

Real-time enterprise-wide insights are helping Radius Care improve the quality of aged care

HEALTHY INSIGHTS FOR QUALITY HEALTH CARE

Working with DXC to standardise operations on Dynamics 365 Business Central and Solver, Radius Care has been able to adopt proactive procedures to maintain quality health care and optimize resource allocation across its 23 aged care homes.

Established in 2003, **Radius Care** has become a specialised health leader, providing quality aged care and daily living support services for 1700 elderly and disabled New Zealanders across 23 locations.

Owned and managed by New Zealand locals, Radius Care operates 23 care homes and a staffing bureau to provide quality health care services for elderly and disabled individuals needing daily care and support.



INDUSTRY

Health Care

ERP

Microsoft Dynamics 365 Business Central

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– Trevor Rusling, Radius Care

GETTING STARTED

Recognising that it was time to replace their aging financial and operational management system, Radius Care turned to their trusted partner, DXC Technology, for guidance. Radius Care wanted to move to a modern, cloud-based solution that would be easy to use and maintain. DXC helped Radius Care conduct a thorough evaluation of several ERP solutions, ultimately recommending Dynamics Business Central (BC).



THE SOLUTION

Because Radius Care was already using Microsoft solutions, Dynamics BC felt immediately familiar. Its native cloud-based capabilities made Dynamics BC affordable and easy-to-administer enterprise-wide. Plus, Radius Care had confidence in the reliability, security, and extensibility of the Microsoft platform. DXC led the implementation, creating a smooth transition to the new system. Once the data was migrated over and Dynamics BC was up and running, the team turned its attention to improving Radius Care's reporting capabilities. Radius Care wanted more than just faster financial reports. Management wanted insights they could use as business drivers to address frontline concerns, such as workforce planning and ensuring quality resident health care. Once again, Radius solicited the advice of their trusted advisor, DXC who introduced Solver as a solution for addressing both operational and financial reporting requirements.



“Initially we thought we'd use a financial reporting tool like Power BI, but when we saw the capabilities of Solver, we were sold. Solver offered greater opportunities to manage the complexity of our operations and financial management. And – we can still use Power BI with Solver if we want to.” – Trevor Rusling

Before moving to Dynamics BC and Solver, Radius Care spent three to four days closing the books each month. Occupancy information had to be manually imported from the resident management system, then merged with the month's accounting records. This process required the finance team to login to a remote server, download the information onto their computer, reformat the data, and email it out.

The current month-end reporting process is instant. All the source data is rolled into the Solver Data Warehouse, and a report is generated overnight. Using custom financial templates with built-in benchmarks, the team can quickly see budget-to-actuals. Additional custom financial reports can be easily generated by users with a click of a button. Trevor Rusling adds, “Eliminating spreadsheets as a main financial tool has been so refreshing. Never again will we have to keep fixing financial formulas or waste time finding the right version. Solver solves all of that.”

THE RESULTS

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One key advantage of Solver is that its data warehouse can incorporate information from multiple systems. In addition to reporting on Dynamics BC, Solver's data warehouse can store enterprise-wide information including resident health records, staff timesheets, and payroll to streamline data flow and reporting.

Rather than having to log into multiple systems and cross-reference resident information, site managers can use Solver for tasks like investigating health and safety incidents.

For example, if a care home has a rise in the number of resident injuries, managers can use Solver data to drill into the issue. They may determine that the care home has too many high-needs residents, a piece of equipment needs to be replaced, or that additional worker training is needed.

Staffing is another critical component of quality care and a significant portion of the operational budget. Radius Care wanted the ability to adjust staffing levels and payroll costs based on multiple factors – like occupancy levels, resident needs, location, and job role – which would allow them to control costs without sacrificing quality care. With insight from Solver, Radius Care can also adapt more quickly when multiple employees are out sick or to account for holiday schedules.

Cloud Accessibility

People become care workers because they love working with people – not technology. With Dynamics BC and Solver, workers don't have to be super tech-savvy to do their job. Employees can securely login from remote devices to update records. Finance and administration get the information they need, and IT has fewer support calls.

Moving to cloud-based systems has enabled Radius Care to retire servers and work more efficiently. Radius Care can put more resources into front-line care instead of back-end administration.

Realising Results

By embracing modern technology and partnering with DXC and Solver, Radius Care successfully transformed its financial reporting and operational efficiency, paving the way for proactive decision-making, real-time insights, and streamlined processes. The collaboration between DXC, Solver, Dynamics BC, has helped Radius Care adapt to the changing aged care landscape and drive continuous improvement in its operations.

“ Caring is our calling and Solver helps us deliver on that mission.

– Trevor Rusling, Radius Care

