

# RSL LifeCare Finds New Way to Care Through Powerful Business Intelligence Solution

RSL LifeCare is a leader in senior living, providing high quality retirement villages, nursing homes, and personal home care throughout NSW and the ACT. Proudly serving Australia for over 100 years, RSL LifeCare is a not-for-profit organisation which began as a haven for war veterans and has grown to serve all Australians.



As a client of Huon IT for almost a decade, RSL LifeCare has long appreciated Huon IT's commitment to helping them solve business challenges through innovation. "Huon is passionate about the work we do and they always provide expert support and innovative ideas," Mark says. "They're more a partner than a supplier."

So when Huon IT recommended that RSL LifeCare deploy Power BI - a suite of business analytics tools from Microsoft that pulls data from multiple platforms and presents it visually in one place - it didn't take long before RSL LifeCare decided to move forward with the recommendation.



**What is Power BI?**  
A cloud based Business Intelligence service, providing exposure to your data through visual customised dashboards & live reports to help drive real time business decisions.

## Complex Business Drives Need for Centralised Information

Before deploying Power BI, managers had no way to see key information in a centralised spot. They are a large and complex organisation, with more than 30 locations, 7,000 residents and care recipients, and 2,500 staff. Like many large organisations, their important data and key performance indicators were housed in a variety of software systems. Because all the data was housed in different platforms, sometimes managers would miss warning signs until problems had blossomed.

"What we lacked was something centralised like the dashboard in a car," Mark says. "When you're driving, you want a little red light to pop on when your oil is low. You don't want to find out after your engine's been stripped."

Mark says that until this "silver bullet" software, Senior Managers had resigned themselves to the fact that they'd need to use multiple solutions. As Mark explains, "our business is so big with so much going on, we need to see what's on the edges before they fall off the road, but this was near impossible before Power BI."

*"The feedback has been extremely positive. The GMs are able to see at a glance what they need to do. Our complex business just got simpler."*

- Mark Broadhead, CFO

- New Power BI dashboard solution synchronising data from multiple sources to a single visual dashboard
- Custom design and build

- Managers are empowered to make faster, smarter strategic decisions
- KPI's readily visible

- Solution deployed rapidly and seamlessly
- High cost benefit ratio

## “A Fantastic Resource Management Solution”

The management team were impressed with Power BI as a way to overcome this challenge, and worked closely with Huon IT to design the dashboards that would make key performance indicators readily visible.

“We created a dashboard for each of the general managers to learn about what’s going on in their areas,” Mark says. “We had input into all the logistical considerations, and each manager helped design their own dashboard.”

Collaborating with RSL LifeCare’s database administrator, Huon IT built the system quickly. “They got it done within 2 months” Mark says. “It was very impressive.”

Mark says that the benefits became clear almost immediately. “All the feedback from the team was very positive. The GMs are able to see at a glance what they need to do. The cost/benefit is very strong. Now we have a helicopter view and the business improvement has been wonderful. It’s a fantastic resource management solution.”

### THE SOLUTION

- 1) **Discovery sessions** with RSL LifeCare’s senior managers to determine what information needed to be accessible in the dashboard.
- 2) **Full project design** that included all the steps, frameworks, and actions required to deploy the solution in an efficient way.
- 3) **Collaborative approach**, with RSL LifeCare’s database administrator.
- 4) **Build and implementation**, including access to all the required data across multiple platforms.
- 5) **Training and change management** to ensure that RSL LifeCare’s management team can use Power BI as designed.

*“For a project like this, you need the right skillset,” Mark says. “There were no issues or problems. We designed a wish list, Huon IT built it. It was that simple.”*

### ▶ THE BENEFITS

Customised dashboards for managers, providing at-a-glance, real-time updates about key performance indicators

Fast, efficient project process and deployment

Affordability provides high cost-benefit ratio

Managers empowered to act more quickly and strategically

## Conclusion

Mark says that the experience has reinforced the decision to work with Huon IT. “Huon IT - they’re the people,” he says. “They do what they say and say what they do. They’re upfront. There are never any surprises. They feel like a partner. In fact, it seems to me that they’re as passionate about our business as I am.”