

Case Study:

Elmswood Retirement Village



VCare®

*World class software for
Retirement Communities*

Benefits

- ✓ Reduced time to generate reports.
- ✓ Single point of data entry.
- ✓ Improved efficiency.
- ✓ Integrated billing.
- ✓ Improved accuracy.
- ✓ Great support and advice.
- ✓ Daily processes made simple.
- ✓ Cost savings in administration.

Your local friendly Retirement Village :

Elmswood Retirement Village (Elmswood) is a world class Retirement Living facility for New Zealanders over the age of 65.

Based in Christchurch, Elmswood provides a range of retirement lifestyle packages including Villas, Studios, Respite Care (short term), Apartments, Resthome Care and Day Care Facilities.

VCare manages it all.



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Increasing efficiency to manage growth.

Elmswood's business has grown steadily over the last few years. Letitia Welsford, General Manager for Elmswood, said that despite their existing manual solutions being effective they were experiencing increasing challenges as the organisation grew. *"Looking forward, we had plans to develop a hospital wing and knew that the old system had expired."* She adds *"A more efficient electronic system needed to be implemented that could easily handle the rapid growth of the business."*

VCare

Elmswood implemented the VCare solution in mid 2013, it was an efficient and organised transition experience. *"The implementation of the VCare solution at Elmswood was quite smooth."*

Less time, more accurate records.

"VCare ensures that you have accurate records, especially on the village side. It also allows one point of entry, whereas before we had a multitude of different systems."

Letitia said that the most noticeable benefits for Elmswood are that VCare ensures accurate records are updated with a single point of data entry, and helps remove the need for multiple systems. *"VCare ensures that you have accurate records, especially on the village side. It also allows one point of entry, whereas before we had a multitude of different systems."*



Another major benefit to Elmswood is the efficient and accurate VCare billing and receipting processes. Michelle Kuru, Accounts Administrator for Elmswood, said that with the previous system, staff had to process all the billing individually, but now it is done in a much quicker time. *"The invoicing each month is a lot more efficient and saves me a lot of time."* She adds *"Receipting is also a lot quicker through VCare, the receipts can be imported directly from the bank, which has resulted in more accurate records which is great."*

Great Support.

"I would recommend VCare to other facilities. Technology is the future and I find the VCare team very approachable and easy to talk to, which is incredibly important when choosing a software package."



Letitia commented on the great support Elmswood receives from the VCare team. If there is ever an issue they make it a priority and get it resolved as soon as they can. *"Technical support has always worked well, if we find an error they get onto it."* The relationship between Elmswood and the VCare team is great. *"I would recommend VCare to other facilities. Technology is the future and I find the VCare team very approachable and easy to talk to, which is incredibly important when choosing a software package."*

