Agilyx
Change Ready

3BRIDGES
COMMUNITY

Customer success story:

Delivering Organisational Objectives through Modern, Flexible Consulting Services

The Customer

3Bridges is making an impact with compassion and integrity. They bridge the gap and breakdown barriers for new mums, children and youth, carers and the elderly to flourish in their day to day lives.

3Bridges is not only focused on creating the best experience for those that they support, but through training and sustainable practices they aim to empower and create vital pathways for their clients and their workforce alike.

3Bridges is a culture of caring, passionate people who seek to create impact every step of the journey.

www.3bridges.org.au

The Challenge

The main challenges were situated around five antiquated systems that did not have integration capabilities, making them not fit for purpose. These five silo systems were chosen with little understanding of workflow requirements or cross-functional impact; being chosen in a reactive state versus a holistic assessment of the organisational needs.

Rostering, time sheets, and payroll were selected as the priority to ensure there was one data source utilising an automated workflow. This was to eradicate inefficient processing methods and avoid extensive external agency fees for report management.
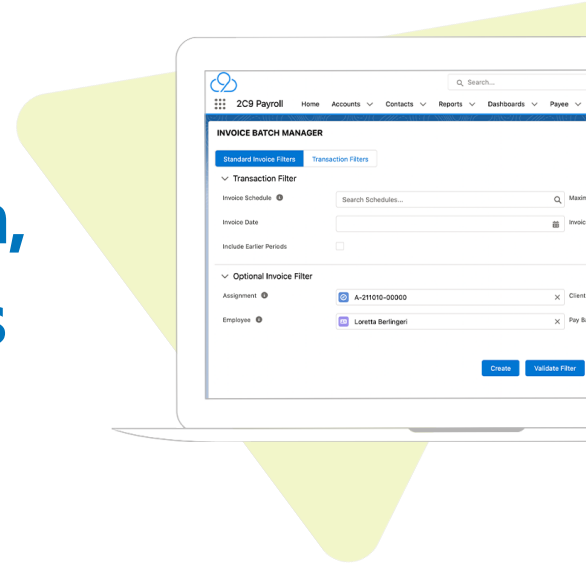
Client name
3Bridges Community

Industry
Human Services

Company Size
300+ (Staff & Volunteers)

Headquarters
Carss Park, NSW, Australia

2cloudnine Payroll

Lumary

Skedulo

CaaS

Robust platform for continued growth

Improved security and better accessibility

Seamless and intuitive user experience

Real-time insights

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The Results

The Solutions

Lumary, Skedulo, and 2cloudnine Payroll
To address these challenges, 3Bridges chose to implement the powerful combination of Lumary's care-management, Skedulo's workforce management, and 2cloudnine's Payroll and award interpretation solution.

These three systems come together to provide an unbeatable solution for human capital management (HCM) in the Aged Care and NDIS sectors. This trio has been carefully selected to meet the high standards and complex needs of Aged Care and NDIS regulations. And thanks to the Salesforce platform, 3Bridges's employees can now have a seamless and intuitive experience with all their data stored safely in the cloud.

And with the inclusion of Skedulo, 3Bridges now has the power to make smarter, data-driven decisions when it comes to managing their labour resources. By gaining real-time insights into areas that may need improvement, they are able to stay aligned with their goals and improve utilisation.

With this powerful trio, 3Bridges's process for payroll management underwent a significant transformation. The end-to-end procedure, from creation to awarding, saw a remarkable reduction in manual intervention. And by being on the Salesforce platform, the 3Bridges team was ensured easier adoption, improved security, and better accessibility.

Consulting-as-a-Service (CaaS)
To complement their system implementation, 3Bridges also chose Agilyx's subscription consultancy service, Consulting-as-a-Service (CaaS), which provided them regular access to dedicated Agilyx resources that they could use however and whenever needed. With CaaS in place, 3Bridges has access to a wide range of specialists they could utilise for business and platform development.

One of the key features of CaaS is its flexibility. Because CaaS service levels are agreed upon up-front, 3Bridges always knows precisely how many hours are available ahead of time and can dip into them without needing additional or repeated budget approvals and signoffs. They also have the certainty that their hours are guaranteed — if they don't use them all in a 12-month period, they can roll them to the following year. And if things turn out to be busier than expected, 3Bridges can buy additional hours at pre-agreed prices.

With CaaS, 3Bridges has true flexibility to support their needs at their timescale and at a price they can lock in.