

Counsel360 a winner at Relate NI



The Customer

Relate's mission is to enhance emotional wellbeing in individuals, couples, families and communities by delivering professional counselling and therapeutic services.

Relate NI offer a range of counselling services in locations across Northern Ireland including:

- Relationship Counselling
- Family Counselling
- Domestic Violence and Abuse Services
- Psycho-Sexual Therapy
- Relate Teen Service
- Separation Counselling

Counselling - What Do We Do?



"Counsel360 has allowed us to fundamentally change the way we work, reducing laborious manual processes, improving management information and reporting and most importantly, improving accessibility for our service users.

Ecom was excellent in supporting us through the implementation process and continue to be very approachable for our staff teams who were nervous about the introduction of new technology."

Katrina Hinfey
Business Services & Performance Manager – Relate NI

The Challenge

Relate wanted an online system accessible from any location so that Staff and Counsellors could progress cases anywhere they had web access. Due to the nature of Relate's work, security was a high priority, with multi-role capability, two factor authentication and data encryption.

Relate personnel used a previous system for appointments for many years which was laborious and very inefficient. Relate required a centralised database system linking all locations with access for reception staff, booking administrators, counsellors and management.

Additional functionality required included specific online referral capture, dashboard alerts, SMS appointment reminder alerts, appointment scheduling, full calendar functionality and managing waiting lists.

Another key objective was the ability to have up to date management information which could be produced in a timely and efficient manner.

In order to improve efficiency, streamline services and produce accurate reports and deliver a system that was accessible by all staff throughout multiple locations Relate opted to implement the Counsel360 System.

The Solution...

The Solution

Relate NI awarded Ecom Software the tender 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, booking staff etc.

Counsel360 is more than a booking system, it is a counselling management system that provides a user-friendly environment for all. Our counsellors have full access and can update their cases, manage appointments, arrange supervisor visits and track client communications.

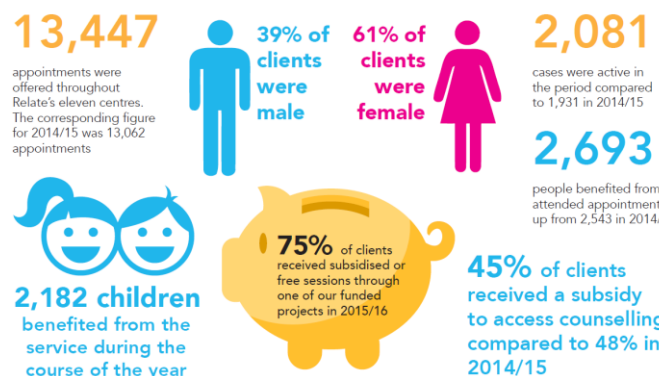
The appointment scheduling has been made easy with an SMS appointment reminder built in. this has resulted in DNA rates reducing. In addition, the communication and tracking mechanism allows us to log and monitor client and counsellor communication quickly and easily. The Reporting has been brilliant and allows us to meet one of our key objectives for both internal management and our external funders.

The system has been flexible to evolve as our business needs have changed. Now in 2017 the system has developed with even more features implemented.

BENEFITS

- Did Not Attend Rate reduction utilising SMS reminders
- Reduced Administration Costs, able to provide more counselling sessions without increasing admin staff
- 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

Service Numbers and Impact



Why Ecom

Following our procurement exercise in late 2016 Relate NI awarded Ecom Software the contract to supply a new system to manage our complex business requirements. With a proven record and excellent credentials, having worked with similar organisation's Ecom was the ideal solution provider.

From our first meeting it was evident that Ecom clearly understood our requirements. The project team guided us through the entire process, were professional and extremely knowledgeable making our transition a seamless process. A very robust user acceptance testing portal was also made available to allow us to test and document any issues as the project progressed.

Now in 2017 Ecom continues 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.