

# 5 Ways SMS Software improves your Quality of Care & Staff Productivity

## 1) Fully featured & specialised Community Care software that saves you time.

- You only ever have to enter information once & it automatically updates rosters & client screens.
- SMS provides client management, rostering, worker management & funding body reports in a single time saving software database.
- Our data groups function allows you to segment records, reporting & access to specific groups or departments.
- Specialised interface to other software means no rekeying of data.
- SMS software is exclusively developed for community care data & service requirements, not merely an adaptation of general software like others.



## 2) Easy to use software designed in consultation with care coordinators & managers

- Our program uses plain English & not confusing symbols.
- All screens & reports have a consistent look & are intuitive & user friendly.
- Care coordinators & staff have been an integrated part of ensuring SMS has been developed to save time on manual data entry tasks.
- With over 200 sites using SMS, our interface has been adapted to minimise & help simplify tasks & steps.

## 3) Friendly & prompt support is provided by experienced community care staff

- All our customers & phone support team have previously worked in community care roles.
- We care about our customers, their SMS questions, and we take the time to listen & explain things fully.
- We are committed to timely support so enquiries are answered straight away or at the most within 4 business hours, emails are usually answered within 1 working day.
- Our dedicated Australian service centre is open between 9am – 7pm EST.



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**Developer of SMS ...  
Australia's Specialist  
Community Care Software**

#### 4) Exceptional value software with all inclusive ongoing support packages

- Our base software product includes rostering, scheduling & client management, giving great value for a low entry price.
- Optional Modules means you only pay for what you use, saving substantial costs when compared with big non-specialised software packages.
- Community Care software is all we do, meaning our SMS is more relevant, saves time, increases productivity & gives better value.
- Our premium support package is all inclusive, giving you unlimited phone & email application support, technical support & reasonable development of user requests.



#### 5) Reputable software developer up to date with industry changes

- Alchemy Technology & SMS has been supporting the Community Care industry since 1996.
- In recent independent market research, 92% of program coordinators & care managers stated they refer SMS to others.
- SMS is constantly updated to meet the changing requirements of all the different Community Care state & federal funding bodies.
- Alchemy Technology is actively engaged in Community Care through our sponsorship of industry bodies & participation in conferences & seminars.



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