

Introducing a software solution that works for you

# Business Communication, FlowLogic & My Mobile Concierge

Information Technology Solutions for Improving Effectiveness

datanova



# A BRIEF INTRODUCTION

## Founder's Message

**“ It is our mission to provide organisations with predictable, business-focused IT services that optimise operations, manage risk and deliver measurable business value to our customers. ”**

Increased adoption of smart phones and tablets by organisations has changed how business is conducted. With these new tools, organisations can support clients and employees wherever they are, and increase the availability of data to their key stakeholders.

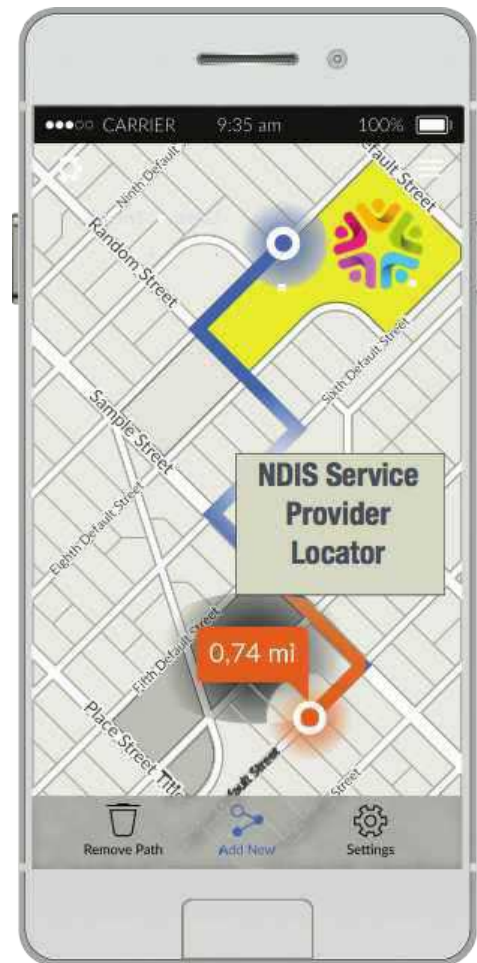
After two years of research and development, it is with great pride that Datanova are introducing 'My Concierge' for NDIS providers, participants and families.

My Concierge provides everything you need in a single solution. It brings together a complete enterprise grade back office system with a dynamic Client Relationship Management (CRM) engine for providers, along with a free iPhone or Android App for participants and families.

The App delivers a simple, interactive and informative experience for the participants wherever and whenever they want, with real-time integration with the provider's system for seamless service delivery and administration.

The software combined enables the effective provision of services to participants in an engaging and meaningful way, whilst increasing productivity, ensuring compliance, and enhancing reporting with real-time data and analytics required under the NDIS framework.

My Concierge also provides the ultimate flexibility for providers to quickly adapt and capitalise on new opportunities, deliver new solutions and services, and prepare for the challenges of the NDIS.



Best of all, it will reduce operational and staff workloads, streamline processes whilst ensuring the provision of quality services.

Datanova has been delivering software solutions for employment services and other community service organisations for over 12 years. We continually refine, adapt and extend our software as the industry changes, and we are working proactively with our clients to ensure a smooth transition to the new model.

Want to know more?

Sincerely,

**Christian Krauter**

Founder & Visionary | datanova



# About Datanova

Datanova is a Managed IT Solution Provider and builds Custom Web and Cloud Applications. Datanova is located in Brisbane and the Sunshine Coast and offers a full range of IT services and programming, customised to any business. We can be your very own IT department or supplement your already existing IT staff. From assessment to design, implementation to maintenance, problem resolution to on-going help desk support, we will meet and exceed the requirements of any business IT infrastructure.

With clients spanning a wide variety of industries including, financial, medical, legal, hospitality, education, real estate, telecommunications, manufacturing and the Not For Profit sector, datanova has the experience and expertise to effectively manage the complexity of any enterprise.





# INTRODUCING FLOWLOGIC

## The most comprehensive NDIS software solution

### What is FlowLogic?

FlowLogic is built with an understanding of the reporting and analysis challenges that the industry faces under the National Disability Insurance Scheme framework. Datanova works proactively with existing clients to refine and extend our coverage as the industry transitions to the new model.

Our cloud based software empowers Australian disability service providers and helps them manage clients in more collaborative and effective manner.

Datanova are experts in the disability technology sector and have developed a software program which brings all of the required elements together in one. With more than 10 years of development experience for the community services management sector, we truly believe we are the best fit for your company.



### A full range of solutions

FlowLogic is not just a software, it is a range of solutions designed to address the needs of Australian Community Care organisations across the nation. The system can be fully customised to your needs and can also be designed to provide managers with information on the state of economic trends or marketplace factors, or to provide an in-depth knowledge base about the internal operations of a business.



### Work paperless

A web-based solution, FlowLogic allows you to collect data and gain insight across multiple systems to achieve a competitive advantage. FlowLogic enables you to work more efficiently and fully paperless. The cloud-based NDIS Software allows you to work from anywhere, as long as you have internet access, whether it be on a desktop computer, a laptop or a tablet device.





# WORK FROM ANYWHERE

Become location independent and work from anywhere

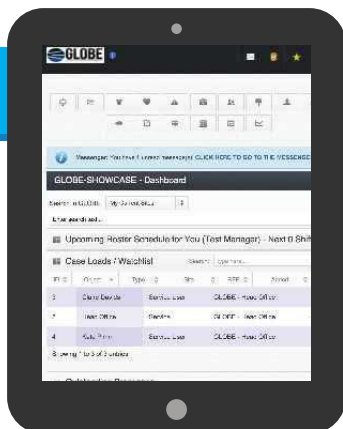
Datanova believes that there is a great opportunity for organisations to develop sophisticated data management systems to improve their whole agency-wide data management.

This is a critical moment for organisations to both make themselves compliant with the new claim payment model of the NDIS, while also taking advantage of the latest technologies available to optimise organisational efficiencies.



## Cloud-based software

FlowLogic is a cloud-based software. In layman's terms, it means that you store and access the software over the Internet instead of your computer's hard drive. This so called cloud computing allows you to work from anywhere, as long as you have access to internet. All you need to get started is a desktop or tablet device, and open up your web browser.



## Full access from a tablet device

When viewing FlowLogic on a tablet device, you have full access to all software features including details such as Participant details, Case Plans, Rosters and reports. On top of the standard features, the software is fully customisable to your needs.



# SOFTWARE FEATURES

The most comprehensive NDIS software solution



## Work Efficient

Flowlogic Software enables you to work more efficient as you have everything in one place, all online, accessible from tablet or desktop device. As you discover some of the main features you will learn to understand why FlowLogic is the most comprehensive software solution for providers of the NDIS.



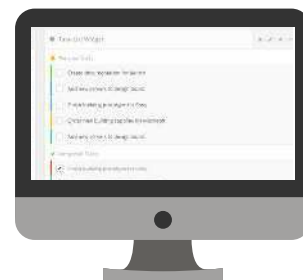
## Easy staff rostering

Flowlogic Software makes it easy to roster staff. The intuitive live calendar with customisable colour legend enables easy tracking of things such as scheduled staff, training reminders, house meetings, basic details or activity schedules. Never forget blue card renewals or carer training as it is all in one place. Simply view the calendar by month, week or even by day and look back into last month's or into next month's.



## Internal Messaging Component

Flowlogic Software is very intuitive to use and allows users to send messages to one or multiple users in the system via the in-built messenger component. Simplicity. Everything in one place. The internal messaging component enables users to send messages, view messages, and the system automatically saves all sent and received messages. Never lose track of the conversation.



## Comprehensive sign off facility

FlowLogic Software comes with a comprehensive sign-off facility for all forms and documents within the system. The system can display a digital (pre-approved) signature and also has full recording of access to any document or file within the system. Once the document is signed, the full name and date and time are displayed with the signature so there is a full record of who, what and when.





# SOFTWARE FEATURES

The most comprehensive NDIS software solution



## Record historical changes

FlowLogic software is so smart that all changes to any files or documents are recorded historically so there is a full track record of who viewed what, at what time and who viewed or edited this file or document last. This way there is no confusion about access and everything is simply kept in one place.



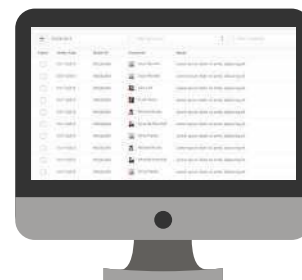
## Critical Incident Database

FlowLogic comes with extensive Critical Incident (CI) options including all CI details such as level, probable cause, participant involved, staff involved, date, time, location, how, what, why, and much much more. On top of that, all changes are historically recorded and you can even see who recently viewed an existing CI with full access logs.



## Simple Intuitive Dashboard

Flowlogic Software has a beautiful, very easy to use intuitive dashboard. View items such as outstanding processes, case loads watchlist, open, completed and skipped tasks and allows you to open up an item straight away. With the comprehensive task and calendar widget you are guaranteed to never miss anything and there's always room to make your notes or book review the day.



## Extensive Participant Details

FlowLogic shows an overview of all participants in your database. Besides an extensive option for basic details, there are many options for other details such as education, educational support plans, educational correspondence, employment, health, medical documents, case plans, intakes, risk assessment and management plan, and more.





# WHY FLOWLOGIC?

To connect the data to the people to make better decisions



## The best software for the NDIS

FlowLogic empowers Australian disability and community service providers helping to manage clients in more collaborative and effective manner. The software includes many features and most important of all, FlowLogic allows you to work paperless. Here is why people love FlowLogic:

- FlowLogic has been specifically designed for disability service providers.
- FlowLogic is fully customisable and can be tailored to meet your needs.
- FlowLogic is cloud-based allowing you to work from anywhere as long as you have internet access. There is no need to install the software program on your computer, laptop or mobile device. Simply open it in a web browser and work from anywhere.
- FlowLogic is straightforward. We don't try to upsell different modules, you simply get what you see which is the entire package that helps you to get NDIS ready and compliant.
- FlowLogic is hosted on secure Australian servers.
- FlowLogic will exceed your expectations and excel any system.







# MY MOBILE CONCIERGE

Work smarter and more efficient

## A FREE app that will excel your business

Knowing your customers needs well, being honest, available and providing personalised services are critically important when operating in the NDIS environment.

Extend existing business capabilities to the My Mobile Concierge app, and transform the business by creating new opportunities.

Work more efficiently and get confirmation of when services are delivered, enjoy easy task management and work fully paperless. The power of My Mobile Concierge is endless.

My Mobile Concierge is a very smart and free application for participants.

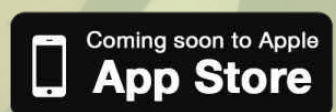
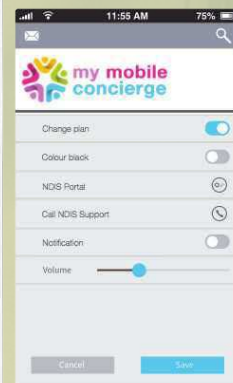
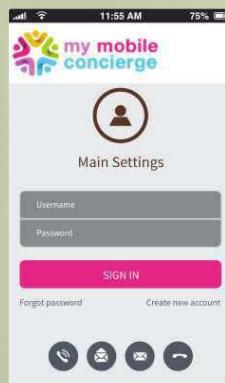
My Mobile Concierge records all plan purchases.

Assisting participants in increasing skills in these activities.

Easily pay invoices from the palm of your hand.

The app makes it easier to coordinate the provision of support.

And tons more features to be released.





# CLOUD SERVICE SOLUTIONS

Integrity. Speed. Agility. Reliability. Flexibility.

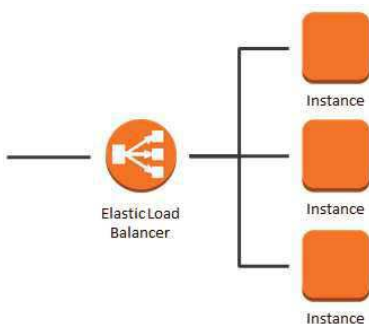


## Topnotch cloud server solutions

FlowLogic operates on the best cloud servers available in the world. The hosting facility offers secure, robust and reliable networking functionality and has the best security practices and a variety of IT standards.

## Elastic Load Balancing

Elastic Load Balancing automatically distributes incoming application traffic across multiple Amazon EC2 instances in the cloud. It enables you to achieve greater levels of fault tolerance in your applications, seamlessly providing the required amount of load balancing capacity needed to distribute application traffic.



## Security practices & IT standards

- ▶ SOC 1/SSAE 16/ISAE 3402
- ▶ SOC 2
- ▶ SOC 3
- ▶ FISMA, DIACAP, FedRAMP
- ▶ PCI DSS Level 1
- ▶ ISO 27001
- ▶ ITAR
- ▶ FIPS 140-2





# UNIFIED COMMUNICATIONS

Award winning solutions

## VoIP UC Phone Systems to Power Your Business



**Award-winning solution considered to be best value in unified communications platforms!**

The right UC solution should be more than a phone system, it should be a better communications system that helps you improve your customers' experience with your business.

A quality UC solution allows you to serve customers more effectively, using features such as call queues and IVRs to handle every call with care. SMBs should be able to use a UC solution to know more about every incoming call, in order to route each call appropriately, ensuring there are no more missed calls or lack of visibility.



**A Phone System to Transform How Your Business Connects**

### Fantastic Features

Novaphone business phone system comes standard with more features and is more affordable than proprietary systems that have fewer features! Customers can save up to 70% on their monthly expenses in telephone costs and service charges. Because you are not locked into any specific equipment vendors for your network, you can choose a solution that fits your needs and your budget.

### iPhone Application

The Novaphone Softphone for iPhone application offers the power of a desktop phone directly on your mobile device, enabling enterprise mobility for business phone system users.

### Complete Communications

A complete communications solution for small and mid-sized businesses. This Unified Communications (UC) system integrates all of your office communications, including phone, fax, chat and web conferencing. The system also has tools that can connect to your existing software and applications to better arm you users with information when your contacts call you. Talk about flexibility!





# BUSINESS COMMUNICATION SOLUTIONS

Automated systems across channels

Enhancing Productivity with Managed Communication Services



Managed Business Communication Services

Managed Employee Interaction Services

Managed Customer Interaction Services



## Introducing the Business Communication Evolution

Digital contact – in the form of email, web chat, social media, and self-service channels – continues its explosive growth as popular engagement method.

This change strikes at the heart of tradition. It means that more and more customers around the world no longer want to use the traditional telephone to communicate with organisations. In fact, research shows that digital will overtake voice-based contact within two years.

### Why? Because customers demand it.

This has tightened organisations' focus on the customer, data and business analytics. Analytics is seen by the majority to change the industry over the next five years. But the challenge is that many aren't measuring the performance of digital channels well enough yet.

Customer engagement models are going digital. Can your organisation keep up? In the short term, it may not have a choice. Overall, 41.8% forecast a reduction in traditional voice contacts, while 87.0% expect an increase in non-voice interactions.



## Unified Communications & Collaboration – Automated systems across channels



# BUSINESS COMMUNICATION SOLUTIONS

The Digital Service Centre



Platinum Channel Partner



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Datanova is the Platinum Digium Partner in Queensland with relationships throughout Australia allowing for nation-wide development and deployment. Digium's primary commercial product is its Switchvox unified communications platform that has historically only been sold as software or an appliance for use as a premises unified communications solution.

## Phone System Saves Queensland-based company over Half-Million Dollars

Employment Services Queensland (ESQ) opened its doors in 2008 with nearly 300 employees. Our solution has helped propel ESQ in its mission to help people and communities in Queensland.

The organisation turned to a Datanova UC system to provide an affordable, flexible business phone system with fully incorporated conference facilities that out-performed competing systems and helped ESQ save estimated \$500,000 in communications costs over 3 years.



We provide a reliable, scalable call centre solution at a completely different price point to proprietary platforms



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# PACKAGE DEALS

A special offer to get you started



## SPECIAL NDIS CONFERENCE OFFER

Quote "NDISCONF15" and get 15% off the entire package for the first 6 months.\*

*\*Terms and conditions apply. Offers valid until 1 December 2015.*



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