

Case Study

Royal Society for the Blind



Overview

Industry

Nonprofit

Mobile workers

60

Weekly appointments
increased

100%

RSB has saved valuable time using Skedulo, reducing their time to schedule and doubling their weekly appointments per week, per mobile worker. They have been able to reduce staff count due to mobile workers utilizing their time more efficiently and increasing their weekly appointments booked.

About Royal Society for the Blind

The Royal Society for the Blind (RSB) is a not-for-profit organization providing services to Australians who are blind or vision impaired. These services are delivered by a professional, committed, and highly qualified team supported by volunteers, drawn from all age groups and walks of life.

The RSB helps people to overcome their vision impairment and participate independently in the community.

Challenge

As an Australian not-for-profit organization, Royal Society for the Blind (RSB) has been transitioning to the National Disability Insurance Scheme (NDIS) imposed by the Australian Government.

Solution

RSB found Skedulo through Enrite Care, an Australian care management software company based in Adelaide. RSB commenced implementing Skedulo in August 2017 and were live by February 2018. RSB were aware of what they needed in their mobile workforce solution, but hadn't yet formed a holistic end to end view of their requirements."

Results

RSB has saved valuable time using Skedulo, reducing their time to schedule and doubling their weekly appointments per week, per mobile worker. They have been able to increase visibility of data and mobility of workforce has enabled staff to utilize their time more efficiently and increase their weekly appointments booked.

Challenge

As an Australian not-for-profit organization, the RSB has been transitioning to the National Disability Insurance Scheme (NDIS) mandated by the Australian Government. Previously, RSB was block funded, giving it discretion to distribute funds directly from the Australian government for its services. Since the introduction of the NDIS, those receiving medical and support services now file claims with the government to reimburse organizations for services provided. This change has forced many not-for-profit organizations to adjust its operations swiftly. RSB didn't have the infrastructure to process claims or manage their mobile workforce as effectively as the NDIS required.

The RSB chose to invest significantly to uplift their system capability to strengthen their foundation in a disruptive market.



“We undertook an entire digital transformation, installing a new payroll, a new CRM and a new finance and inventory system. But we still needed more relevant and accurate data on our service delivery,”

Rebecca Rawlinson

Transformation Project Manager at Royal Society for the Blind

The service staff at RSB were responsible for their own scheduling, relying on Outlook calendars and Excel spreadsheets to manage their time with customers. Not only was this an ineffective way to manage how staff spent their time with customers, there was zero oversight to ensure appointments were honored, and no process was in place to support staff should plans change. Visibility of resourcing was also a new concept for the not-for-profit sector who in the past had worked on a block funding model where the specific cost of doing business was not fully appreciated.

RSB was looking for a solution that could be accessible to all staff regardless of where they were, and would integrate with their other systems seamlessly.

To meet the NDIS benchmarks, RSB needed to resolve several additional challenges:

Overhead Cost: NDIS had recommended reducing overhead costs to 10% of operating budget. RSB like other NFP's needed to be more efficient and productive to meet these recommendations and RSB needed new tools to help reduce these overhead costs.

Accessible Systems: RSB had a database that was not accessible to several of their staff that were vision impaired. This was a major pain point for them and required additional headcount to assist in data entry, amongst other tasks. RSB wanted a solution that could empower these vision impaired staff members to be self sufficient and in control of their domains.

Data Optimization: The data collected by support staff was not insightful or timely, making it ineffective for reporting purposes and unhelpful for decision making. There was also not one source of truth.

RSB wanted a solution that would help them focus on optimal data collection and was easy to use. Then they were introduced to Skedulo.

“Until the NDIS came into play, we did not understand the cost of doing business. We are a not-for-profit, but we needed to operate as a not-for-loss organisation,”

Rebecca Rawlinson

Transformation Project Manager for Royal Society for the Blind

Solution

RSB found Skedulo through Enrite Care, an Australian care management software company based in Adelaide. Skedulo and Enrite Care often partner to support NDIS providers as they undergo significant change and improvement to their organizations.

Once RSB were live using Skedulo, the subject of accessibility was a main focus as several of their staff members were blind or vision impaired. At Skedulo, we believe in inclusive design and know that our products play an important role in breaking down barriers to ensure that people with disability have equal access to technology in the workplace and seized the opportunity to attend onsite to learn more about specific customer needs and modify the Skedulo capability.

Working with RSB it was found that applying the general mobile workforce guidelines was not enough. On top of working to industry standards, a very practical approach was taken to employee accessibility to ensure a high standard of usability for people with disability at RSB. This included:

- Field testing Skedulo with RSB team members who are blind or vision impaired
- Incorporating accessibility testing into RSB's regular release communication
- Continuing the partnerships with RSB who regularly review and provide feedback on Skedulo mobile releases from an accessibility standpoint

Using a centralized model to manage their mobile workforce, RSB utilized one scheduler who champions their scheduling capabilities. A consultation takes place where the mobile worker will send a task to the scheduler. The scheduler will attempt to accommodate the date and time. If this timeslot is unavailable, the scheduler will communicate with both the client and mobile worker to agree on a new timeslot.

RSB are looking to redesign their scheduling team capability. The scheduling process will still remain centralized, although the booking process will include a functional questionnaire around intake services and funding availability.

Results

RSB has saved valuable time using Skedulo, reducing their time to schedule and doubling their weekly appointments per week, per mobile worker. They have been able to reduce staff count by 15% due to mobile workers utilizing their time more efficiently and increasing their weekly appointments booked.

Other benefits have included improved visibility and flow through of claiming; increased data integrity; access and oversight of productivity data and the ability to optimise workforce resources to cover geographical locations.

Data collection and real-time information has been a requirement for RSB to continue improving their efficiency under the NDIS.

“The fact that Skedulo interacts with our CRM and finance package is a game changer. We can trust the data is accurate, it’s good to know that the day’s information is going to be in the system.”

Rebecca Rawlinson

Transformation Project Manager for Royal Society for the Blind

RSB’s mobile workers have been using Skedulo on their smartphones as the device of choice and are eager to leverage Skedulo on tablets to further increase their data entry capabilities. “Our mobile workers use the app to track their time. If they are delivering a job onsite then they skip the travel function. I know many of the team use the navigation tool which is great,” mentioned Rebecca.

RSB are fully trained and are now asking questions around the additional capabilities of Skedulo and how it can benefit their needs as mobile workers and schedulers.



Next Steps

RSB are already planning what they would like to do next with Skedulo. A current core focus for RSB is utilizing their data capture more efficiently, whilst having the analytical capability to apply this information to business decisions moving forward. “We would like to get our transport systems, amongst other assets, in our system to make booking cars and scheduling mobile workers much easier,” mentioned Rebecca. They are also looking at further utilizing Skedulo’s custom tags to improve their customer experience through assigning the right mobile worker to the right customer.

RSB’s ultimate goal is to remain a sustainable business under the NDIS. They are consistently reviewing how to further optimize every aspect of the business.



About Skedulo

Skedulo’s mobile workforce management solution intelligently schedules, dispatches and tracks jobs in the field. Skedulo connects the office and field through real-time visibility and communication. For schedulers, we simplify matching the needs of complex jobs, worker skills, and customer preferences. Your teams in the field get a mobile app that helps deliver a first-class on-site experience. Reduce costs, improve productivity and make your employees and customers happier with Skedulo.

For more information, please visit www.skedulo.com.