

# CASE STUDY



## OVERVIEW

Since 2007, Life Plus has provided personalized home care as well as serious injury and complex care to clients across New Zealand. In home care, its breadth of service stretches from meal prep and household tasks to rehabilitation and mental health support. In complex care, its trained carers are overseen by registered nurses as they help clients with an array of medical needs, from brain and spinal cord injury to neurological conditions to respiratory problems.

## THE CHALLENGE

Because of this expansive service line and the clear demand for support, Life Plus has grown quickly. Its main offices are located in Auckland and Wellington, yet the organisation is seeking to expand and open offices on both the country's north and south islands. As is the case across the world, New Zealand has an escalating demand for home care – and Life Plus aims to scale along with it.

## HIGHLIGHTS

Life Plus was able to complete their payroll **63% faster** while managing to grow by a whopping

**4000** hours a week

since implementing AlayaCare

*“Since implementing AlayaCare, we’ve grown by about 4,000 hours a week. Being able to keep up with that growth – and grow quickly -- speaks for itself.”*

*– Michelle Batchelor, Managing Director*





*“We needed software that would truly take us into the future,” says Life Plus Managing Director Michelle Batchelor. “While we certainly required a system that could meet our needs today, we sought the right solution to meet our needs five years from now, and beyond. A system that would adapt and grow with our business.”*

## Roadblocks to Expansion

Like many home care organisations, Life Plus had systems in place that were not conducive to scaling operations and meeting the needs of their growing client and employee base.

For starters, timesheets were still printed on paper, as were most materials flowing from the accounts department, so excessive time for printing and organising paper copies of records was common.

Scheduling was slow, laborious and inflexible. They rarely knew if field staff were late to meet their clients and were unable to act proactively if a staff member was slowed down for any reasons such as traffic or car troubles.

With their old, antiquated system, it was hard for Life Plus directors to access reports to gain in-depth analytics about the performance of the organisation—reports built on key performance indicators that are now driving this industry forward. Instead of

being able to tailor and pull data on the fly, the organisation was forced to contact the software provider and wait for the next version release – causing vast, unnecessary delays and headaches to match.

## What they needed

It was clear that to be able to successfully expand while maintaining Life Plus’ client-centric competitive edge, the organisation needed to be able to perform more efficiently. Forcing the issue even more was their systems contract coming up for a decade-long renewal. The time was right to look closely at what benefits could be derived from updated technology.

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## THE SOLUTION

After researching several potential options and receiving peer recommendations on software that would best “future proof” the organisation, Life Plus contacted AlayaCare and began a conversation about how the end-to-end solution could support Life Plus’s goals.

Life Plus decided to step forward with AlayaCare, whose software was chosen for several reasons:





## Turn-key today, future-proofed for tomorrow

The budgeting tool was one of the most important and robust features that AlayaCare offered and was one of the key considerations for Life Plus. The software's telehealth capabilities were also an important feature, given the organisation's projected needs into the future.

For current requirements, the scheduling features, ability to monitor staff's whereabouts in real-time, and access to client information from anywhere at any time were major elements – as was the fact that AlayaCare offered a cloud-based solution. With expansion on the near horizon, the last thing Life Plus wanted to worry about was installing servers across every location.

The user-friendliness of the app and dashboard were also incredibly important to ensure quick adoption amongst staff members.

**We wanted to make sure that our team felt fully comfortable using the software we ultimately chose – and AlayaCare came out on top with how simple it was to use. We knew that if our employees saw the value in the software and found it intuitive, they would be quicker to embrace – and use it.”**  
– Michelle Batchelor, Managing Director

Since implementing the software just 3 months ago, Life Plus has already realized several savings in time, cost – and stress. Not only has the company been able to significantly reduce its paper use, but it has streamlined operations in many ways, from its ability to make quick, effective decisions for clients, to its efficiency in the back office. In fact, Life Plus is now able to turn around its payroll 63% faster, while also growing the business by a whopping 4,000 hours per week. The team feels that they can work smarter, not harder because of the software.

*“Having data available pretty much straight away is invaluable. I've been able to uncover insights around staffing and other needs that weren't available in our old software system.”*  
– Michelle Batchelor

## Data insights invaluable

Life Plus's ability to be able to pull a variety of reports based on a wide variety of data insights has also proved incredibly helpful for forecasting growth, predicting revenue, and determining office locations in other parts of the country.

## Comprehensive support

For Life Plus, AlayaCare's efforts to help guide clients in how to get the most of the software proved a big draw. The addition of WalkMe to the system permits Life Plus to access individualised support, video tutorials and useful tips are built right into best practice workflows. It gives their team, especially new staff members, the right information at the right time.

Also built into the product is AlayaCare University, an avenue for AlayaCare experts to educate clients on how technology can improve operations. This program, which also takes place live at conferences, is intended to help clients go live efficiently, avoid the inconsistent use of technology, and train new users easily and quickly (important in the face of employee churn, which unfortunately is a key industry issue).

Ultimately, Life Plus seeks not only to save a lot of time and a lot of trees, but to be nimble when it comes to client care and decision-making. AlayaCare technology can, from the cloud, flow easily to any new location that opens on the north or south islands, and grow along with Life Plus's needs well into the future.

*“It can seem daunting to implement an entirely new software system – it's a big task and it's hard to know where to start. Our account manager at AlayaCare was really patient and helpful in guiding us through the entire process and we've had virtually no issues.”* – Michelle Batchelor