



Care Business Management key in strategic planning Ben Care's story

"Care Business Management helps you better co-ordinate and plan your business model for the future."

Kathy Skinner,
Senior Business Systems Administrator, Ben Care

About Ben Care

A long-established organisation, Ben Care is an award winning, multi-location organisation, providing high quality care and support to those later in life.

With sites nationally, including those rated Outstanding by the CQC, they offer tailored care within residential, nursing, dementia and respite settings as well as retirement living. Their focus is to provide person-centred care and make a positive difference in people's lives.

Ben Care's OneAdvanced Experience

Ben Care have been a customer of OneAdvanced for many years. Navigating the care sector is complex and they wanted to ensure they remained strong by modernising their system so they could continue with their strategic planning. Management information at the touch of a button was key so a cloud-based solution with strong business intelligence was a pre-requisite.

After being introduced to Care Business Management by the OneAdvanced team, it became clear that it was going to fit the needs of Ben Care. The control over data and the ability to see the information in real time was so important. The Care Business Management interactive dashboards and Home Screens gave tailored insights for each individual - the right information at the right time.

'There is a lot of governance [in the care sector] and it's imperative that information is to hand, to have it at the push of a button is priceless.'

A key reason for moving to Care Business Management was the cloud-based system, to have access anywhere, anytime on a modern platform from the most renowned cloud provider.

'A brand-new system, on the AWS [Amazon Web Services] platform gives you confidence in the technology. It continues to evolve all the time, giving you confidence to move forward, to know that it sits on something that reputable.'

Why Care Business Management?

"There is a lot I like about it. Usability. The way it's built is really easy to navigate around. Being icon driven makes it simple and intuitive, it makes things a lot easier. We were easily able to go to all sites and deliver training that gave them the tools and ability to know how to use the system, within 90 minutes."

Working with the OneAdvanced Team

"OneAdvanced are very open to new ideas. Even after go live there are changes that have been dealt with and amended. We have confidence in OneAdvanced that they do listen to us. You feel heard and changes are being actioned. It demonstrates they are looking to provide a best-in-class system."

Implementation Process

"[We] definitely think from start to finish, the implementation has been enjoyable. OneAdvanced are great at remaining in contact. Engaging, knowledge sharing, helping and supporting us to be able to gain as much knowledge of the system as possible."