



Modernise aged care management with DXC Technology

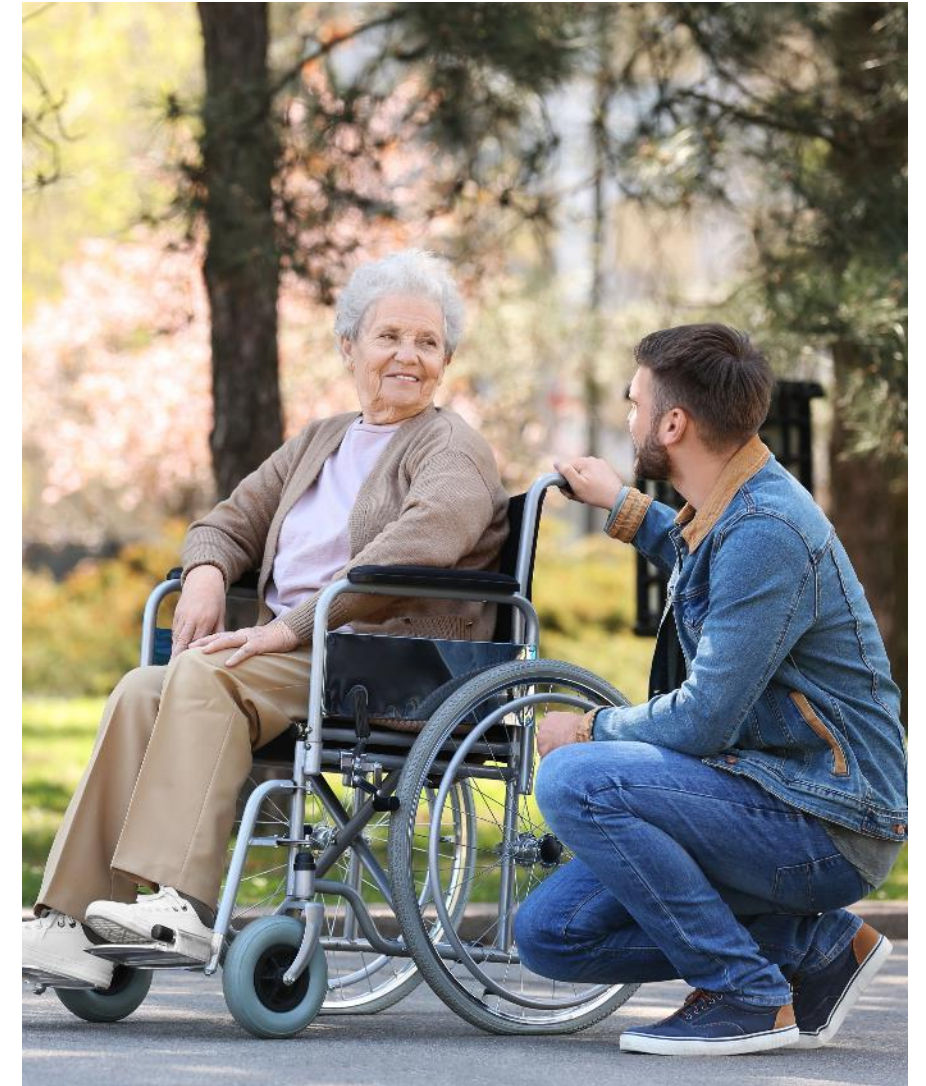
Accelerate digital transformation with Microsoft Business Applications

Reimagine aged care management and efficiency with Microsoft Dynamics 365 and DXC Technology

The need for effective digital solutions to support the aged care industry has never been greater. Legacy technology solutions that offer poor service management capabilities and lack integrated workflow processes are no longer adequate to accommodate the increased service demands of the new consumer-led aged care industry. As a result, many aged care providers operating in the rapidly changing regulatory environment struggle to track funding, manage clients and produce the reporting necessary to meet compliance criteria.

Evolving technology, changing governmental regulations, and the growth of an ageing population require aged care providers to respond quickly to new business realities. A digitally enabled IT solution is crucial in meeting these new market conditions.

With extensive experience delivering Microsoft Business Applications to the aged care industry, DXC Technology has simplified the modernisation journey by developing industry-specific IP and accelerators, built on the Microsoft Dynamics 365 platform. Embedded with purpose-built industry-specific functionality to connect people and processes in a single enterprise solution, DXC's aged care accelerator and best practice methodologies reduce a project's implementation risk, cost and time to market.



Key challenges for aged ERP Solutions

The healthcare industry is under pressure to improve care outcomes while managing costs. The Royal Commission into Aged Care Quality and Safety requires the aged care industry to increase regulatory compliance, particularly in aged care management, where a combination of digital disruption, government oversight and clinical practice model transformation is reshaping the ecosystem.¹

Aged care providers operating on legacy on-premise ERP solutions are under pressure to meet the following key business challenges:

- Meeting regulatory compliance with timely and accurate reporting
- Improving the efficiency and control of financial management
- Optimising processes and reducing the risk of non-compliance
- Building a platform to manage customer data linked to financial data
- Accessing a platform that can easily integrate with third-party solutions for easy import and export of operational data
- Ensuring data security in cloud environment
- Keeping track of funding and services and managing clients in a competitive consumer-led landscape.



As the Australian government moves toward modernisation, aged care providers begin to focus on their own legacy systems and data integrity.

“Funding will be provided to modernise aged care ICT to enable reform and to reduce the administrative burden for the more than 2,000 providers that interact with the Government’s aged care systems (\$312.6m).”²

Why Microsoft Dynamics 365 coupled with aged care accelerator from DXC?

The entire Microsoft cloud comes together as a unified digital-transformation platform with consistent security, identity and best practice processes. Microsoft Dynamics 365 enables business agility and innovation by bringing together data from across an organisation: introducing automation, optimising operations, and creating engaging client and employee experiences.

Designed to simplify the complex and unique accounting needs of aged care providers, Dynamics 365 implemented with DXC's unique accelerator delivers automation and custom-built efficiency, enables compliance and reporting processes, and empowers strategic decision from improved data transparency due to integration capabilities with existing third-party applications and data sources.

Other key benefits include:

- Out of the box integration with your existing Microsoft systems. Dynamics 365 works “with” and works “like” the rest of your Microsoft desktop
- More effortless scalability and upgrade path thanks to cloud-based infrastructure and software management
- Modern security features embedded within Dynamics 365 solution to protect sensitive data
- Easy export, update and reimport of data for bulk updates of selected data with multiple or varied data changes
- Embedded workflow management allows providers to build automated end-to-end business processes reducing manual intervention
- Real-time data insights and powerful reporting for improved governance, risk mitigation and compliance
- Dynamics 365 business applications come with built-in security features, which helps organisations to detect and respond to threats across their entire digital estates
- Microsoft OneVersion provides regular updates to the latest functionality and security, which replaces the need for disruptive upgrades or migration projects.

Reimagine back-office management with purpose-built aged care functionality

Developed in consultation with leading aged care providers in Australia and New Zealand, DXC's aged care accelerator offers best practice processes for Resident Aged Care, Retirement Living, Community Care and NDIS capabilities, built on the Microsoft Dynamics Finance and Operations platform.

DXC's implementation team can customise the accelerator implementation to match the aged care provider's exact requirements, developing customised reports and customer statements to improve compliance with government regulations.

The aged care accelerator also offers providers with heavily customised legacy Microsoft Dynamics AX systems a safe upgrade path to Dynamics 365 – with the accelerator hosted and extended on top of the core Dynamics 365 system, which means it won't affect any future upgrade activities.



Delivered together, the solution offers compelling functionality, including maintaining the following:

- Capturing the entire client journey across Independent Living, Community Care, NDIS or Residential Care in a single system
- Automated billing adjustments for backdated client-specific rate changes with no restriction on the timeframe or the number of rate changes that have occurred
- Client records, transactions, balances, accommodation payment transactions, including DAPs, DACs and drawdowns
- Facility and village information, including features, prices and valuations, plus much more
- Customised client statements that are easy to understand, including individual statements for the amount customers are expected to pay, the accommodation payment, including invoices, receipts and drawdowns, Ingoing contributions, including deductions such as Deferred Management Fees (DMFs) and Capital Refurbishment Fees (CRFs), trust accounts and home care package statements showing the amount the customer has available to spend on their package

Rapid return on investment with DXC Practice for Microsoft

Experts at mitigating the risk associated with modernising legacy IT systems, DXC leverages Microsoft Business Applications to establish business process improvements, efficiency and compliance across aged care operations.

Our unique IP, accelerators and proven implementation methodology, Evolve, includes established best practices, prescriptive processes and a standardized toolset that drives successful, low risk implementations of Microsoft Dynamics 365.

With our consultative and whole-of-business approach, we deliver specialist expertise and the very best Microsoft solution for your business. We act as an extension of your business, working alongside your team so we understand what you need within a solution roadmap to successfully execute your digital transformation.

DXC Practice for Microsoft

DXC Practice for Microsoft enables organisations to digitally transform their business and move to the cloud with cost-effective, rapid projects using Microsoft applications and drawing on the experience of our team of experts.

A leading Microsoft partner, we specialise in new implementations and upgrades to cloud-based industry-specific solutions, powered by Microsoft Dynamics 365 and Microsoft Power Platform built on the security of Microsoft Azure.

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About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world's largest companies trust DXC to deploy our enterprise technology stack to deliver new levels of performance, competitiveness and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at www.dxc.technology