

St. Agnes' Catholic Parish Improves Business Efficiency with Exigo Tech's Microsoft Dynamics 365 Solutions

St AGNES'
CATHOLIC
PARISH



Exigo Tech implemented various Microsoft Dynamics 365 modules for St. Agnes' Catholic Parish that allowed them to manage their various operations from a centralised system.



INDUSTRY

Aged Care and
Healthcare



LOCATION

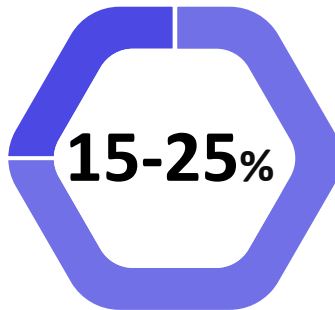
Australia



SERVICES

Microsoft
Dynamics 365,
Applications,
Custom Development
& Integration

NUMBERS THAT MATTER



INCREASE IN EFFICIENCY

St. Agnes' Catholic Parish was able to boost their efficiency by 15-25% with the Microsoft Dynamics 365 suite of products deployed by Exigo Tech.



REDUCTION IN IT MAINTENANCE COSTS

With a single centralised system, there was a significant cost reduction in managing the IT infrastructure.

ABOUT THE CUSTOMER

St. Agnes' Catholic Parish is a faith-based organisation based in Australia that is dedicated to serving the local community. The organisation has over 40 years of experience in providing aged care, enabling the elderly to take the correct decisions for the next steps of their lives. St Agnes' gives several caregiving options for needs such as showering, gardening, shopping, food preparation, transport, social outings, medication management, and more.



THE CATALYST FOR CHANGE

St. Agnes' Catholic Parish was equipped with a number of different systems for managing sales, finance, operations, and other routine activities. As multiple systems were used to manage different types of processes, it was becoming challenging for the workforce to collaborate and manage these systems easily. The systems were also not very flexible and did not allow for customisation to suit the specific needs of St. Agnes'. The organisation was struggling with inefficient business processes that hindered its ability to serve the community effectively. Due to the absence of one centralised system, the existing IT infrastructure was becoming challenging and faced an issue of scalability to suit future technology needs. Also, it was becoming hard to develop a system for automating manual tasks to save the productive time. St. Agnes' Catholic Parish was looking for a centralised system that assembles all the processes and lays a strong foundation for future technology adoption.



THE SOLUTION PROVIDED

Exigo Tech, being a technology enabler, first evaluated the existing technology structure of St. Agnes' Catholic Parish and started working on the future roadmap and solution. St. Agnes' was already using Office 365, so Exigo Tech decided to move them to [Microsoft Dynamics 365](#), a comprehensive suite of tools, that would cater for the exact requirements and build a strong platform for future technology adoptions. Microsoft Dynamics 365 which combines various applications including finance, operations, sales, and customer service was the ideal solution for St. Agnes' Catholic Parish to manage daily operations and modernise the IT systems.

The implementation of solutions from Exigo Tech included the deployment of a core finance system using [Microsoft Dynamics 365 Business Central](#) to streamline different processes such as finance,

accounting, budgeting and forecasting. The application also supports several integrations and automates other financial activities as well which helps the organisation manage finances efficiently and accurately. Reporting for Business Central solution provided St. Agnes' Catholic Parish with extensive and real-time insights of their operations, helping in making informed decisions. Custom reports including both operational and financial metrics were generated using this solution and these metrics were created from the data gathered from the Business Central platform. Another solution was the implementation of Microsoft Dynamics Sales module. The team at St. Agnes' Catholic Parish was able to analyse and improve sales process, streamline workflows, and gain better visibility into the sales pipeline with the help of the Dynamics Sales module.

THE IMPACT CREATED

With the Microsoft Dynamics 365 solutions deployed by Exigo Tech team, St. Agnes' Catholic Parish transformed its digital infrastructure steadily and continued providing care to the elderly more efficiently. The organisation has been able to reduce its administrative workload, freeing up time to focus on its core mission of serving the community. St. Agnes' Catholic Parish had the following impacts on the business with the implementation of Dynamics 365:

The productivity of employees improved significantly as the multiple business processes were centralised onto a single platform.



The automation of several manual tasks allowed the workforce to work more efficiently.



The Finance module of Dynamics 365 made it easier to track and manage finances and reduced human errors.



Improved customer engagement process, resulting in a better overall customer experience.



St. Agnes' Catholic Parish became technology resilient with a scalable and future-proof technological platform.



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