

## CASE STUDY

# Driving ROI: Case study for a proven case management software in the public sector



# Better productivity

## More time spent on client service

### CHALLENGE

A small public agency was mired in antiquated data management processes. Employees spent their time managing and inputting data instead of focusing on their clients. Reporting took hours as outcome data was in multiple locations and often incorrect.

### SOLUTION

Bonterra Program Management (formerly Social Solutions) worked with the Health and Human Services agency to determine the best way to improve data management and integrity. Once freed from mundane tasks, their employees were able to shift their attention to improve the quality of their client service.

## Results

This Bonterra Program Management client with five case managers and two field managers, serving approximately 2,000 people per year achieved



**\$150,871**

in annual return generated by their investment in Bonterra Program Management



**625% 3-year ROI**

as value was realized in two key areas:

- Streamlined data management and reporting
- Improved service delivery and funding

“ This product is a fully-realized database system that allows us to keep up with all our residents across the entire agency in any location”

# Key benefits

## Small public organization

↓ 50%

### reduction in time spent on data capture

The organization was able to save \$24,695 in case manager time in one year.

“Our old system became overwhelming with data input. In fact, people stopped putting information into the system. We spend less than half the time we did before on data entry.”

“We are able to manage the information better on our clients because it's allocated in one place. In addition, clients can look at their own data. Both make it easier to see if the data is complete.”

↓ 30%

### reduction in time spent on data integrity

The organization was able to capture \$823 in case manager productivity in the first year.

↓ 90%

### reduction in time spent on managing service delivery

The organization was able to save \$4,939 in case manager time the first year.

“Because of the way the product is structured with participant folders, and with a complete notes section, we can build in additional information we need to track. We can also search everything which has made it simple to manage what we are providing.”

“With Bonterra Case Management, I can pull data easily to create reports. Now I can run my monthly board reports as well as the annual reports very easily. I was spending about a day and a half per month before onboard reports. Now, I can get them done in six hours.”

↓ 50%

### reduction in time spent on reporting

The organization realized \$2,470 in field manager productivity savings the first year.



## FINAL RETURN ON INVESTMENT

This small public agency was able to save about 850 hours in productivity in just the first year of implementing the Bonterra Program Management case management solution.

With an initial investment of \$11,580, they experienced a positive return in 4.1 months and a 3-year ROI of 625%, with annual benefits exceeding \$150,871.

**625%**

3-year return  
on investment

**4.1**

months to pay back  
initial investment

**203**

additional people can  
serve per year from  
productivity savings

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