

iCase Features & Benefits – Community Services Solutions with Individual Funding Model

Feature	Feature Description	Benefits
Generic Business Functions	<p>Provides whole of business solution for any type of process driven enterprise:</p> <ul style="list-style-type: none"> - Client Management with notes, forms, attachments and tasks; - Contract Management with notes, forms, attachments and tasks; - Case/Project Management with notes, forms, attachments and tasks; - Customer Relationship Management (CRM) clients, suppliers, contacts, marketing and sales management; - Job Services Australia (JSA) and Disability Employment Services (DES) management - jobseekers, notes, forms, placements, etc.; - Service Management with tasks, alerts, escalations, delegations, etc. - Document Management using bar code scanning technology; - Staff and tasks rostering and management; - Finance functions (Purchase Orders, Invoicing) and integration with accounting and payroll systems; 	<p>Use one system for all or most of your corporate activities. The benefits are:</p> <ul style="list-style-type: none"> - Reduction in IT and business cost of integration and support of different software applications; - Reduction of training costs across the organisation; - Increased staff productivity and reduced administration effort; - Better management decisions due to aggregated reporting across all activities of the organisation;
Community Services Functions	<p>Specialised community services functions cover services like NDIS, Meals on Wheels, Aged Care and any other care management:</p> <ul style="list-style-type: none"> - Full support for individual funding model covering NDIS and Aged Care; - Multiple funding sources management, aggregation and reporting; - Built in NDIS pricing and claims upload to NDIA portal; - Care plans, goal settings, and progress monitoring; - Government reporting HACCS MDS and SCTT; - Full support for Meals on Wheels – menus, ordering, delivery, financials; 	<p>Specialised functions designed to manage particular community services. Main benefits are:</p> <ul style="list-style-type: none"> - Ready made functions with no customisation required; - Immediate productivity gains - No additional cost;
Document Management (Bar coding)	<p>Fully integrated document management system with bar code tagging, printing and scanning process:</p> <ul style="list-style-type: none"> - Digital file creation for cases, projects, organisations, clients, tasks; - Fully automated process with no manual interaction; - Hardcopy or electronic forms and documents can be marked and stored electronically; - Full search function with scanned iCase forms; - Create video and audio attachments to any of iCase entities; 	<ul style="list-style-type: none"> - Productivity increase due to no more lost documents; - Compliance achieved with no more out-of-date forms & docs. - Productivity increase with full search function for iCase forms; - Reduced cost due to reduced paper use, filing & the size of files.
Calendar and Rostering	<p>Schedule and manage staff, tasks, events and any other organisational activities:</p> <ul style="list-style-type: none"> - Schedule your staff for on site and offsite tasks and activities; - Check for conflicts, staff availability and suitability for the task - Have multiple view – individual, site, group, organisation - Schedule any other activities in your organisation – training, events, etc. - Automated timesheet entries for completed tasks - Automated cost/invoice generation for chargeable tasks; 	<ul style="list-style-type: none"> - Increase organisational productivity through better staff utilisation - Roster right staff for the right tasks - Increase customer satisfaction - Achieve overall organisational efficiency improvement through scheduling of all activities
Tasks and Activities	<ul style="list-style-type: none"> - Create tasks (automatically or manually) related to any activity, case or client in iCase; - Create notes, attachments and forms for each task; - Monitor task execution through alerts and escalation; - Automate task notes, scheduling, alerts, delegation and task escalation; - Customisable task types each with their own set of rules; - Generate automatically timesheet entries for staff; - Create tasks for any activity (e.g. training, marketing, researching, etc.) that your staff or clients are performing; - Automated integration with the invoicing and PO to manage cost and revenue; - Client defined fields like pricing, venue, provider, id, etc. 	<ul style="list-style-type: none"> - Improve staff accountability and productivity via task system; - Efficient staff management; - Enhanced compliance via monitoring and reporting on any activity in the iCase; - Increase revenue through automated invoicing for conducted activities; - Increase revenue by reducing “missed” tasks and claims; - Improved quality of service;
Timesheets	<ul style="list-style-type: none"> - Track time of your staff spent on any activity; - As with iCase notes, this is fully customisable by client to ensure they capture information that is necessary & relevant to the activity; - Automated invoice/claim generation based on task/activity type; - Integrate timesheets with award interpreter and payroll system of your choice; 	<ul style="list-style-type: none"> - No claims to be missed; - Improved staff time usage and time management; - Productivity improvement and easier staff management; - Further automate your payroll
Customisation	<p>iCase is highly customisable application that can be configured by client:</p> <ul style="list-style-type: none"> - Forms with form builder (clients can create their own forms quickly & easily or use a suite of pre-loaded forms); - Custom fields (clients can tailor screens to capture information of any kind with no need to engage SoNET); - Emails and Note templates (enables our clients to ensure that communications and/or note keeping meets internal and external compliance requirements and standards); - Purchase Orders & Invoice templates are customisable to ensure your processes meet any compliance requirements; - Create your own reports using standard report writers (Crystal Reports and/or Stimulsoft). 	<ul style="list-style-type: none"> - No or minimal development cost for additional functions; - Improve productivity by adapting iCase to your own needs and business processes; - Reduce admin cost via automation and standardisation of forms, emails, templates, documents etc.; - Significantly reduce IT cost: no software development required; - Adapt software to your processes;

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Mobility and Access anytime, Anywhere on Any Device	<p>iCASE is web based software application designed to work to any device that uses compatible browser:</p> <ul style="list-style-type: none"> - Browser based application delivery (IE, Safari, Chrome, Firefox, etc.); - Supported on Windows OS, Mac OS, IOS, Android, Linux, Unix - Supported on desktop and notebook computers, tablets (iPad, Android), Smartphones (iPhone, Android, Win Mobile). 	<p>iCase provide high flexibility and accessibility for the staff:</p> <ul style="list-style-type: none"> - mobility of workforce - manage information at its source; - no technical or device limitations - reduce IT costs
Search & Advanced Search	<ul style="list-style-type: none"> - Simple search is similar to Google search and provides instant results across the whole iCase application; - Create advanced searches with conditions and operators on almost any data in iCase; - Advanced searches can be saved for individual or group use as a mini reports or “ad hoc” reports. 	<ul style="list-style-type: none"> - Significant increase in staff’s overall productivity; - Quick access to relevant and accurate information; - Improvement of navigation speed throughout iCase application;
Audit Trail & Internal Security	<ul style="list-style-type: none"> - Audit Trail provides a complete record of any & all changes to any record within iCase; - Highly granular and customised accessibility where client determines the level of functionality available to each role within your organisation; - Enables users to operate with a “need to know” approach to information and function availability; - A complete organisational structure can be setup in iCase together with physical locations and organisational units; - iCase integrates with Windows Active Directory for single sign on; - All transactions are SSL encrypted; 	<ul style="list-style-type: none"> - Compliance with government security requirements; - Security via monitoring of changes; - Compliance with local and security policies via integration with Windows AD - Reduced number of passwords and user names for staff; - Fraud prevention due to highly secure access;
Integration	<p>iCase can be easily integrated with accounting and payroll software:</p> <ul style="list-style-type: none"> - Accounts receivables (Claims and general invoices); - Accounts payable (POs, special POs, EPF, etc.); - Full general ledger integration via GL codes; - Batch or real time data flow between systems; - Customised integration to any other open system 	<ul style="list-style-type: none"> - Productivity increase as double entries in two systems are removed; - Better data integrity and accuracy; - Higher compliance and increased revenue;
Reporting	<p>Integrated Reports – a suite of common used reports or:</p> <ul style="list-style-type: none"> - Write your own reports using built in Stimulsoft report builder; - Write your own reports using Crystal Reporter; - Integrate data sources from third party systems - Drill down from org level down to detail record; 	<ul style="list-style-type: none"> - Improved information quality resulting in improved decision making and management process; - KPIs proactive monitoring; - Productivity & revenue increase due to financial reports;
Automation	<ul style="list-style-type: none"> - Post POs and Invoices directly to the financial system - Auto generation of purchase orders and invoices for selected tasks; - Populate a PO automatically based on task type; 	<ul style="list-style-type: none"> - Significant increase in productivity by using only one software system; - Revenue increase due to PO and Claims creation automation – no missed invoices and claims;
Implementation and iCase Delivery	<ul style="list-style-type: none"> - During implementation our industry expert project team will work with your organisation to develop and roll out iCase as per schedule that best meets your needs. - Part of our standard implementation is training; - Data migration services are available on request; - iCase is Cloud hosted application (SaaS – Software as a Service) - We guarantee 99.5% availability over 24x7. Penalties if do not deliver; - Daily backups and disaster recovery are included in our simple price; - Helpdesk service for all your employees; and - References available from our customers; - Proven track record for releasing new features (more than 120 core features added since first production release of iCase); - Bi-Monthly releases of new features and functions; - ALL your data is stored in Australia – Guaranteed; 	<p>Benefits of Cloud delivery model:</p> <ul style="list-style-type: none"> - No up front capital expenditure - No risk of purchasing something that won’t work for your company; - All inclusive per user per month price and no additional cost; - No internal IT support or infrastructure required; - Strong service level guarantees; - Reduced cost of ownership and support; - Permanent access to support and industry experts; - Access to customer care program with training refreshers (quarterly);
The Company	<p>SoNET Systems Pty Ltd:</p> <ul style="list-style-type: none"> - Melbourne based company, 40+ employees, software development and ICT infrastructure services (Cloud, VoIP, Networks) with 24x7 support; - Over 15 years of delivering solutions to NFP’s; - Key partners in large international projects for (EU & OECD); - IT Solutions for NAPLAN on line testing - Strategic partnership with Microsoft, AWS, AAPT, TPG, 2X and others; - Research & development partnerships with VACCHO, NESAs, Australian Council of Educational Research and all other our customers. - Dedicated account management and professional support team; - Dedicated team of service industry experts who liaise with our partners to ensure that iCase continues to meet business and funding body needs. 	<ul style="list-style-type: none"> - Enjoy benefits of local support: help desk & development in Melbourne; - National and International coverage with 24x7 support; - Agile development and fast turnaround of new features; - By using SoNET services you get best of breed products from renowned providers; - “One stop shop” for all your ICT needs (Networks, VoIP, Cloud Computing, Software Solutions);