



At a Glance

Anglican Retirement Villages

Industry

Aged Care and Senior Living

Residents

Over 3,000

Logistics

20 villages throughout Sydney and the South Coast, Australia

Solution

Epicor Senior Living Solution

Business Challenge

Needed a solution that was customizable, easy to use and able to integrate with their existing financial system

Solution

A comprehensive aged care solution with the ability to give information at a glance

Business Benefits

- Able to integrate with the current financial system
- User friendly
- Easy to use reporting
- Better access to resident information

Return on Investment

- Reduction in report production time
- Administration much more efficient

The Anglican Retirement Village (ARV) is using a leading edge Customer Relationship Management (CRM) system to create major efficiencies in administration and reporting. The ARV also needed to be able to tell, at a glance, how many vacancies they have at any given time and to report on statistical information about its residents.

According to systems administration manager, Sandra Green, although off-the-shelf aged care software exists, none of it covered their requirements.

"We soon realized our requirements are so unusual, we would have to customize a system. We chose Epicor Senior Living Solution as a flexible and easy to tailor solution that would integrate with our existing financial system, and had the ability to help us with customization and implementation."

The ARV's goal is to be the benchmark for retirement care in Australia. As the demands on aged care continue to expand and government funding is restricted, part of its strategy to achieve this goal is through the introduction of leading edge technology to create efficiencies and reduce costs in administration.

One of the ARV's major administrative requirements is to provide excellent customer service to current and prospective residents. Part of this involves recording and maintaining information for over 3,000 residents and clients living in either their own home or in one of 20 villages throughout Sydney and the South Coast. The difficulty in administering this data is compounded by the need to capture different information as residents move from independent living, to staying in a hostel or a nursing home.

Residents in independent living are covered by a State act of parliament. But once they need to move to assisted living or a nursing home, they come under the auspices of the Commonwealth.

The ARV is bound to comply with both sets of legislation. For example, it has to record the financial status of residents in assisted accommodation because, if their assets are below a limit, ARV is entitled to a Commonwealth subsidy.

With a background in office management and systems administration, Green had undergone several other implementations and was not looking forward to this one. Her fears proved to be unfounded.

She attributes this largely to having a project manager who was well informed, easy to work with and highly accessible in the early days of the implementation.

"Our Epicor Senior Living Solution project manager gained a very good understanding of the aged care industry and its legislative requirements. He picked up the complexities of our business very quickly. He didn't just understand our business processes, he helped us improve them. We ended up taking a fresh look at how we were operating and made some improvements prior to implementation."

"The programmers Epicor used to customize the system were also excellent. Senior Living care is very different from the business sector, so they had to adapt to the needs of a new environment. They've been very patient and followed my instructions exactly - even when they didn't seem to follow a logical path."

"Other implementations I've been involved in haven't gone nearly as well. Plus, Epicor came in under what was a very tight budget."

Epicor customized the solution to track the history of the ARV's residents. The new system records the times residents spend in each level of care, pension and financial details, next of kin and personal details.

Green particularly likes the user friendly screens and the ease of reporting. "It only takes moments to pull off statistics such as average length of time in different levels of care, average current age of residents, the number of single versus married people or the male to female ratio. It's also extremely easy to generate what were previously time consuming reports such as revenue forecasts or projected staffing requirements."

"Epicor has also helped us to set up our accommodation as an asset management program, tracking new admissions, vacancies and sales."

Green says that the new system makes the ARV's administrative function far more efficient and gives management a much better understanding of the business.

"We know exactly where we're headed. We have a tremendous wealth of knowledge about our residents that we can access very easily."

Green believes that the ARV now has a benchmark CRM solution that has applications throughout the industry. "What Epicor has developed is a very good aged software package that could be profitably used by many other aged care service providers."

"... I would like to recommend Epicor as an excellent provider of sales and customer service software. I would also highly recommend the Epicor team for their support... their thorough understanding of our business, their dedication to meeting our requirements and their friendly and professional manner."

Sandra Green, systems manager
Anglican Retirement Village

About Epicor

Epicor is a leading provider of enterprise business software solutions to the midmarket and divisions of Global 1000 companies. Founded in 1984, Epicor serves over 20,000 customers in more than 140 countries, providing solutions in over 30 languages.



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