

Epicor Senior Living Solution for Community Care

Product

- ▶ Epicor® Senior Living Solution

Benefits

- ▶ All integrated functionality, RC, CC, Financials, CRM
- ▶ A single client record for a resident throughout their whole Aged Care journey
- ▶ Integrated online claiming
- ▶ Strong and proven billing engine
- ▶ Support of funded and unfunded packages
- ▶ Smart rostering with travel optimisation and mobility
- ▶ Supports internal resources and contractors
- ▶ Supports group events and transport
- ▶ Improves productivity of existing resources

SLS Cloud Added Benefits:

- ▶ IT Simplicity
- ▶ Opex funded infrastructure
- ▶ High security of data and privacy
- ▶ Fully Scalable for all business sizes

Integrated Software for Organisations with a Focus on Community Care

The Australian Aged Care Industry is changing, partly due to population age demographics, partly legislation, and partly the changing desires of the individuals they serve.

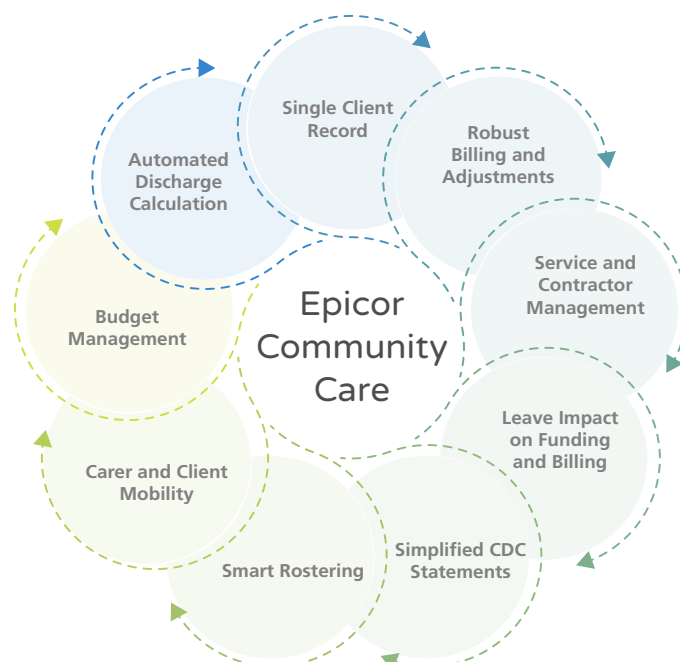
The percentage of people over 65 is increasing, government finances are stretched, and older people want to stay at home - with friends and family, and with the social and physical infrastructures they have enjoyed over many years.

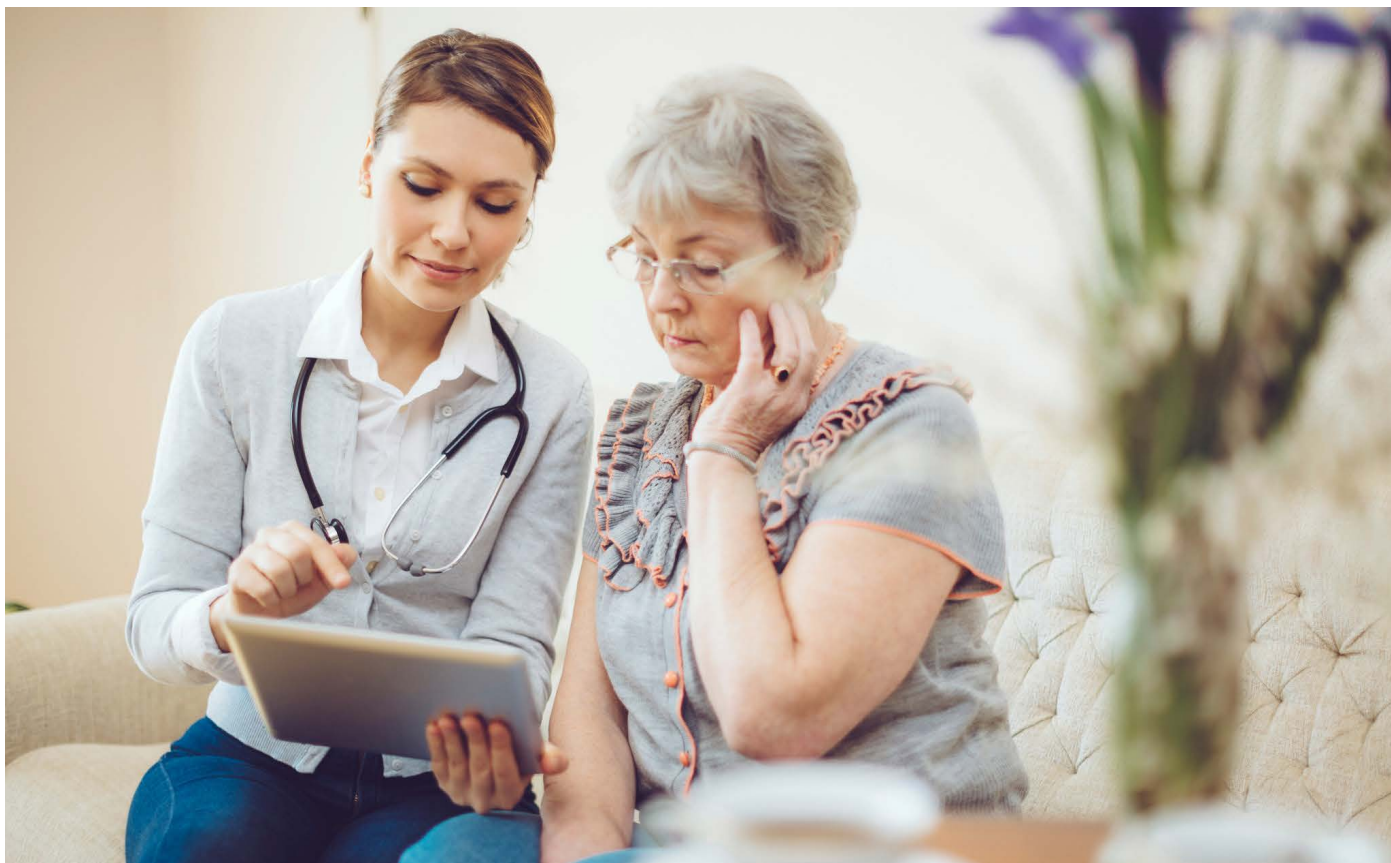
The Aged Care Industry clearly must meet those growing demands for Care in the Community. As well as offering a solution for residential care, the Epicor Senior Living Solution (SLS) also offers organisations a holistic ERP software solution that helps them manage their services within a community environment.

Epicor SLS It is one of Australia's leading solutions servicing this industry, providing all the functionality required to manage marketing, administration, clients, procurement, document management, financial aspects of an aged care organisation. It is designed in Australia for businesses that operate within the Australian Aged Care, Residential Management, and Community Care industry, it adapts to legislative changes and ensuring compliance.

Epicor SLS Community Care

Epicor Community Care is built into our award-winning, global enterprise resource planning (ERP) system. It benefits from the investments Epicor makes in its core functionality, while offering bespoke functionality to meet the specific demands of the Australian Aged Care Community Care. The result is an integrated business software solution that maximises productivity through mobility, collaboration, simplicity, responsiveness, and optional cloud/on-premise deployment.





The Epicor Community Care Solution:

- ▶ Complies with Medicare and Legislative changes
- ▶ Takes data driven decisions by analysing each client's budget
- ▶ Offers Client Care and Service planning
- ▶ Supports Funded and non-funded packages
- ▶ Supports budgeting and provision of services for HCP⁽¹⁾ and CHSP⁽²⁾ packages
- ▶ Manages the use, record and payment for contractors
- ▶ Access all the CDC related data from the same screen and generate CDC statements
- ▶ Robust billing along with adjustments and rate changes
- ▶ Automated unspent fund calculation at the time of discharge with just one click
- ▶ Automated Medicare Leave rule calculation for Funding and Fee Billing
- ▶ End to end Service management with Service and Timesheet workbench
- ▶ Purchasing, receipting and invoicing for the outsourced services with Purchase Workbench
- ▶ Rostering and Billing Support for group events
- ▶ Advanced reporting at client's level with client statements and funding reports
- ▶ Easy schedule changes resulting from carer or client absences
- ▶ Communicate care package services delivered over smartphones to their mobile workforce

And for the person delivering the care in the community (the carer), having access to all the data they need to do their job, is fundamental to an efficient Community Care Operation. The integrated mobile option offers:

- ▶ The Carer a clear view of their jobs, to accept, progress and complete them on a mobile device anywhere and at any time
- ▶ Mapping support to view and get direction to client address and ability to communicate with client and back office
- ▶ The ability to record task completion, enter case notes and take pictures
- ▶ The ability to record client confirmation and client evaluation

A key element of this solution is Rostering. This is akin to service management and it offers the ability for an organisation to track and allocate staff, in real time, to action clients' needs. Some of its key features include:

- ▶ Generating visits/services based on client's preference and needs - Client Centric Approach
- ▶ Utilising resources according to their availability, expertise and ensure standard quality services
- ▶ Scheduling right resource based on location, skills, availability and client preference

SLS in the Cloud

In line with the Epicor policy of giving choice to customers, SLS offers the flexibility our customers need by providing a public cloud, or an on premises deployment. The SaaS software is the same software as used for on premise implementations—so if a customer decides to change to another deployment model it's much easier to make the move.

The SLS SaaS solution is designed to suit the needs of all aged care organisations. There are significant benefits that can be achieved from this deployment method, typically:

- ▶ IT simplicity; reducing capital investment and infrastructure headaches
- ▶ Businesses can focus on their core business operations instead of managing IT
- ▶ Removing the need to make significant investments in software licences
- ▶ Accommodates all sizes of organisations, from single sites, through to large organisations with multi sites and multi companies
- ▶ Simple scaling as an organisation evolves and grows
- ▶ Highest security, data and privacy
- ▶ Rapid deployment and a shorter implementation timeframe
- ▶ Business continuity; taking the headache out of ensuring data is never lost

The Epicor SLS SaaS framework enables the software to be deployed from a Government approved data centre, based in Australia, ensuring data sovereignty. Professional hardware maintenance and a help desk are also provided through the data centre.

Epicor in ANZ

Epicor spans the globe with more than 4,000 dedicated professionals in offices across Australia, New Zealand, the Americas, Europe, Africa, and Asia. Epicor has been a key player in the Australian business software market for almost four decades.

1. HCP: Home care Package

2. CHSP: Commonwealth Home Support Programme

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, [connect with Epicor](#) or visit www.epicor.com.

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