

Wesley Mission

Nonprofit partners with Akkodis* to deliver better services for people impacted by gambling harm and domestic violence.

Case Study | Microsoft Dynamics 365 | Power BI | Power Pages



AKKODIS



About the nonprofit organization

One of the largest Christian community organizations in Australia, Wesley Mission employs roughly 2,000 staff members, has 4,000 volunteers and provides community services in collaboration with government-funded programs, most notably financial and gambling counselling and domestic violence services.

Wesley Mission provides these services through programs, such as GambleAware and Escaping Violence Payment (EVP) – two initiatives, funded by the NSW Government and Federal Government respectively – to tackle issues that have been on the rise over the recent decade.

The Challenges

Gambling and domestic violence are complex issues that require continuous counselling and, more importantly, immediate support. For victims of domestic violence in particular, emergency assistance (phone cards and cash) are crucial to helping them escape domestic abuse, start their healing, and eventually live independently.

To provide easy access to support services through dedicated helplines, as well as ensure adequate staffing and resources for services, Wesley Mission migrated to a cloud-based solution and partnered with Akkodis* to enhance the functionality of its Dynamics 365 CRM (customer relationship management software).



The Solution

The applications for the Escaping Violence Payment (EVP) and GambleAware programs were implemented within short timeframes, the latter being implemented within just six months. After its implementation, Wesley Mission's customized Dynamics 365 is now

being used to better manage inbound requests to call centers as well as for case management (particularly around the storage of confidential client info) and the release of emergency cash assistance.

*Note: Implemented by Barhead Solutions, now an Akkodis company.

Technologies

- Dynamics 365
- Power BI
- Power Pages

Microsoft Dynamics 365 enabled Wesley Mission to manage inbound requests to call centers, case management, and the release of emergency cash assistance more efficiently.

Power BI helped Wesley Mission to assess the effectiveness of their support services, through key metrics such as the number of individuals calling the helplines and the busiest times of the day for call centers, while Power Pages allowed Wesley Mission's clients to easily access info within Dynamics 365.

Why Microsoft Dynamics 365?

In addition to being a secure platform, Dynamics 365 was the most practical choice for Wesley Mission because the nonprofit already uses Microsoft business applications, such as Office 365, in their day-to-day operations. Menzies explains, "Dynamics 365 was a natural fit for us because it can seamlessly integrate with other Microsoft applications, including the low-code Power Platform."

Using Power Platform components such as data analytics tool Power BI, Wesley Mission is now able to generate reports about key metrics such as the number of individuals calling the helplines and the busiest times of the day for call centers. These metrics help assess the effectiveness of government-funded programs and, more importantly, how support services have helped individuals who have gambling problems or are victims of domestic abuse recover and heal.

Menzies adds Power Pages is another key reason why Wesley Mission chose Dynamics 365. "Through Power Pages or Dynamics 365 portals, our clients can easily access info stored within Dynamics," explains Menzies.



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With Akkodis as our partner, our projects were able to go live and deliver results within a short period of time.*

Geoff Menzies
Product Owner for Dynamics 365

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About Akkodis

Akkodis is a global digital engineering leader. We enable clients to advance in their digital transformation with Consulting, Solutions, Talent, and Academy services. Headquartered in Switzerland and part of the Adecco Group, Akkodis is a trusted tech partner to the world's industries.

We co-create and pioneer solutions that help to solve major challenges, from accelerating the clean energy transition and green mobility, to improving user and patient centricity. Empowered by a culture of inclusion and diversity, our 50,000+ tech experts across 30 countries combine best-in-class technologies and cross-industry knowledge to drive purposeful innovation for a more sustainable tomorrow. We are passionate about Engineering a Smarter Future Together.

Find out more

If you are interested in learning more about Tech for Good and how we can help, please reach out to:

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