

# SUPPORTING PEOPLE AND SUPPORTED LIVING

## PRODUCT FUNCTIONALITY MATRIX



### Carer information

- Personal details
- Skills and qualifications
- Contact history
- Availability matrix
- Attachment of documents
- Diary and alerts
- Pay structure

### Contract information

- Multiple billing profiles and information
- Charge structure and invoice formats
- Pay structure
- Corporate contract rules set
- Specific contracts for local authorities, private clients, commissioning teams etc

### Service user information

- Personal details
- Multiple contract details
- Visit history
- Carer exclusions
- Diary
- Client care plan

### Integration

- Full integration to third party accounting products
- Full integration to industry standard payroll systems
- Integration to electronic monitoring systems
- Integration with existing accounting and housing association systems

### Visit information

- Produce multiple visits from a single point of entry
- Skill/qualifications required
- Visit date/day/time/duration
- Visit rotation and overall care plan rotation
- Funding information
- Carer searching and matching

### Resource planner

- Highly visual and intuitive
- Drag and drop for speed of allocation
- Microsoft style wizards to automate key tasks
- At a glance view of uncovered visits, availability, history and more
- Automatic texting
- Route analysis

### Reporting

- Industry standard comprehensive reporting
- Standard reporting output to screen or printer in TXT, XLS and PDF formats
- Enhanced and customised reporting via Coldharbour's Global Data Analyser, Coldharbour XL Reporter & Active Dashboard
- Document management and reporting

### Technology

- For use with Windows 2000, XP Pro and Vista workstations
- Microsoft SQL 2005, 2008
- Deployed using Windows Server platforms
- Runs on Terminal Server and Citrix for remote access
- Coldharbour Hosted Services & Disaster Recovery
- Web ready

### Middleware

- SMS text messages
- Postcode validation
- Mapping software
- Electronic monitoring
- Timesheet scanning
- Near Field Technology integration
- Integration with Digital Pen and Paper forms
- Intergration with electronic monitoring