

## EBS and NAV gives Melba greater control

Microsoft Dynamics NAV gives Melba Support Services the ability to meet its evolving needs by enabling real-time accurate reporting at an individual level. Microsoft Dynamics NAV has given Melba Support Services greater control, visibility and accessibility to client details. Information is up-to-date and Melba know exactly where they are every day, one of the main differences of an integrated system.

### Executive summary

Melba Support Services assists persons with disabilities in Victoria's Yarra Valley. Melba has become an Australian leader in delivering services tailored to the needs of each individual. The level of detail required to support this individualised service model, required Melba Support Services to upgrade its financial management systems. To meet its goal of accurate, up-to-date and secure financial reporting, Melba chose Microsoft Dynamics NAV from Melbourne-based enterprise software specialist EBS (Evolution Business Systems).

### Business problem - detailed financial tracking and reporting for individualised care

Located in Victoria's Yarra Valley, Melba Support Services Inc. is a not-for-profit community based organisation that assists around 160 adults with disabilities to lead everyday lives. Melba does this by assisting people to make connections with their communities, by listening to and finding out what really matters to each person and by opening

up opportunities for greater choice in their lives.

Funded by both government and the community, Melba operates two day services, which support almost 80 people to identify and work towards achieving their immediate and long-term goals. Many people now work within the community, either in paid or voluntary roles.

Melba also manages seven residential care homes, through its Community Living Support Services, which assist 42 people, many with significant health and physical needs, 24 hours a day, seven days a week. Melba owns a fleet of 17 buses, which enable the people that Melba supports to get out and about and actively participate in the community.

However, the focus of disability care delivery has increasingly changed during the past decade. The sector has seen a migration from group-based service delivery, to more individualised care, which sees disability services tailored to the needs of each person.

Melba Support Services Acting Business Manager Karen Gibson said Melba has

delivered more individualised services during the past seven or eight years. "We provide individualised support to about 60 different people and their families," she said.

*"With individualised support, we needed a system that could give us a lot more information that we could get to easily and provide reports for our service users and families at a detailed level."*



"Some of the things we wanted were a bit different because we were trying to lead the area in individualised support. Nothing was too hard for EBS. They could always provide solutions for us. They responded well to what we were asking for, so we really enjoyed working with them."

Melba Support Services Acting Business Manager Karen Gibson

# EBS and NAV gives Melba greater control



## Technology Solution - Microsoft Dynamics NAV from Evolution Business Systems

Ms. Gibson said Melba went to market seeking a system that could meet its evolving needs. "We wanted something that could give us accurate, up-to-date and secure information," she said.

"We wanted something that was flexible enough to grow with us because we were looking to expand our organisation. We were looking for something to help us improve our reporting as well: We needed a system that was both easy for us to use and easy for our families to read the reports that we provided."

After a thorough evaluation, Melba Support Services selected the Microsoft Dynamics NAV system from Melbourne-based enterprise resource planning

specialist, Evolution Business Systems.

Microsoft Dynamics NAV is a business solution that delivers comprehensive business management functionality for small and midsize businesses and organisations. NAV is a unique combination of financial controls, CRM, business intelligence, collaboration and communication tools that connects the many moving parts of an organisation, providing better visibility into and control over what's going on within a business.

Ms. Gibson said the Melba board had decided to partner with EBS because it was a reputable, very professional company that was also local. "EBS is very professional in their approach," she said. "They would listen to us - we're all about listening to people, so we liked that EBS would listen to us - and helped

us to find solutions for what we wanted. We really enjoyed working with them from the early stages and we've found them very easy to work with going forward."

*"We wanted something that could give us accurate, up-to-date and secure information."*

## Business Benefits - real-time accurate reporting at an individual level

Ms. Gibson said Microsoft Dynamics NAV had given Melba Support Services greater control, visibility and accessibility to client details. "One of the main differences of an integrated system is that our information is now up-to-date and we know exactly where we are every day," she said.

"We can get out our reporting in a really quick manner. If people have a query, we're able to get into the system, right down to the invoice level, to what transactions are happening."

"With families and their funding, they need to know how their money is being spent. Each of those people needs to know how much funding they have and how much they have left at a given point in time. To do that, we need to report at the individual level."

"What makes Melba unique is that we do work with the people we support and their families and really listen to what they want, helping to provide a range of choices. The NAV system helps us do that."

## More about Evolution Business Systems...

Evolution Business Systems (EBS) specialises in business management solutions that give you the freedom to focus on your business. EBS does this by automating your core business processes and integrating your specialist business applications to deliver the right financial management solution. With deep expertise in leading financial applications including Arrow Financials and Microsoft Dynamics™ NAV, EBS works beside clients to ensure

their software solves problems rather than creating more. EBS has a detailed implementation strategy that is tailored to customers in terms of timelines, requirements, risks and responsibilities. While it does not sell or support hardware or site network environments, EBS informally partners with selected specialists in these areas to provide clients with a "total solution".

To discover more about Microsoft Dynamics NAV, contact EBS

*'making it happen'*

Evolution Business Systems Pty Ltd  
PO Box 1115, Camberwell, VIC 3124  
p 1300 303 973 f 1300 858 973  
e info@ebssys.com.au w www.ebssys.com.au

evolution  
business systems®