

“The feedback from our team on using Sirenum has been fantastic because they get to work on the same system with the same data and it’s a single click to move from a carer’s contact record to their schedule. From a carer’s point of view, it’s quite similar; it gives them visibility of their upcoming shifts and it’s nice and easy for them to understand where they are going next.”

Tony Hall, Head of Technology The Good Care Group

Key Benefits

Ability to link Sirenum with CRM with no risk of duplicates

Onboarded in less than four months

The interface provides better clarity, giving a good overview of the business

Customisable functionality to their needs



The Good Care Group Background

The Good Care Group is the UK’s leading live-in care provider.

They have 850 carers for 350 clients across England and Scotland.

Location: United Kingdom
Customer since: September 2019

Sirenum helped The Good Care Group de-dupe more than 800,000 records

The Good Care Group is the UK’s leading live-in care provider. It has a team of six schedulers working with 850 carers and looks after 350 clients across England and Scotland. All carers are employed directly by The Good Care Group so in addition to scheduling workers for shifts, the team also needs to be able to adapt to emergencies swiftly such as if a carer falls ill or an additional carer is required.



Challenge

Before Sirenum, The Good Care Group was using a cloud-based third-party rostering system, with no link between it and the rest of its technology stack. This caused the company numerous issues, including duplicate data, double entry of data, and data inaccuracies, making reporting difficult. There was also no way to collectively pull data from Salesforce Sales Cloud and the previous provider efficiently.

Solution

Sirenum came highly recommend from the Salesforce ecosystem so it made sense to take a closer look. They soon discovered Sirenum would offer everything they needed from a workforce management tool. Moreover, as Sirenum was built on Salesforce infrastructure, The Good Care Group was assured that both software tools would work well together.

Sirenum was implemented in under 4 months - no mean feat considering the team had to do a lot of manual work, including manually migrate 850,000 rows of data from the legacy system in the onboarding process.

Sirenum allowed The Good Care Group to de-dupe data and streamline its processes

About Sirenum

Sirenum powers the dynamic workforce. As the leading global provider of cloud-based workforce management technology to temporary staffing agencies, Sirenum provides transformational technology to innovative employers, streamlining the management of tens of thousands of workers across the UK, Europe, and the USA, including organisations in the government, transport and logistics, care, and security and events verticals.

Benefits

Once implementation was complete, data between their CRM and Sirenum flowed because they are both on the Salesforce platform. As a care organisation, The Good Care Group needed to ensure data was safe, and that information in the rostering system matched what was in Salesforce. This meant that The Good Care Group could ensure it had the right levels of care, and the right person in the right placement looking after clients.



The biggest impact has been seen in the ability to report across all data from products on the Salesforce platform, now including the workforce management information from Sirenum.

The visual nature of the dashboards were another benefit, offering a clear picture of where carers were, and the job they were doing, making it easier to spot potential problems.

The customisable nature of Sirenum meant that changes could be made to better suit The Good Care Group. For example, their model is based on a number of days of care rather than the number of hours which Sirenum could accommodate, so edits had to be made.

The Good Care Group was able to leverage Sirenum University to find resources they needed, further underlining the impressive support experience customers enjoy.

The financial reporting capabilities of Sirenum deliver another benefit, including the ability to run payroll reports quickly, a previously long and laborious task.

The single biggest benefit for The Good Care Group has been gaining a clearer picture of carer utilisation. Using Sirenum, staff can achieve what is often a delicate balance of making sure they have enough carers available, but not too many that employees have no work.

The Good Care Group is exploring other functionality benefits on offer, including the matching automation tool to automatically match carers who have the right skills and training to the job.

Although The Good Care Group is currently only using a fraction of the capabilities of the Sirenum platform, it is already enjoying the time-saving benefits and improved data accuracy it offers.