

SAP BTP digital innovation to enable self-managed aged care

Learn how HomeMade is transforming Aged Care by implementing new technologies with Bourne Digital.

HomeMade Self-Managed Aged Care

HomeMade enables their customers to self-manage their independent Home Care Packages. This enables increased flexibility and control over the aged care services they need for a fulfilling life.

HomeMade wanted to enable those in the Aged Care bracket to have control over their own healthcare. They sought to innovate with Bourne Digital, to empower their customers to manager their own healthcare budget and choose their in-home services online.

Solution

HomeMade together with Bourne Digital have built and deployed a self-service portal solution for Home Care Package participants. The user-friendly, transparent and flexible portal supports HomeMade's customers, service providers and HomeMade team.

Technology

- SAP BTP

Challenge

Home care participants want transparency about the services, availability of funds and visibility over how their funding is utilised. Previously the traditional aged care provider model offers limited flexibility, choice and control to home care participants. It also has higher administration costs, reducing the amount of funding left for support and services.

Services Used

- SAP HANA Database
- SAP BTP
- SAP BTP Workflow Management
- SAP BTP Business Rules
- SAP BTP Document Information Extraction
- SAP Identity Authentication Service
- SAP BTP Document Management Service
- SAP Integration Suite
- SAP BTP Portal
- Custom Domain Service
- SAP BTP Launchpad Service
- SAP Analytics Cloud
- SAP Cloud Transport Management Service

HomeMade

sap.com/innovationawards
#SAPInnovation



Outcome



Increase in efficiency of processes
Improved internal business processes and visibility of where each workflow task is sitting



Increase in engagement
More cross collaboration to ensure quality health outcomes for customers



Increase in control & transparency
Customer's can easily manage their plans, budgets and spending



Reduced administrative fees
Resulting in increased budget for care funding

Impact

9

Reduction in time from customer onboarding

50%

Reduction in reimbursement time

5,592

HomeMade customer savings annually on average in management fees



"HomeMade's vision is to transform home care in Australia and we are continuously building our capabilities - being teams, processes or technology. With that in mind, we decided to go with SAP BTP because we wanted a secure customer-led solution to provide an excellent customer and team experience, whilst supporting our ambitious growth objectives. We now have a platform that we are excited to innovate and iterate from".

Laura Westhorpe, General Manager, HomeMade