

## PROVIDA'S WEB BASED RECEIPTING SOFTWARE GOES ONLINE



### ► CLIENT BACKGROUND

KinCare is one of Australia's leading providers of in-home care and support services. As a result of KinCare's focus on delivering the highest standard of client care it has become one of the fastest growing community care services in Australia. KinCare's team of over 500 staff provides service to over 4000 clients.

KinCare provides services privately and is contracted by government, church, charitable and community organisations to provide services on their behalf. Full details of KinCare's services are available on its website [www.kincare.com.au](http://www.kincare.com.au).

### ► THE CHALLENGE

Kincare is undergoing a massive growth spurt and requires a strong software support company with time and money saving ideas to help support this growth without extra head count. The most pressing issue facing the Kincare Finance team was how to automate the high number of small credit card receipts paid by Kincare clients for in-home care.

### ► THE PROVIDA SOLUTION

Kincare looked closely at Provida's track record of supporting Sage Software over 12 years and decided Provida was the company to support it through the high growth period. Kincare also appreciated Provida's deep expertise in the not for profit sector, community services and charities.

Provida workshopped the receipting challenges and immediately suggested a Java web service based receipting software program (that forms part of the Nimbus web store). The web application performs the following functions:

- processes the credit card payment through the payment gateway
- processes both the customer receipt and bank entry in the Sage ERP software program
- supports transaction processing for customers on monthly direct debit plans
- uploads receipt transactions into Kincare's banking software
- allows customers to partially pay invoices (to replace the old EFTPOS machine)
- allows customers to pay multiple invoices at one time.

Provida also upgraded the CRM software and implemented an Accounts Receivable collections module to assist in collecting overdue debts.

### ► ACHIEVEMENTS

Provida used the latest web based Java software development tools to create a fast and dependable receipt processing module. The old EFTPOS machine was decommissioned and now customers can pay multiple small invoices and partially pay other invoices. Processing time was reduced by more than 40% and Kincare staff can achieve more results with less manual labour time.

*"Provida took over as our support company and immediately solved our receipting problems. They were fast and dependable and my web based receipting processes are now much more efficient."*

**Ravi Sharma,**  
Financial Controller

### ► AT A GLANCE

► **KEY CHALLENGE:** Developing the integration from the credit card processing to the back end Sage accounting system.

► **INDUSTRY:** Community Services

► **KEY ACHIEVEMENTS BY PROVIDA:** Nimbus web store credit card processing module, Sage ERP, Sage CRM

► **ABOUT PROVIDA:** Since 1999, Provida has been a leading Australian software integrator and developer, implementing ERP, CRM and WebStore solutions in many mid-sized businesses. Provida has offices in Sydney, Brisbane and Melbourne.



For more information about Provida and how we can make a success of your business, visit [www.provida.com.au](http://www.provida.com.au)