Stone Forest

Effective Digitalisation and IT Management to Provide Better Care for Beneficiaries

CHALLENGE

The client is a not-for-profit organisation that offers medical support services and special education programmes for visually impaired individuals and their family members. With no in-house IT expertise, limited resources, and a growing base of beneficiaries, they faced challenges due to their manual and silo processes from managing student enrolment to volunteers to student programmes and fundraising efforts. In addition, all communications were carried out offline on the mobiles of the team, making it impossible to track and monitor progress individually and at the organisation level. Dealing with large amounts of personal data on a daily basis, they also had data protection and privacy compliance concerns.

SOLUTIONS

Looking for a more efficient way to do more with less, the client appointed Stone Forest as their single IT partner to outsource their IT management as well as to implement Microsoft Dynamics 365 CRM. We helped the client to digitalise, connect, and enhance the following:

▶ Registration and onboarding process for student beneficiaries by capturing all communications to prevent any enquiries from being left out

▶ Student programme management with standardised learning journeys and progress milestone tracking set up within CRM

▶ Automated billing process with the introduction of a standard price list tagged to specific services provided during their learning journey

▶ Digitalisation of the parent approval process with the integration of digital signatures for activity consent forms

▶ Donations tracking and management with the bulk upload of fundraising sources digitally and donation declaration to IRAS

▶ Reporting and updates with real-time data easily available on the cloud

▶ Data privacy management with in-built security features to enable PDPA compliance

▶ Integrated IT, security and digitalisation advisory and planning for technology optimisation with reliable technical support and maintenance

RESULTS

With the consolidation of IT support for both IT management and CRM implementation, the client enjoyed the following benefits:

✓ Better work efficiency and productivity with the automation of every key operational process, eliminating the need for tedious and error prone data entry and tracking

✓ Improved customer service and satisfaction with holistic view of each student's activity and progress for more effective and focused care and support

✓ Keep up with the complexity and increase of the amount of personal data that they maintain with robust CRM system that supports data privacy compliance.

✓ Single IT partner that is able to align business objectives and digitalisation goals in a holistic, secure and compliant manner for sustainable growth

✓ Ease of technology vendor management, coordination, and billing