

CUSTOMER RELATIONSHIP MANAGEMENT (CRM) FOR DISABILITY

ROOM FOR IMPROVEMENT

The Disability sector is currently experiencing substantial growth and rapid change. With rapid improvements in technology there are now solutions to assist this transition and also improve the service delivered to your clients.

With extensive experience in Disability Management, we understand the pains impacting your business.

- Enquiries and admissions being performed manually without process automation
- A lack of total visibility of all enquiry and intake activity, which reduces potential growth
- Absence of dynamic reporting capabilities, which allow you to monitor and respond to new clients
- A system that is not monitoring interactions and records effectively across multiple sites
- Integration with Office 365 and Microsoft Outlook is not occurring
- Unable to clearly identify the target audience to effectively market your business

The market for the Disability sector is quickly becoming more competitive. With the number of service providers quickly growing how do you stand out from your competition?

**Microsoft
Partner**

Silver Midmarket Solution Provider
Silver Hosting
Silver Small and Midmarket Cloud Solutions
Silver Cloud Customer Relationship Management

WE HAVE YOUR SOLUTION

The CRMP Solution Features:

- Support Plans, Goals & Assessments records, Outcome reporting framework.
- Automated reporting and dashboards in real time.
- Business Process management tools and controls with the ability to set mandatory and 'business recommended' options.
- Workflows can be programmed to trigger automated email notifications and creation of new tasks.
- Recording of all customer interactions including phone calls, tasks, activities and appointments in one location.
- Scan and upload documents to SharePoint.

Options & Pricing:

- Microsoft licenses per user: varies based on NFP eligibility. Minimum 5 license purchase requirement & additional restrictions may apply.
- Disability Services Basic solution: \$10,500 includes Enquiry and Intake Management, Support Plans and NDIS Reporting, Marketing, Contact & Account Management.
- Additional CRM Modules: Community Service, Feedback and/or Incident Management, Resource Management, Timesheet app.
- Other Options Available: Participant/Representative web portal, Exchange online, Intranet site, Cloud storage, paperless office.
- Flexible support plans to suit your needs.

THE FUTURE

As the government implements a Consumer Directed Care (CDC) approach to health in general, the Disability sector is now on a journey of transition to a 'user pays' model and a competitive market.

In a competitive market, service providers will need to position themselves to stand out from their competitors. To maintain client numbers and support financial viability, while ensuring business efficiencies, you will need to maximise the resources available for service provision. Research says that:

“The quality of a not-for-profits' (NFPs) administrative and support services directly affects their capacity to deliver critical services to people in need. Highly efficient organisations that deliver quality administrative and support services have more capability for front-of-house service delivery and their staff spend less time dealing with cumbersome administrative and support services.”

(Source: <http://www.nfpbenchmarking.com.au>)

CRM PARTNERS

At CRM Partners we have specialised skills in developing cost effective online solutions that streamline business processes, and deliver positive business outcomes.

Through extensive experience with Disability Enterprises, our team understand the pains unique to businesses in this industry. This expert knowledge allows us to develop authentic partnerships that deliver superior outcomes for our clients.

The result is enhanced business insight and the achievement of internal efficiencies. This allows you to maximise your resources and deliver better service to your clients.

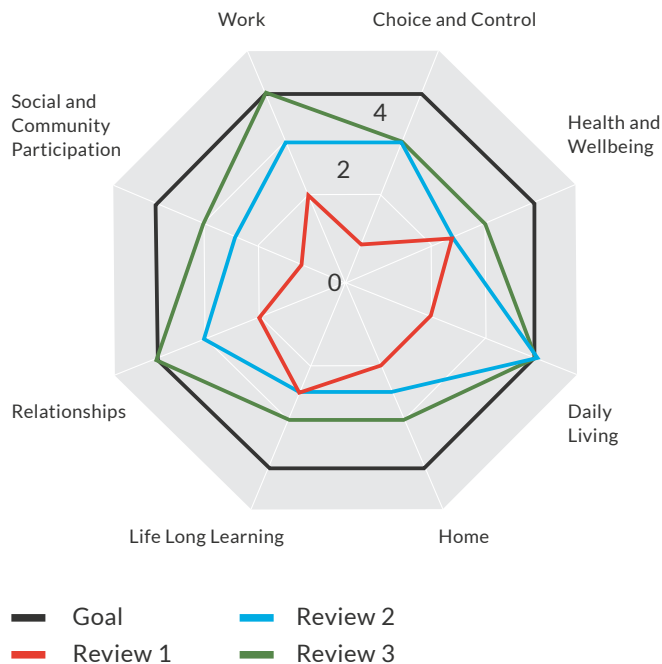
Please contact Sue to learn how CRM Partners can tailor a solution for you.



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SUPPORT PLAN



“ This allows you to maximise your resources and deliver better service to your clients. ”

