

iCase Features and Benefits – Employment Services and Training Organisations

Feature	Feature Description	Benefits
Generic Business Functions Coverage	Provides whole of business solution a number of programmes: <ul style="list-style-type: none"> - 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: <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;
Job Services and Post Placement Support	iCase provides out of the box complete support and process automation for JSA and DES programmes: <ul style="list-style-type: none"> - Jobseeker 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 escalation process of alerts for scheduled PPS and other activities; - Streamlined creation of DEEWR recoverable revenue items; 	<ul style="list-style-type: none"> - Full compliancy: file notes contain sufficient detail to satisfy DEEWR; - Improved star rating by using regular PPS; - Increased revenue due to automated creation of DEEWR recoverable revenue items.
ESS Integration and Automation	<ul style="list-style-type: none"> - Claims entered directly into ESS via batch process; - Auto generation of purchase orders and claims creation for additional contacts, completed PPS activity and/or reverse marketing activity; - Populate POs automatically based on course/activity registration for attended jobseekers; - Bulk & individual upload of EPF committals and reimbursements; - JSCI automation and integration (iCase to & from ESS) with full error handling, 2 way synchronisation and transaction authentication; - Create JSCI and auto populate ESS in real time and pull down current JSCI from ESS with JSCI search in iCase; - EPP automation and integration with iCase: full logging, auto file note generation and auto activity code population based on jobseeker type; - Full search function for EPP contents with bar coding of printable EPP 	<ul style="list-style-type: none"> - 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;
Jobs2Match	Unique Job Search function with built in resume builder and intelligent job matching technology: <ul style="list-style-type: none"> - SoNET has exclusive access to the job feeds database with approx. 130,000 vacancies in Australia refreshed on a daily basis; - Can be used by jobseekers and/or by reverse marketers; - Intelligent algorithms enable J2M to 'learn' as it goes & improve its matching accuracy & relevance. 	<ul style="list-style-type: none"> - Productivity increase as less time is spent searching different websites & newspapers; - More job applications = more placements = more revenue - Easy access to a staggering number of vacancies (130 000);
Tasks and Activities	<ul style="list-style-type: none"> - 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 reimbursements; - 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 	<ul style="list-style-type: none"> - 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; - Improve staff alertness and accountability; - 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 task or activity - iCase notes will fully ensure that you capture information that is necessary & relevant to the reverse marketing process; - Fully reportable to enable easy EPF claim generation. - Automated EPF claim generation (coming release) 	<ul style="list-style-type: none"> - No claims to be missed; - Improved staff time usage and time management; - Productivity improvement and easier staff management;
Customisation	Highly customisable by customer: <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 compliance requirements; - Create your own reports using report writers (e.g. Crystal Reports). 	<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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Jobseeker & Employer Engagement	<ul style="list-style-type: none"> - 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; 	<ul style="list-style-type: none"> - Improved interaction and value add service for Employers and Jobseekers via web; - Increased consultants productivity;
Mobility and Access anytime, Anywhere on Any Device	<p>iCASE is web based software application designed to adapt itself 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
Integration	<p>iCase can be easily integrated with accounting 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. 	<ul style="list-style-type: none"> - Productivity increase as double entries in two systems are removed; - Better data integrity and accuracy; - Higher compliance and
Reporting	<p>Integrated Reports – about 25 JSA and DES common reports are readily available in iCase or:</p> <ul style="list-style-type: none"> - 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. 	<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;
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 consultant’s overall productivity; - Quick access to relevant and accurate information; - Improvement of navigation speed throughout iCase application;
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 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; 	<ul style="list-style-type: none"> - 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 Trail & Internal Security	<ul style="list-style-type: none"> - 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; 	<ul style="list-style-type: none"> - 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	<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; - Permanent access to support and industry experts; - Access to customer care program with training refreshers (quarterly);
About SoNET Systems	<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 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 partnership 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. 	<ul style="list-style-type: none"> - 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);