

# A Boomi Atturra Case Study of an NDIS registered health and aged care provider

**Client**  
Not-for-profit NDIS provider

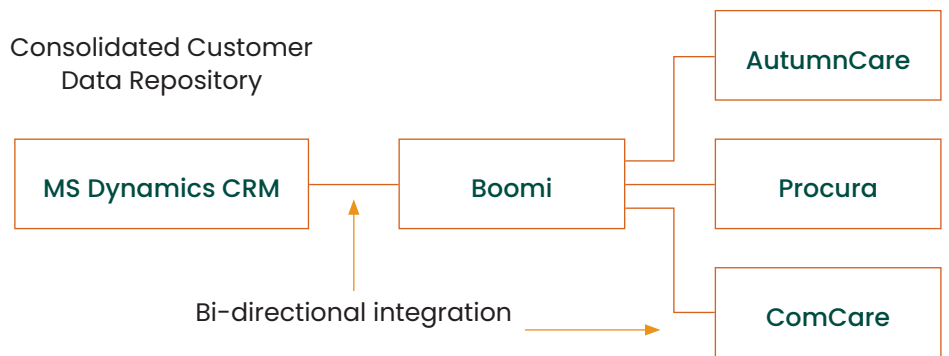
**Scope of work**  
Data and Integration

**Industry**  
Healthcare & Aged care

**Headquarters**  
Queensland

**Size**  
3000 - 5000

Leading NDIS provider transformed customer experience by consolidating Financial and CRM systems.



## Key Challenges

Multiple financial systems and customer data repositories were performing overlapping functions.

- Customer data was in three separate systems, and sometimes different in each system for a single customer.
- No synchronization between the systems making it hard to respond to emergencies.
- As a result, the organisation was unable to locate accurate customer data quickly.

## Atturra Boomi Solution

The client was using multiple systems for Financial Management (TCM and Procura) and for CRM (AutumnCare and ComCare).

- Using Boomi as a middleware, Atturra consolidated all these systems.
- Our consultants led their integrations with MS FinOps and MS Dynamics CRM.
- Delivered integration project including expertise on tasks across the full integration lifecycle>
- Selected Boomi as iPaaS to provide improved maintainability and more effective support of the integration landscape.

## Key Outcomes

Atturra Technical Architects captured "as-is" and designed the "to-be" versions of interface flow.

- Improved financial processes that ensured accurate reporting for processing NDIS claims.
- Personal details including physical, social, psychological and cultural needs accurately linked to a 'golden record' of the customer.
- Improved data quality and accuracy with faster linking of customer to carer/service.
- Atturra identified reusable integration patterns and developed common integration frameworks.

*(Golden Record) within Boomi MDH for \*redacted\* support workers, which has made the jobs of our tech teams easier and made the lives of our carers and clients much better. Their team brought in a thorough and strategic approach with superior DevOps capabilities.*  
Chief Architect

Achieve your business and tech goals with a robust integration strategy.



Level 2, 10 Bond Street,  
Sydney, NSW, 2000  
+61 2 9657 0999  
[www.atturra.com](http://www.atturra.com)