their homes longer.

Supporting the elderly through interactive means through the web, such as 'health monitoring', meals services, provision of information about living well, disease and illness management allows for a more 'in-home' model of care. This lessens the burden on an aged care market already at full capacity.

The vision for the 'web strategy' is based on the evolving regulatory environment, increasing industry competition, future growth in the aged care sector and is driven by the increased need for UACVT to create a professional on-line presence for itself in the marketplace.

UACVT wanted to further its quality control processes and improve consistency across the organisation in order to maintain compliance and continue to enhance its operational efficiency. As a result of these needs Senetas assisted UACVT developed a Web Strategy which encapsulates the following vision for its on-line presence:

- To provide modern and relevant on-line information and services to clients and their family members;
- To create an on line information community for Aged Care issues and topics related to ageing;
- To provide a portal to Uniting Aged Care policies, procedures and facilities for staff;
- To provide on-line recruitment services for potential staff across Victoria and Tasmania;
- To provide a forum for on-line collaboration and communications for field and remote staff;
- To be the top Aged Care and Health site when benchmarked against industry peers.

A scalable framework has been implemented to allow for future development of on-line services to serve the community and provide a central web hub for:

- Aged Care Clients and their families
- People looking for aged care services
- Carers and other staff members

- Aged Care service providers
- Aged care community programmes
- Aged care events & news
- Disease and illness management advice portal
- Health information and advice portal (linked to gov services, gov bodies, i.e Arthritis Australia etc.)
- Aged Care forums
- Aged Care innovation.

Senetas operates offices in Melbourne and Sydney. Our consultants service clients throughout Australia and internally as required.

Senetas actively markets and promotes the technology platform (Windows Server, SQL, SharePoint) within the general health care and specific aged care industry segments as well as state, and to some extent, local government.

## Efficiency

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## Benefits

The key benefits for UACVT from implementing the 'web services' solution have been:

1. Secure, reliable and easy on-line access for all UACVT employees to internal policies & procedures across a large dispersed geographical area (all of Victoria and Tasmania), including document lifecycle control, automated workflows, versioning control, document 'check in'/'check out', easy access to all documentation and content from any source/device.

2. Knowledge Management, which enables UACVT to capture, store, protect and make available organisations' "intellectual property", providing one version of the truth, reduced risk of serious documentary error, and integration with Microsoft Office product suite. For ease of use, plus the productivity benefits of efficient work processes.
3. Future scalability for UACVT, an innovative leader in the provision of aged care services, saw Senetas employ a scalable framework based on the Microsoft technology platform to allow for future development of on-line services to serve the community and a provide a central web hub covering information, an online community, a portal for staff, potential recruitment online, plus a collaborative online forum for local and remote staff.
4. Competitive Advantage - UACVT was in a position to realise its web vision enabled through the Microsoft technology platform. Currently none of the other known aged care providers offer any of the above mentioned services.
5. Leveraging of existing infrastructure and knowledge - UACVT was able to leverage its existing Microsoft infrastructure and protect the 'learning' that has already been invested into the Microsoft systems. This lead to lower operating costs by only having to support and maintain one technology platform. The learning curve for the use of the new content management system has been minimal since the system users have already been familiar with the Office suite of tools.
6. Regulatory Compliance – with increasing regulatory scrutiny of the aged care market, UACVT is committed to effective Corporate Governance, observing the highest standard of behaviour and conduct and the implementation of an enterprise document management system has assisted UACVT to reach its regulatory compliance.
7. Increase of operational efficiency - two biggest increases in operational efficiency: automation of business processes through workflow, i.e. on-line forms, approval processes etc.; ability for staff and wider community to self-serve