# iCase Features and Benefits – Employment Services and Training Organisations

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<tr>
<th>Feature</th>
<th>Feature Description</th>
<th>Benefits</th>
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| **Generic Business Functions Coverage**     | Provides whole of business solution a number of programmes:  
- Job Services Australia (JSA) and Disability Employment Services (DES) management - jobseekers, notes, forms, placements, etc.;  
- Community Services programmes management (NDIS, Aged Care, Meals on Wheels, and other Social Enterprises activities);  
- RTO’s (Registered Training Organisations) activity management;  
- Customer Relationship Management CRM (employers, creditors, debtors, partners, contacts, marketing and sales management);  
- Case/Project Management with notes, forms, attachments and tasks;  
- 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;  
- Automated Integration with ESS.                                                                 | Use one system for all or most of your corporate activities. The benefits are:  
- 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;  
- Full compliance: file notes contain sufficient detail to satisfy DEEWR;  
- Increased revenue due to automated creation of DEEWR recoverable revenue items.                                                                                                                                  |
| **Job Services and Post Placement Support**  | iCase provides out of the box complete support and process automation for JSA and DES programmes;  
- Job placement management: file notes, activities, plans and goals, costs;  
- Employer management: file notes, reverse marketing, PPS and revenue;  
- Caseload management and performance reporting;  
- Perform complete JSCI and EPP processes within iCase  
- PPS contact regimes tailored to meet jobseeker and/or employer needs;  
- Full automation process of alerts for scheduled PPS and other activities;  
- Streamlined creation of DEEWR recoverable revenue items;  
- Full integration with the PO function for quick & easy invoicing and EPF recovery;  
- Use for any (PPS, appointments, scheduling, etc.);  
- Create tasks (automatically or manually) related to any activity in iCase (PPS, appointments, scheduling, etc.);  
- Use for any activity (e.g. training, courses) that your jobseekers attend;  
- Full integration with the PO function for quick & easy invoicing and EPF reimbursement;  
- Automated EPF claims generation, fully reportable;  
- Client defined fields like pricing, venue, provider, id, etc.;  
- 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.  
- Case Orders & Invoice templates are customisable to ensure your processes meet compliance requirements;  
- Create your own reports using report writers (e.g. Crystal Reports).                                                                 | - Significant increase in productivity by using only one software system iCase with no need to use ESS;  
- Revenue increase due to PO and Claims creation automation – no missed claims;  
- Full compliance with DEEWR requirements through fully automated process;  
- Reduced admin costs;  
- More job applications = more placements = more revenue;  
- Easy access to a staggering number of vacancies (130,000);  
- Enhanced compliance using activity monitoring and reporting;  
- Increase productivity by auto creation of EPF claims and POs;  
- Increase revenue via automated invoicing for conducted activities;  
- Improved staff alertness and accountability;  
- Increase revenue by reducing “missed” tasks and claims;  
- Improved quality of service;  
- No claims to be missed;  
- Improved staff time usage and time management;  
- Productivity improvement and easier staff management;  
- 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;  
- Enhanced compliance using activity monitoring and reporting;  
- Increase productivity by auto creation of EPF claims and POs;  
- Increase revenue via automated invoicing for conducted activities;  
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- Productivity improvement and easier staff management;                                                                                                             |
# iCase Features and Benefits – Employment Services (JSA, DES) and Training Organisations

## Jobseeker & Employer Engagement
- An external web service for Jobseekers and Employers to easily interact via web.
- Kiosks can be easily integrated into your current web site with no additional development.
- Improved interaction and value add service for Employers and Jobseekers via web;
- Increased customer satisfaction and productivity.

## Mobility and Access anytime, Anywhere on Any Device
ICASE is web based software application designed to adapt itself to any device that uses compatible browser:
- 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).
- iCase provide high flexibility and accessibility for the staff:
  - mobility of workforce
  - manage information at its source;
  - no technical or device limitations

## Integration
iCase can be easily integrated with accounting software:
- 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.
- Productivity increase as double entries in two systems are removed;
- Better data integrity and accuracy;
- Higher compliance and security.

## Reporting
Integrated Reports – about 25 JSA and DES common reports are readily available in iCase or:
- Write your own reports using Crystal or Stimulsoft tools combining data from ESS & iCase;
- Drill down from Org level down to jobseeker record; and
- Verified accuracy with ESS data and clients.
- Improved information quality resulting in improved decision making and management process;
- KPIs proactive monitoring;
- Productivity & revenue increase due to finance reports.

## Search & Advanced Search
- 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 workspace or “ad hoc” reports.
- Significant increase in consultant’s overall productivity;
- Quick access to relevant and accurate information;
- Improvement of navigation speed throughout iCase application.

## Document Management (Bar coding)
Fully integrated document management system with bar code tagging, printing and scanning process:
- Digital file creation for jobseekers, employers, etc.;
- 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;
- Productivity increase due to no more misplaced documents;
- Compliance achieved with no more out-of-date forms and docs.
- Productivity increase with full search function for iCase forms;
- Reduced cost due to reduced paper use, filing & the size of files.

## Audit Trial & Internal Security
- Audit Trail provides records any 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;
- Users operate a “need to know” approach to information and functions;
- A complete organisational structure can be setup in iCase together with physical locations and org. units;
- iCase and ESS password reminder & synchronisation with Windows and ESS authentication via single sign on;
- Alerts for users when ESS passwords are due to expire;
- iCase integrates with Windows Active Directory for single sign on;
- All transactions are SSL encrypted;
- Compliance with government and DEEWR security requirements;
- Security via monitoring of all changes;
- Compliance with local and DEEWR security policies via integration with Windows AD;
- Reduced number of passwords and user names for staff;
- Fraud prevention due to highly secure access.

## Implementation and iCase Delivery
- 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:
  - Benefits of Cloud delivery model:
    - 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;
    - Permanent access to support and industry experts;
    - Access to customer care program with training refreshers (quarterly);

## About SoNET Systems
- Melbourne based company, 40+ employees, software development and ICT infrastructure services (Cloud, VoIP, Networks) with 24x7 support;
- Over 15 years of delivering ICT solutions to NFP’s;
- Key partners in large international projects for (EU & OECD);
- Large scale operations IT Solutions for NAPLAN on line testing Strategic partnerships with Microsoft, AWS, AAPT, TPG, 2X and others;
- Research & development partnerships with VACCHO, NESA, 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.
- Enjoy benefits of local support: help desk & development in Melbourne;
- National and International coverage
- 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);

## www.sonet.com.au