

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

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

## iCase Features and Benefits – Community Services Solutions

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