

Customer Success Story

MEALS ON WHEELS

Driven by nutrition.

Our Purpose

We're the people our clients count on for affordable, nutritious meals and friendly contact, so they can continue to live at home.

Background

Meals on Wheels is helping more than 5,000 South Australians - elderly, infirm and those with a disability to live independently through the provision of delivered, nutritious meals.

They provide low-cost meals to elderly, infirm, and disabled South Australians through the work of volunteers. These volunteers cook and deliver meals.

The problem

The volunteers who were delivering the meals were also collecting the small payment for the meals once a fortnight in cash from the meal recipients. This posed a danger for the volunteers.

Meals on Wheels made the decision to change from a cash-based payment system to an electronic banking system.

This system would need to incorporate with their existing meal recipient management system at head office. It would also need to allow the management of the cooking, delivery and payment of meals to be done at about forty different branches.



Customer

Meals on Wheels

Industry

Not for Profit
Organization

Advance's Solution
Customised Software

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The Advance solution

Advance developed a new system that catered for all stakeholders, seamlessly integrating with their existing meal recipient management system, without the branches losing control of the management of the cooking, delivery and payment of meals of the meals.

Results to date:

The danger posed by a cash-based payment system has been removed by the new system.

Organisationally, there has been greater integration between head office and the branches.

The new system is more efficient, freeing up some time of the volunteers at the branches and head office is more involved with the finances of the meal payments.

About Customisation

When off the shelf solutions can't meet your specific needs, Advance's team can customise a programme just for you.

Some of our clients have complex requirements relating to customers and suppliers and a custom solution is the only solution.

Advance have worked with many clients on customisation from Insurance Brokers to Recyclers, all looking for a tailored solution to give them the business information they need to succeed.

advance

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