



Flexible Solutions for
Community Service providers

More outcomes and more time for your clients



Are you using a software application that wasn't designed specifically for Community Service Organisations?

Do you worry about complying with contract requirements and reporting requirement?

Do you provide services governed by one contract or many different contracts?

Do you still rely on spreadsheets, pivot tables and Word?

Do you want one product for your entire business?

Do you need to support remote communities?

*If you answered YES to any of the above: Then it's time to see what **iCASE** can do for your organisation.*

iCASE is an easy to use, flexible, industry specific software solution for the modern Community Service Providers.

iCASE is developed by industry participants for industry participants!

All you need for the effective management of your business in one simple, low cost per user, per month pricing package. No capital expenditure and risky purchases.

No matter the size or location of your organisation's outlets **iCASE** WILL provide you with Savings, Efficiencies, Compliance & Performance Improvements. Our software is used by some of the largest and smallest providers in the sector covering various aspects of their business (e.g. finance, community services, call centres, service desk, client management, project management etc.).



BUSINESS BENEFITS

- Automated processing and records keeping = less admin time for staff = More time servicing clients
- Improved Compliance = less worry and more funding
- Simple Invoicing and Purchase Orders = strict financial management = cost savings
- Standard and Customised Reporting = improved information quality = better management

FEATURES / FUNCTIONS

Client Support and Management

- **iCASE** is built to support client individual funding model
- Manage clients across a range of programs using only one application
- Full client management including referral, personal, health and other details
- Complete client record at one place with file notes, attachments forms
- Task management system means no more “missed” activities or processing
- Activity Centre enables creation, selection, tracking and invoicing of client activities
- Complete Menu Planning capabilities (Meals on Wheels or similar)
- Easy invoicing system, with the Client and Activity areas linked you can generate comprehensive invoices for clients in seconds

Customer Relationship Management - CRM

- Sophisticated Customer Relationship Management functionality with interaction history
- Roster your activities and manage appointments
- Keep track of your relationships with ALL organisations and individuals you deal with
- Comprehensive document retention system – store all your related documents in one place
- Run your campaigns, news letters and marketing activities

Reporting and Searching

- Multiple desktop searching options
- Save your regular searches for future use and share it with others
- Full text search across notes, forms, employers and client data



- Barcode Based Document Management System = improved compliance = better service quality
- Forms online = automated process = less paper = costs savings = improved productivity & environmental outcomes

Ask us about our **FREE One Month Trial** and for details of our current partners who will relate their **iCASE** and **SoNET** experience to you

- Tag clients or organisations to provide enhanced searching and clustering option
- Easy to use reporting tool for creating internal or external reports

User Management

- Flexible role based access & user management
- Create as many or as few roles as you want
- Create your whole organisational structure with any number of locations, multiple companies, departments, cost centres - **iCASE** will support them all
- Single sign on facility through Active Directory synchronisation – improved security

Flexibility & Customisation - NO Programming

- **iCASE's** flexible environment enables users unprecedented levels of customisation without the usual development costs
- Template file notes, set auto notes and standard emails
- Create your own searches, reports and forms (training required)
- Want to collect more information about clients or employers – add the data fields

Keep in Mind, iCASE is:

- Mobile enabled system – use it anywhere on any device with web browser (tablets, smartphones, netbooks)
- **iCASE** is delivered to your desktop from SoNET's cloud computing environment
- All your data is in Australia – guaranteed!
- Take the worry from IT – **iCASE** is fully supported and maintained by SoNET inclusive of help desk, backups and 99.9% guaranteed uptime.