Carebase is a care provider for elderly people. It runs multiple homes across the UK, predominantly in South East England and East Anglia.

carebase
Exceptional Care, No Exceptions.

Industry: Healthcare

Website: carebase.org.uk

Requirements: The company required a data hub that could extract information in real-time from its accounting system. This information then needed to be turned into visual representations via dashboard to speed up critical decision making.

Data Sources: Sage 50

Background

Carebase is a care provider for elderly people, specializing in nursing, residential and dementia care that is provided in its 14 care homes.

To manage its operations successfully the company needed a fully automated process for database maintenance as well as powerful report visualization options, all delivered by a single data hub solution.

Challenges

Carebase was reliant on analytical tools, Power BI and Tableau, for extracting insights from its Sage accounting system. But as finance director Vasan Velayutham explains, "it wasn't a sustainable solution because someone needed to be constantly refreshing the database that connects the two systems so the numbers remained up-to-date."

Other issues hampering effective reporting included a lack of visibility and live reporting as well as the need for manual processing that inevitably led to human errors. Ultimately, Carebase felt constricted by its solution and was concerned about how this might eventually impact its operations — and the people it cares for day in, day out.

Solution

To combat these problems, Vasan and his team spent considerable time vetting compatible data hubs: "We were looking for a long time and tried quite a few – but none worked really well," he recalls.

However, after trialing Sage Data & Analytics (SD&A) for a month, "everything simply clicked", says Vasan. The reporting process is now fully automated with zero need for manual input, leading to improved report accuracy as well as auto-updating every hour if required.

The platform's drilling options have also proven to be a boon, enabling Carebase's stakeholders to deep dive into the detail behind any visual or number – such as those in P&Ls – by simply double clicking to reveal further, fully categorised information. "That ability isn't offered by Power BI or Tableau," says Vasan. "Instead, you would be confronted with multiple visuals and then separate ones offering the details – it was just too much information."

Vasan also cites SD&A's user-friendliness and mobility as key advantages: "People don't have to be in front of their computers all the time," says Vasan. "Instead, reporting is instantly and securely available via mobile."

Combined, such powerful functionality means Carebase can now make business decisions faster than ever before because information is made available so quickly. Crucially for Vasan's department, SD&A also enables his team to focus solely on providing expert commentary to the board, instead of wasting valuable time and resources putting reports together.

So successful has the transition to SD&A been that Vasan now plans to bring Carebase's entire operational system onto the platform to create a single source of truth for the company. Compared to Carebase's previously disparate and manual processes, this represents a game-changer for the organisation, one that will support Carebase's expansion across the UK while ensuring its clients continue to receive the best possible care.

Benefits

- Manual processing is removed entirely with automation delivering error-free reporting
- The process of drilling down into data is massively simplified and easily accessible
- The finance department can now focus solely on providing expert commentary

- The opportunity to create a single source of truth for Carebase in the future.

> **"**"We have seven years of data on Sage that is instantly accessible via Sage Data & Analytics, allowing us to chart our growth over that period with the click of a button."
>
> **Vasan Velayutham**, Finance Director, Carebase

About ZAP

Founded in 2001, ZAP is a leader in SaaS for data management & analytics. It has offices in USA, Europe, Australia, and South Africa, and a sales partner footprint across more than 80 countries. ZAP's software is used in all industry sectors, from mid-sized businesses to Fortune 500 and FTSE 100 organizations. Azure-accredited and a Microsoft Gold Partner, ZAP is also a Tableau Technical Partner, SAP SSP, and SYSPRO ISV. Sage's SD&A (Sage Data & Analytics) platform is powered by ZAP and the result of a long-standing ISV relationship.

About Carebase

Carebase provides exceptional residential, nursing, respite and dementia care for older people. Their homes across South East London and East Anglia combine state-of-the-art facilities, elegant homely décor and, most importantly, a highly-trained team of people dedicated to caring.

They have been recognised for their exceptional care, winning in excess of 20 awards, including Care Employer 2015. They are delighted to have reached the finals of the Great British Care Awards 2018, nominated (once again) for Care Employer of the Year.

Ready to learn more? Request a free demo of **Sage Data & Analytics:**

- Access, integrate and connect business data for **reporting**
- Connect **Power BI & Tableau** to all your data sources
- Automate **ELT and a data warehouse** with no code
- **Remove the time and expense** of manual data management
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