



## Civica's Carelink Suite comes out on top as best-of-breed client service management solution for Guide Dogs NSW/ACT



When Guide Dogs NSW/ACT (GDN) took on the task of upgrading its aging client service management system, its highest priority was to find a tool set that would support staff to deliver optimal service to all clients who have low vision or blindness.

**GDN is the leading provider of orientation and mobility services, including guide dogs, that enable people with low vision or blindness to move around their communities safely and independently. They also provide assistive technology, occupational therapy and connection services.**

As a registered provider under the National Disability Insurance Scheme (NDIS), each year GDN's highly trained staff work with approximately 3,000 people with low vision or blindness, of all ages, to help them achieve their individual goals.

### Finding a new solution

Peter Day, Business System Implementation Manager at GDN, joined the organisation 12 months ago with a remit to evaluate and implement a new client service system.

### Assessing the short-listed software vendors

Vendors were invited to participate in separate two-hour Skype meetings. This initially involved members of the implementation team, followed

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### Reasons why GDN chose Carelink:

- ▶ **Real-time visibility of the organisation's practitioners**
- ▶ **Standardised service delivery profiles**
- ▶ **Ability to monitor travel time for our practitioners through automated reporting provides better utilisation of practitioners' time**
- ▶ **Business intelligence creating the next level of benefits**
- ▶ **Peace of mind that comes with working with a large organisation, ensuring long-term viability**

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**Peter Day,**  
Business System Implementation Manager  
Guide Dogs NSW/ACT

by an invitation to present a more detailed all-day, face-to-face demonstration to a much larger audience of major GDN stakeholders including team managers, IT staff and administrative staff.

Score sheets outlining specifications for the business requirements were tallied by all the stakeholders during the course of presentations in areas such as usability, functionality and flexibility amongst other factors GDN were looking for.

This methodology was created to give GDN a quantitative measuring process to compare the shortlisted products and to make sure all stakeholders could participate in the selection process.

"At the completion of the product assessment process, Civica's Carelink solution came out on top," Mr Day said. "However, this was not the end of the due diligence around selection. We also interviewed Claire Archbold, Civica's proposed project manager for the Carelink implementation, with some specific questions around the technology while various stakeholders also had meetings with Claire to clarify any questions they had regarding the offering."

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**Peter Day,**  
Business System Implementation  
Manager Guide Dogs NSW/ACT

## Best practice procurement process

- ▶ Stakeholders need to define functionality essential for their department's advancement
- ▶ Document selection criteria based on departmental feedback
- ▶ Invite software vendors within your vertical for proposals
- ▶ Request video call presentations with inhouse IT team prior to demonstrations
- ▶ Base on-site vendor demonstrations on predefined score cards to grade functionality by departmental stakeholders
- ▶ Allow stakeholder scores to select vendor, assuring buy-in from the business

## Deciding on the best mix of Carelink solutions

Many discussions about the mix of products, number of licences and how the software would be hosted prevailed before Claire was able to come up with a final quote. The complete Carelink suite (CarelinkPlus, CarelinkGo and CarelinkAir) was chosen along with the Platinum level support and maintenance.

"Claire was very good, she managed our account from the very beginning of our first video call, patiently working with our stringent selection and quotation process and delivering a quote that matched all our requirements," Mr Day said.

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