

Returned Investment at RSL Care

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Jeremy Janes, Manager Business Solutions, RSL Care

Operating within an industry experiencing exponential growth due to an ageing population, RSL Care set out to develop a best practice Information Management framework to equip them for the future. A review of their existing Management Reporting and Financial Analysis capabilities identified significant issues, highlighting the need to make immediate improvements.

Jeremy Janes, Manager of Business Solutions, explained the challenges encountered, remarking that **“our organisation needed the ability to make enterprise level financial decisions to assist the growth and strategic direction of our lines of business. We needed greater visibility of profit and loss data across the business, greater responsibility and accountability for site/service managers for their budgets, and improvement in the business conversations across the whole company based on consistent business rules. This project needed to bring together data from our Accounting, HR Payroll and other critical source systems throughout RSL Care.”**

So, RSL Care engaged Bistech, the Performance Management experts, to design a solution that would enable the organisation to better understand, analyse and report on their financial performance. Much to RSL Care’s satisfaction, Bistech delivered a complete solution in just ten weeks.

In laying the foundations for the Information Management framework, Bistech constructed a central reporting repository to support the organisation’s critical financial reporting and KPI analysis requirements. This central repository provided a single version of financial truth, offering reliable, consistent information to support the organisation in making critical financial decisions.

Jeremy has high praise for this initiative: **“The benefits include greater visibility and accountability of site/services budgets across the whole financial year, down to transaction level. Similarly, a reduction in administrative tasks by providing the ability to query on budget and invoicing data has improved our effectiveness. This initiative has ensured business decisions are being made on the right information, in the right way, and at the right time.”**

As for future opportunities, Jeremy explains that **“going forward, the business wants to better utilise mature dashboarding and balanced scorecard concepts to enhance the presentation of data being displayed. We want to improve the integration of core enterprise systems to aid the effectiveness of our reporting. And finally, we want to expand our reporting to cover other areas such as Workforce Performance and Clinical Analysis.”**

The Problem

Key business data held in disparate source systems with limited ability to undertake integrated financial reporting

The Solution

Bistech architected Information Management solution

The Benefits

Improved decision making and greater visibility and accountability across business processes



RSL Care is a not-for-profit provider of **HomeCare**, Retirement Living and Residential Care to the ex-service and general community. RSL Care provides a range of **HomeCare** services to more than 22,000 people, and accommodates more than 4,500 people in 27 retirement communities

“Bistech have always provided excellent service together with an unequalled knowledge of both the solution and the business impacts. Their work has always been of an excellent standard”

Jeremy Janes – RSL Care