

Case Study

Subject: integratedliving Australia



The Challenge

Integratedliving Australia knew that the solution to their problems lay in coordinating all their services more effectively. They had experienced issue after issue with their complex back-end systems. Problems that arose at this level hurt task visibility and affected communication between their internal operations, support teams, customers and families.

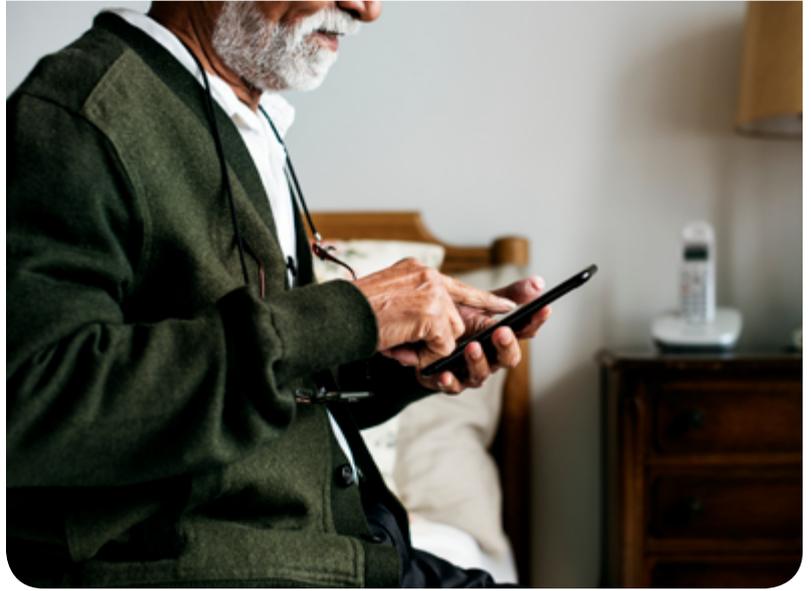
Integratedliving Australia needed more control over their services and they needed a way to bring all of their data together in a cohesive and meaningful way. hayylo set out to give integratedliving Australia the ability to control, measure and optimise their processes.

Quote

‘The way hayylo helps us be customer focused is that it really becomes that conduit between the data and the backend and talking to the customer and being able to inform and communicate with them.’

Vanessa Jones

**Marketing & Comms Manager
at integratedliving Australia**



how integratedliving increased efficiency, improved their customer experience and increased their roi with hayylo

Solution

hayylo customer experience platform.

Objectives

Increase customer satisfaction and streamline business operations.

Overview

Providing community-based care services to rural, regional and remote Australia, integratedliving Australia has grown a lot in recent years. Their growth led to logistical issues that hurt how well they could serve their customers. They required a solution that helped them deliver and maintain a great customer experience.

hayylo is an emerging leader in the aged care industry for our award-winning customer experience platform. Understanding that some of the problems integratedliving Australia encountered came from their use of multiple back-end systems, together hayylo and integratedliving Australia set out to streamline operations and set a more efficient way forward.

Results

Accelerate efficiency to
increase ROI

23%	reduction in calls
76%	reduction in short notice cancellations
27%	increase in scheduling efficiency
30%	request all communication via the app

The haylo app provides an exceptional customer experience

3k+	download of the apps
85%	of app users report a great customer experience
89%	of customers are satisfied with the app
49%	of customers feel more connected to family



Try haylo in 3 simple steps

1. Open your camera app
2. Scan the QR Code
3. **Book a Demo**

Integratedliving Australia

Hello haylo solutions: haylo is a cloud-based platform that is specifically designed for aged, disability and home health care providers. This custom-built platform and app drives value for the customer experience by enhancing the connection between providers, teams and customers.

integratedliving Australia collaborated with haylo to streamline their operations and determine how to provide an exceptional customer experience, at scale. This meant developing systems that could keep up with their rapid expansion. The haylo platform has the ability to be tailored to meet the needs of our partner organisations. We bring large amounts of data from virtually any source into a single, comprehensive, intelligent view.

Immediate benefits

- + Transparency and trust
- + Choice and control
- + Open and clear communication
- + Independence and community

The roll-out and implementation of the haylo platform happened quickly. Integratedliving Australia saw immediate improvements in their ability to respond quickly to customer queries and maintain transparent and efficient schedules.

The platform became the touchstone for customers and their families. Together, haylo and integratedliving Australia developed ways to help them stay up to date, provide feedback and get more closely involved in their services.

Team members at integratedliving Australia reported being less stressed and better able to engage with their customers and their families. Win, win.