precise
BUSINESS SOLUTIONS

When Southern Cross Care WA's strategic imperative was to grow and change they turned to Epicor Senior Living Solution and Precise

"...our various legacy systems, disconnected or loosely integrated through in-house managed links and manual processes, were not up to the task."

Bret Campbell,
Chief Financial Officer, Southern Cross Care (WA)

Southern Cross Care† (WA) Inc.

- Established 1968
- 3000+ clients
- 900+ employees
- 130+ volunteers

HIGHLIGHTS

GOALS

- Greater visibility and control through process efficiency
- Achieve full end-to-end functionality
- Efficiency gains across the business
- Easy to use across the full breadth of the organisation
- A first-class experience for clients and their families

CHALLENGES

- Meeting aged care regulatory and compliance changes
- Outdated and disconnected legacy systems
- Meeting the growing community demand for services
- Increasing costs and workforce challenges
- Inefficient manual processes

SOLUTION

- Proven industry-specific fit-for-purpose solution
- Single business management platform across all the major business processes
- Tightly integrated Procure-to-Pay platform
- Experienced digital transformation partner

Goals

EFFECTIVELY MANAGE ACCELERATING INDUSTRY CHANGES

Southern Cross Care in Western Australia has been improving the lives of people in greatest need for more than 50 years.

Their guiding purpose is to enhance quality of life through the provision of excellent services.

The not-for-profit currently operates eight residential aged care homes, seven retirement living villages, three respite care centres, a health and wellness centre, and three mental health homes.

On 1 March 2021, the Federal Government announced work would begin immediately on a new consumer-focused Aged Care Act.

A raft of changes to compliance requirements and the extended regulatory framework governing them would be rolled out to improve the quality and transparency of aged care services.

In response to this, SSC (WA) began exploring significant technological solutions to address increasing costs, workforce challenges, and the growing community demand for their services.

Bret Campbell, Chief Financial Officer at SCC (WA), says "status quo" in their management systems was not going to cut it in terms of supporting the business today let alone its plans for growth and change.
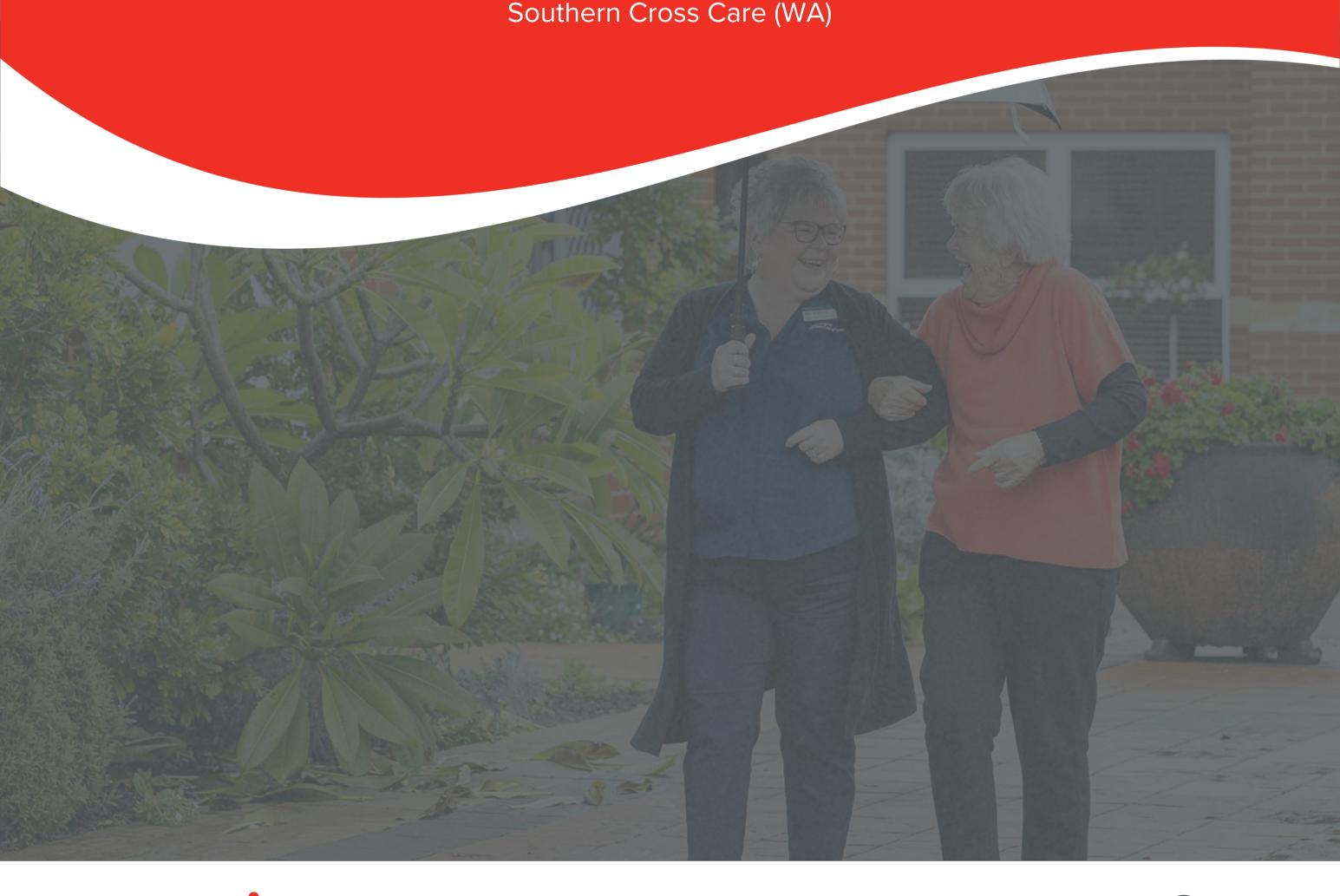
SCC (WA) initiated a rigorous selection process and Epicor's aged care-industry specific Kinetic Senior Living Solution (SLS) was chosen.

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"With significant changes to the Australian Aged Care Federal regulatory requirements and further changes to be released, Southern Cross Care (WA) recognised the importance of replacing outdated and disconnected legacy systems with an industry-specific ERP solution to effectively manage these important improvements."

Bret Campbell, Chief Financial Officer
Southern Cross Care (WA)

Challenges

AUTOMATE MANUAL PROCESSES AND DISCONNECTED LEGACY SYSTEMS

SSC (WA) knew that, despite the best efforts of their hard-working team, the various legacy systems, disconnected or loosely integrated through in-house managed links and manual processes, were not up to the task.

> **"** "We needed to focus on making Billing and Funding processes as efficient as possible, to provide greater visibility and control through current generation Procure-to-Pay platforms and keep working towards a first-class experience for our clients and their families," Bret notes. **"**

Amid increasing costs and workforce challenges, it was clear that Epicor Kinetic Senior Living Solution was a frontrunner in this market. It would enable SSC (WA) to meet changes to aged care regulatory and compliance requirements, support meeting the growing community demand for their services, and improve efficiencies by automating manual processes.

> **"** "Business resilience is crucial in the New Now, and aged care organisations can increase their competitiveness and deliver exceptional client experiences with the right tools that are purpose-built for the aged care industry," Greg O'Loan, Regional Vice President, ANZ, Epicor Software Corporation. **"**

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> "The powerful business intelligence capabilities built into Epicor SLS can help aged care providers compete more effectively well into the future. Furthermore, this solution can help aged care providers prepare to adopt new and emerging technologies to innovate into the future."

Greg O'Loan, Regional Vice President
ANZ, Epicor Software Corporation

Solution

SINGLE OPERATING PLATFORM WITH TIGHT PROCURE-TO-PAY FUNCTIONALITY

Having a single platform encompassing all the major business processes specific to the aged care industry, deep core financial management, reporting and budgeting capabilities, and with procure-to-pay functionality tightly integrated across all of that simply made the most sense for SSC (WA). The other compelling factor was having the team from Precise as the implementation partner.

> "With a couple of decades of experience and knowledge of how aged care works, what best practice looks like in our industry across all those areas, and how Epicor Kinetic SLS delivers them, will be critical to the successful delivery of this key next phase of our digital transformation," reflects Bret.

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"There are many reasons why Australia's leading industry-specific ERP solution is crucial to the management of aged, community, and home care. Epicor for Care's Senior Living Solution offers compliance with legislative changes, simplified billing and funding, comprehensive client management, and intelligent reporting and analytics."

Mark Batina, Managing Director
Precise Business Solutions

Focus on what's important to your business.

Precise gives you the software solutions expertise you need to make everyday business processes easier and more efficient.

✉ **Contact the ERP experts**