



Solution Name: CareWhen
Partner: August Systems
Website: www.carewhen.com
Country or Region: United States

Company Profile

Founded in Spokane, Washington, August Systems provides home and hospice healthcare software for caregiving organizations.

Supporting Microsoft Software and Services

- Microsoft Azure SQL Database
- Microsoft Azure Websites
- Microsoft Azure Storage

"We've received great support from Microsoft, and they've helped us verify that we're on the right path."

Alan Nelson, Director of Operations,
August Systems

Bringing a Legacy Care Management Solution into the Future

"By hosting CareWhen in the cloud, we can provide a stable, scalable environment with geo-redundancy and guaranteed uptime, all managed by Microsoft."

Alan Nelson, Director of Operations, August Systems

As home healthcare agencies look to improve their ability to manage caregiver scheduling and visit verification, August Systems saw an opportunity to adapt some of the critical capabilities from its industry leading Visit Wizard software for mobile devices. Supported by Microsoft Azure technologies, CareWhen is a cloud-based, private duty home-care scheduling software that increases management and caregiver efficiency and removes IT administration burdens.

Looking after a legacy

As Baby Boomers become seniors, more and more of them are opting to continue living in their own homes rather than retiring to senior communities or nursing homes. With busy children attending to their own young families, or with children who live far away, even seniors in the best of health may require a daily visit from a caregiver. Home healthcare agencies ensure that qualified caregivers complete these visits.

For private duty home healthcare agencies, ensuring that customers receive their visits as scheduled is the top priority, but managing caregivers who are constantly in the field is a challenge. CareWhen is the latest solution from August Systems, which takes advantage of Microsoft Azure cloud

services to deliver modern agency administration tools without the hassle of managing complex hardware and software. Using CareWhen, caregivers can easily access schedules and client location information.

Establishing a great reputation

August Systems developed Visit Wizard, a full-service agency administration solution, more than 20 years ago to help agencies schedule and track caregivers in the field in addition to helping them automate reporting, invoicing, and payment systems. Its ClockWork application was an innovation in visit verification that put Visit Wizard ahead of the competition. "ClockWork provides electronic visit verification, where caregivers call from a client's home phone to verify their location

based on caller ID," explains Alan Nelson, Director of Operations for August Systems. "That ties into real-time electronic schedules for clocking in and out of jobs, listing tasks, and generating alerts when caregivers do not show for shifts. All of that information flows into the billing, invoicing, and payment systems."

Although Visit Wizard and ClockWork made it easier for agencies to handle scheduling and tracking, they still faced some challenges. Caregivers had no direct access to their schedules or client locations, and they had no easy way to show availability or ask for time off. Instead, someone at the agency would collect the information and enter it into the system. "Caregivers would have to look at email or receive printouts of their schedules or get an email with a PDF that was out of date by the time they received it. Also, they might not always be looking at the most recent email, or they could easily lose the printouts," explains Nelson.

Feeling young again with modern technology

August Systems knew that having an application that could provide caregivers with access to their schedules from anywhere was essential to keep its systems competitive. The company saw ways it could take advantage of mobile device adoption in the field, and it was also watching the agencies it supported begin to shift away from managing their own IT environments. "People are handing off their infrastructure to cloud-based providers. They no longer want the overhead of managing local hardware and software," says Nelson. "We've also found that new agencies are looking for web-based applications. They want to launch a browser and get in and get work done."

With these things in mind, August Systems developed CareWhen, a cloud-based, home-care scheduling solution. Based on Microsoft Azure technologies, CareWhen offers agencies the familiar scheduling and tracking capabilities of Visit Wizard, in addition to new web-based and mobile functionality. "Home phones are



disappearing, so we are developing a mobile app that uses GPS to verify a caregiver's location in the field, instead of relying on caller ID," says Nelson. "Agencies can also use text messaging to communicate directly with caregivers when they have immediate openings or schedule changes." Through CareWhen, caregivers can access information directly on any device, so they can see up-to-date schedules, view client locations, and respond to availability requests.

As the senior population grows, agencies face more regulatory requirements depending on the states where they operate. "A lot of agencies are looking for vendors who can help them fulfill state visit verification requirements," says Nelson. "CareWhen gives them that functionality, along with real-time visibility, better tracking, and more efficient management of their caregivers."

With CareWhen, agencies can focus on the business of caregiving, rather than spending time and money on managing IT environments. Nelson explains, "By hosting CareWhen in the cloud, we can provide a stable, scalable environment with geo-redundancy and guaranteed uptime, all managed by Microsoft." Removing the burden of managing hardware, software, and databases to run the solution is especially helpful for agencies that have employees who work across many office locations, because employee information is stored in a single database, which helps to

minimize payroll and billing issues. And in an industry with high turnover, adding and removing employees from CareWhen is easier.

"We can easily scale along with the agencies as they grow and add new locations," says Nelson. "And they don't have to worry about additional hardware and software, or hiring more IT personnel. We can

also attract those new agencies that want to do everything in the cloud."

Delivering services from the cloud

Developing CareWhen in the Azure cloud also provided advantages for August Systems itself. "By moving to the cloud, we get away from the technical aspects of supporting locally based applications, which is not really our area of expertise," explains Nelson. "Before, if an agency had a server crash, we would do what we could to help resolve the issue and restore data to get them up and running again. Now we can spend more time focused on development."

Providing regular updates and adding new features to the solution is also easier in the cloud. "With Azure, we can easily stage environments to test new features. We don't need a full-time IT group dedicated to setting up and managing our backend. We can also roll out updates just to beta customers to help us test issues before we release to everyone," says Nelson.

August Systems is nearing completion on a mobile application that will support both CareWhen and Visit Wizard, depending on the solution the agency is using. Microsoft is helping to achieve those goals. "We've received great support from Microsoft, and they've helped us verify that we're on the right path," says Nelson.

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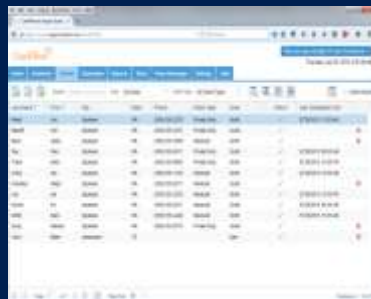
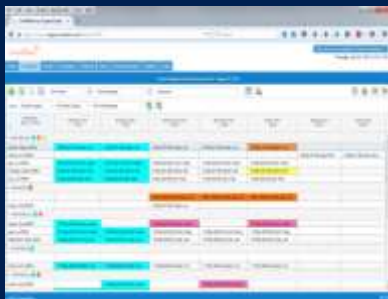


Built on the Microsoft Azure Platform, CareWhen by August Systems is a Fully Featured Scheduling Application Built for Private Duty and Home Care

MICROSOFT AZURE ISV PROFILE: August Systems Inc.

August Systems has provided proven software to home care, home health, and hospice agencies since 1995. Our first product, Visit Wizard, is known to be flexible and robust. We designed CareWhen to make it accessible via the web, but we founded the design on everything we have learned from our home care clients over the past 20 years.

WHAT WE OFFER



The CareWhen dashboard lets the agency see where the business stands. The dashboard lets you look forward and back. The graphs provide quick insights into the health of your business. CareWhen provides management with the information necessary to provide exceptional client service and to grow their agency business.

Scheduling is the heart of the system. CareWhen makes it easy to track and electronically match employee availability and skills directly to client needs and preferences. Agency users can quickly enter single, multiple, or recurring service requests. Text messages can be sent directly to caregivers, and responses can be used to immediately assign visits.

Detailed caregiver and client information helps to schedule efficiently. CareWhen stores the information you need about your caregivers and clients, allowing for specific matching and assignment. The caregiver and client information is organized into tabs for your convenience. It is easy to access the system, enter, and update information.

CareWhen ClockWork electronic visit verification tracks when caregivers arrive, leave clients' homes, and more. It alerts the agency to late arrivals so they can take corrective action. Users can receive reports of tasks completed (or refused by the client). CareWhen ClockWork automates prompt and accurate client billing and caregiver payroll.

WHAT OUR CUSTOMERS ARE SAYING

"CareWhen was so easy to learn and it's easy to use. All of our staff feel CareWhen is intuitive and follows their daily work flow." – Lynn McFadden, President, Independence Home Health

LEARN MORE

For more information, visit www.august-systems.com, www.carewhen.com or contact sales@august-systems.com.

Microsoft Azure

Microsoft Azure is an open and flexible cloud platform that enables you to quickly build, deploy, scale, and manage applications across a global network of Microsoft data centers. You can build applications using multiple languages, tools, and frameworks.



KEY USE CASES

WEB APPLICATIONS

Build anything from lightweight websites to multi-tier cloud services that scale up as your traffic grows.

CLOUD STORAGE

Rely on geo-redundant cloud storage for backup, archiving, and disaster recovery.

BIG DATA & HPC

Get actionable insights from your data by taking advantage of a fully compatible enterprise-ready Hadoop service.

MOBILE

Accelerate your mobile app development by using a backend hosted in Microsoft Azure. Scale instantly as your install base grows.

MEDIA

Create, manage, and distribute media in the cloud – everything from encoding to content protection to streaming and analytics support.

FLEXIBLE APPLICATION MODEL

Microsoft Azure provides a rich set of application services, including SDKs, caching, messaging, and identity. You can write applications in .NET, PHP, Java, node.js, Python, Ruby, or using open REST protocols. This is all part of Microsoft's promise to let you build using any language, tool, or framework.

ALWAYS ON, ALWAYS HERE

Build resilient applications with automatic operating system and service updating, built-in network load balancing, and geo-redundant storage. Microsoft Azure also proudly delivers a 99.95% monthly SLA. You can rely on decades of experience in data center operations and trust that everything Microsoft Azure offers is backed by industry certifications for security and compliance.

DATA CENTER WITHOUT BOUNDARIES

Microsoft Azure makes it easy for you to integrate your on-premises IT environment with the public cloud. Migrate your virtual machines to Microsoft Azure without the need to convert them to a different format. Use the robust messaging and networking capabilities in Microsoft Azure to deliver hybrid solutions, and then manage your hybrid applications from a single console with Microsoft System Center.

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With data centers around the globe, a massive investment in data center innovation, and a worldwide Content Delivery Network, you can build applications that provide the best experience for users, wherever they are.

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Microsoft Azure

MINI-CASE STUDY

AUGUSTSYSTEMS

MICROSOFT AZURE ISV:

August Systems Inc.

WEB SITE: www.august-systems.com

LOCATION: Spokane, Washington, USA

ORG SIZE: 20

MICROSOFT AZURE ISV PROFILE:

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[Read about other Microsoft Azure ISVs](#)



Azure Cloud Delivers Stable, Scalable, 24/7 Mobile Access for Home-Care Scheduling App

“By hosting CareWhen in the Azure cloud, we can provide a stable, scalable environment with geo-redundancy and guaranteed uptime, all managed by Microsoft.” – Alan Nelson, Director of Operations, August Systems Inc.

▪ SITUATION

August Systems knew that delivering a home-care scheduling application that could provide caregivers with access to their schedules from anywhere was essential to the success of the agency. The company saw ways it could take advantage of mobile device adoption in the field, and it was also watching the agencies it supported begin to shift away from managing their own IT environments.

▪ SOLUTION

Multiple Microsoft Azure technologies and web roles are used to provide redundant software application load balancing. Azure Storage allows for electronic document management, and Microsoft SQL Database servers are used as well. The ClockWork electronic visit verification system and text messaging functionality integrate seamlessly with CareWhen on Azure. Developing CareWhen on Azure allowed August Systems to focus on the management needs of the home-care agency.

▪ BENEFITS

Hosting CareWhen on Microsoft Azure provides August Systems with outstanding performance, scalability, and reliability.

Azure's geo-redundancy and guaranteed uptime benefits give clients peace of mind the application will be available 24/7.

