

Counsel360 energises New Life Counselling.....



The customer

New Life Counselling is a voluntary counselling organisation committed to supporting the emotional health and wellbeing needs of its clients through the provision of counselling. New Life Counselling provides counselling services for children, young people, adults and families.

New Life offer a range of counselling services in locations across Northern Ireland including:

- Counselling for Adults
- Emerge Private Counselling
- Okay Team (Only Kids and Youth)
- Postvention
- Family and Couples Therapy
- Self-Harm Intervention Project

This year New Life Counselling have delivered **13,262** counselling sessions to **1,983** individuals across Northern Ireland

*“Ecom's approach to the project gave us the confidence that it would be delivered successfully meeting all the requirements. They also ensured that as any functional requirements changed during the project or during the testing stages, that these were accommodated and implemented without impacting the overall delivery schedule. The team at Ecom have been fantastic, the new **Counsel360** system has been delivered on time and to budget, our staff have embraced the new system and the benefits are already being realised.”*

Karen Collins
Chief Executive – New Life Counselling

The challenge

New Life had a system which was no longer fit for purpose, the system was restrictive and had to taken offline each month while the database was maintained and the reports produced.

The old system was clunky and slow, based on older technologies. There was no diary management in built so this was in a separate spreadsheet. With staff and counsellors across 3 locations the old system could not be accessed by all users when required.

New Life's vision for the new system was to have a system which would facilitate the efficient and accurate collation of all aspects of the client journey with NLC.

The new system had to be a web based portal to enable access for registered users from any location using any device which had an internet connection.

More specifically the new system had to produce the following:

- Counsellor Availability schedule
- Room booking summary
- Funder reports

The Solution...

The Solution

New Life awarded Ecom Software the contract in 2016 to deliver a replacement counselling management solution.

“Counsel360” is a browser based system complete with user friendly GUI interface which can be used from any device with an internet connection and is easy to use for Counsellors, receptionists, booking staff, team leaders etc.

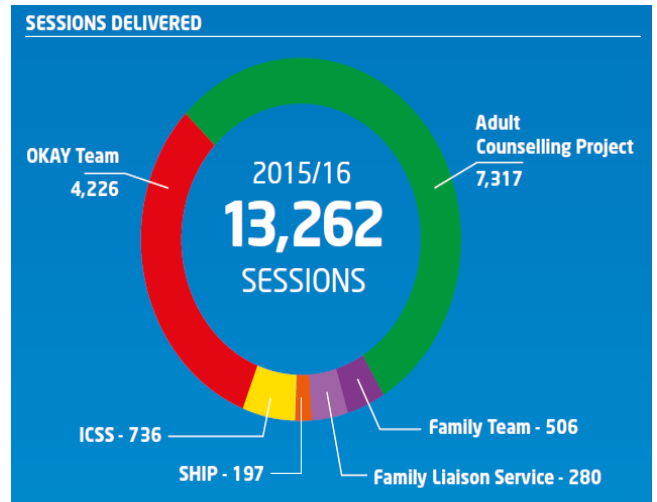
From an admin perspective NLC have availed of the following benefits:

- Online referral input directly from website link to Counsel360
- Uploading files to client record saves time having to type lengthy referral details
- The referral, client and case create in general is a very quick, streamlined process compared to the previous system
- The filter on the waiting list for client preferences also saves a considerable amount of time
- 'add note' function and the automatic email to counsellors when appointments are cancelled are both helping NLC to be more efficient.

The system has continued to be developed with the SMS alerts and payments modules being implemented recently.

BENEFITS

- Quick access to ‘highlights’ for counsellors via the dashboard.
- Much greater access to reporting as and when required.
- Reduced Administration Costs, able to provide more counselling sessions without increasing admin staff numbers
- Counsellors can self-service, case notes are online, less paper work, easier management of their appointments/availability, manage supervisor visits
- Referrals are captured online or on a tablet in reception, no re-keying of information



Why Ecom

During our initial discussions with Ecom it was obvious that their previous experience with other similar Counselling organisations would provide invaluable.

Ecom’s knowledge of the Counselling process and steps was abundantly clear, plus the Counselling System Ecom had developed had the majority of functionality we required already in place.

The Ecom Project Team managed the new system project development and delivery very smoothly with the old system being phased out and the new system coming online without any issues.

The Ecom Team have been excellent to work with and very responsive when we have had any urgent queries. The Training and training materials we received were very user friendly and clear and enabled NLC to push out training to all staff via a train the trainer approach.

Ecom continue to provide a fantastic support service, whose response continues to be proactive and professional.

We firmly believe we have not just bought a product for our current requirements, but have invested in a long-term business relationship, that will help us save time and money for many years to come.