

NOG Impact on Business Model



- Content Management
- Content capture & Access to data
- Content distribution
- Content delivery
- Content monetization
- Content reuse
- Content integration
- Content security
- Content lifecycle
- Content governance
- Content compliance

NOG is a platform for off-site access to published data
NOG is a system for customer relationship management
NOG is a system for management of data

CMS SYSTEMS

CMS/ERP Key Criteria



- Integration with ERP
- Integration with CRM
- Integration with SCM
- Integration with HRM
- Integration with BI
- Integration with Analytics
- Integration with Social Media
- Integration with Mobile Devices
- Integration with Cloud Services
- Integration with Big Data
- Integration with AI/ML

Integrating a CMS with ERP requires a strategic approach

Old Ledger Systems



Old Ledger Systems - just tables of data that were organised in a consistent manner

- Data duplication
- Manual calculations
- Reconciliations

Simple Spreadsheet CMS



Spreadsheets are just a series of tables of data with specified relationships between the data

Benefit over Manual Ledgers = Auto calculating
Cons =

- Minimal checking of calculations
- Design inexperience
- Development time
- Inefficient storage of data

You can run an NDIS business using spreadsheets!

Modern Software



Modern software is just a series of tables of data with predetermined relationships between the data that deliver a desired result.

Pros

- Management of data in a single repository
- Consistent application of calculations
- Debugging process = greater accuracy

Cons

- People lose skills - manual basis
- Garbage in Garbage out
- Rapid shifts in technology

NDIS IMPACT

NDIS Impact on Business Model

Person Centred

- High Participation, empowerment, and Service Provider Satisfaction
- Participants with support to live more self-directed and flexible, promote self-empowerment
- Increased independence, confidence, freedom to choose
- Support to bring about change in their lives and attitudes

CONSERV to provide a tool to manage these issues

NDIS Impact on Business Model

Market Based System

- Highly Competitive
- Quality levels of services to a regulated price to individual participants
- Increased Participation, Services, access to quality services
- Tight cost management
- Budget management
- Efficient and cost-effective
- Increased service efficiency
- Increased service efficiency
- Increased service efficiency

CONSERV to provide Participants with efficiency & savings

NDIS Impact on Business Model



- Increased Support
- One system & access to data
- Increased service quality
- Increased service quality

Person Centred

- Increased service quality
- Support service choice, quality, innovation
- Increased service quality
- Increased service quality

CONSERV to provide all with access to participant data
CONSERV to support customer relationship management
CONSERV to manage achievement of goals

NDIS Impact on Business Model

Person Centred

- Meet Participant's expectations, not Service Provider expectations
- Participants want support to live when staff want to enjoy lifestyle - penalty rate implications
- Workforce management implications peculiar to the sector
- Ground Up Pricing Model results in direct labour cost sensitivity

CMS/ERP to provide a tool to manage labour costs

NDIS Impact on Business Model

Market Based System

- Activity based model
 - Selling **units** of support at a **negotiated** price to **individual** customers
- Financial management becomes central to system requirements
 - Cash flow management
 - Budget management
 - Individual participant accountability
 - Transaction volume - efficiency
 - Transaction accuracy
 - Participant trust
 - Desk audit risk

CMS/ERP to provide financial transaction efficiency & accuracy

NDIS Impact on Business Model



In Community Support

- Data capture & Access to data
 - Centralised database
 - Mobile solutions

Person Centred

- Marketing/CRM functions
- Support worker choice - profile matching
- Individualised plans
- Outcomes framework - achieve goals

CMS/ERP to provide off-site access to participant data

CMS/ERP to support customer relationship management

CMS/ERP to manage achievement of goals

BUSINESS ANALYSIS

Business Model and Strategy

- Define business strategy
- Develop business plan
- Analyze market of opportunity
- Develop marketing strategy
- Risk
- Identify potential challenges

UNIVERSITY to support business strategy defined
UNIVERSITY to support growth into new opportunities

Gap Analysis

Steps

- 1. To understand business plan of all business
- 2. Compare data against past performance (revenue, expenses)
- 3. High risk business to growth by getting better the business with more understanding
- 4. Understanding IT data

UNIVERSITY to be unique in cost with customer
UNIVERSITY to support with marketing and other data

Business Model and Strategy



- Flexible service delivery
- Grow existing services
- Increase scope of supports
- Leverage existing customer base
- Various workforce strategies

CMS/ERP to support flexible service delivery

CMS/ERP to support growth into new opportunities

Gap Analysis

Gaps

- No centralised database with off-site access
- Inefficient data capture and transaction processing resources
- High risk exposure to ground up pricing model due to minimal unit cost understanding
- Limited internal IT skills

CMS/ERP to be simple to use and administer

CMS/ERP to support unit costing and other KPIs

CMS SYSTEM

Old Ledger Systems

The Ledger Systems, just copies of data that were required in a computer system.

- Data Application
- Manual Calculations
- Reconciliation



Old CMS System



Old CMS System



Old CMS System



Old CMS System



VENDOR REVIEW

Old CMS System



Old CMS System



Old CMS System



Old CMS System



COLLABORATION

CMS/ERP Key Criteria



Total Cost of Ownership

- Cost of acquisition
- Developer cost
- Implementation costs
- Training costs
- Licence costs
- Staff time
- Support costs

CMS/ERP Key Criteria



Key Activities Covered

- Client Data Management
- Customer Relationship Management
- Workforce Management
- Financial Management
- Outcomes Management

CMS/ERP to have a high level of functionality in the above activities

CMS/ERP Key Criteria



Developer Risk

- Developers need deep pockets
- Critical mass - volume = lower cost
- Often sponsored by one customer

CMS/ERP to have a strong customer base

CMS/ERP Key Criteria



Technology Base

Considerations

- Modern software concepts - open source
- Flexibility for a dynamic environment
- Meet the needs of a growing organisation
- Portals for off-site access
- Ability to integrate with other software

CMS/ERP to be built using modern technology platforms

CMS/ERP Key Criteria



Ease of use

If your staff do not like it then they will not use it

Over featured can cause confusion

- Look for number of windows to open to perform a function
- Flow of normal procedures
- Support features - pop up explanations
- Drill down capabilities
- Familiar features - Excel/Word
- Appropriate authority clearance processes

CMS/ERP to have an easy to use user interface

CMS/ERP Key Criteria

NDIS/Industry Focus

- Automated claims processing - efficiency and accuracy
- Flexibility to transact for customised service delivery
- Mobile support delivery catered for
- Appropriate awards catered for
- Assessment/planning functionality relevant to disability industry
- Developer time priorities

CMS/ERP to link with NDIA for automated transaction processing

CMS/ERP to support disability industry awards, legislation, guidelines and regulations

CMS/ERP Key Criteria



Modular vs Integrated

Modular Pros

- Specialised functionality
- Flexibility - add as required

Modular Cons

- Integration issues

Integration Pros

- Deal with single vendor
- No duplication of tables of data
- Easier to get dynamic data

CMS/ERP to have minimal modular integration requirements

OPTIONS - Integrated CMS/ERP Function

System & Integrated CMS/ERP Function
Primary Focus - Client Case Management

Key:

- Dynamic order - linked to order table
- Single table maintenance
- Full functionality to ERP/CRM tool when no application designed for it
- Available to print

Goals:

- Increase staff productivity/efficiency
- Offer - display the most accurate view of the data

OPTIONS - CMS Transaction Function

System & CMS Accounting Transaction Records
Primary Focus - Client Case Management

Key:

- Maintain view of accounting system by MTD

Goals:

- Retain an accounting functionality of CMS
- Duplication of order tables
- Reconciliations

OPTIONS

OPTIONS - CMS Transaction Function

Option 1: CMS Maintaining Transaction Records

Primary Focus - Client Data Management

Pros

- Maintain ease of accounting system eg MYOB

Cons

- Reliant on accounting functionality of CMS
- Duplication of data tables
- Reconciliations

OPTIONS - Integrated CMS/ERP function

Option 2: Integrated CMS/ERP function

Primary Focus - Financial Management

Pros

- Dynamic data - mainly costed roster
- Single Table maintenance
- Accounting at Client level within an application designed for it
- Flexibility to grow

Cons

- Increased administration/accounting complexity
- Cost - paying for more functionality than may need

CIMSABILITY

Why CIMSAbility

- Easy to use centralized database
- Technology platform allows off site access
- Data capture through to NCA claims and payroll claims
- Case management support to meet outcomes framework requirements
- Dynamic ~~costed~~ ~~case~~ solution fits addresss workforce below cost cut
- Integrated system supported by one vendor

Why CIMSAbility - General

- within budget
- flexibility to adapt to changing NCRS environment
- Developer risk - number users satisfactory
- industry focus - all users from disability sector
- Microsoft product - stable and familiar

Why CIMSAbility - Weaknesses

- Tablet device functionality? - drop down lists and mouse-clicks
- File Management
 - Have to consider file naming standards
 - No document control - cloud overwrite
 - Security via Active Directory a challenge
- Still testing - not fully evolved
 - Push for/consider micro-app opportunity
- Still developing
 - Client portal

Why CIMSAbility

- Easy to use centralised database
- Technology platform allows off-site access
- Data capture through to NDIA claims and payroll solution
- Case management support to meet outcomes framework requirements
- **Dynamic costed roster solution** that addresses workforce labour cost risk
- Integrated system supported by one vendor

Why CIMSAbility - General

- Within budget
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Why CIMSAbility - Weaknesses

- Tablet device functionality? - drop down lists and mouse-centric
- File Management
 - Have to create file naming standards
 - No document control - could overwrite
 - Security via Active Directory a challenge
- Shift bidding - still fairly manual
 - Push notification micro-app opportunity
- Still developing
 - Client portal

COLLABORATION BENEFITS

- Collaboration Opportunities
- Cooperative implementation to get configuration, implementation and training savings
- Back Office Bureau

COLLABORATION

Back Office Bureau Option



- Reception
- Roster Clerk
- Payroll
- Billing
- Document Management
- KPI Reporting

Structure of Back Office Bureau

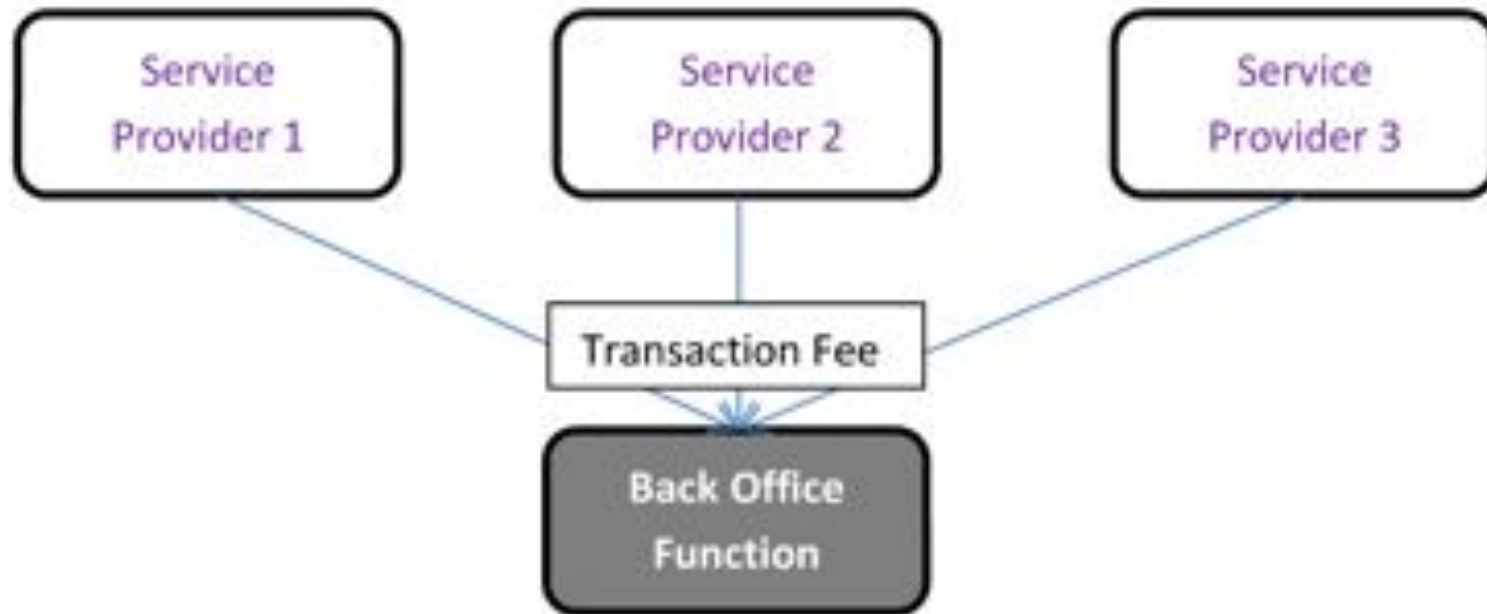
- Lead Agency Takes the Risk - Group member vs Third Party
- Common ownership - Closed
- Common Ownership - Open
- Common ownership closed - open to new customers on a fee for service basis

COLLABORATION BENEFITS

Collaboration Opportunities

- Cooperative implementation to get configuration, implementation and training savings
- Back Office Bureau

Back Office Bureau Option



- Reception
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- Billing
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