

Counsel360 proves its worth at Nexus NI



“Nexus NI have been working with Ecom Software Ltd and using the Counselling Management System since 2014. Counsel360 has been very successful and has exceeded our aims to be more efficient, to be web based and to provide a simple interface for non-IT staff to be able to use easily. We continue to use Counsel360 in conjunction with Ecom Software to provide an IT system that fulfils our needs for an efficient booking system and accurate reporting.”

The Customer

Nexus NI offer counselling and support to survivors of sexual abuse, victims of sexual violence including those who have experienced rape and sexual assault. They have 30 years' experience in providing a professional counselling service helping people to survive sexual violence, rape and abuse. Counselling is available for anyone aged 16+ across Northern Ireland. Nexus NI offer counselling in 30 centres across Northern Ireland including Belfast, Derry/Londonderry, Portadown and Enniskillen.

Their services include:

- Specialist Counselling
- Education Workshops
- Professional Training
- Support Services

www.nexusni.org

NEXUS PURPOSE

Nexus exist to provide services and support to people affected by Sexual Violence.

14,036 counselling sessions were attended.

953 clients started counselling with us in 16/17

Business Services Manager, Nexus NI

The Challenge

Prior to 2013, Nexus had no centralised booking system which meant that they operated inefficiently and had to have admin staff in offices when there were no clients.

Multiple Stand-alone Access databases were used at each of the main offices with a manual card index system and paper based daily diary for appointments. This system proved to be inefficient, cumbersome and extremely time consuming and labour intensive, particularly for producing statistics and reports. It proved very difficult (almost impossible) to manage the waiting lists and hence clients were not being assessed as soon as required and caseload was backing up.

As a charity it was important to be able to produce reports for funders and up to date management information in a timely and efficient manner, this was not possible using the old separate databases and manual diary.

In order to improve efficiency, streamline services and produce accurate reports and deliver a system that was accessible by all staff throughout multiple locations Nexus decided to find a system that offered a solution to address their current issues.

That is where Ecom Software Ltd stepped in to assist...

Want to find out more or arrange a demo of counsel360 then get in touch.

Tel: 028 90737891 or email : info@counsel360.co.uk

The Solution...

The Solution

NexusNI awarded the tender to Ecom Software in 2014 to deliver a new counselling management solution.

The Ecom Software Counsel360 System has replaced our paper based processes and old database systems which has streamlined our entire operation.

With multi-tier access and the ability to use Counsel360 from anywhere (tablet, PC, phone) the new system has proved invaluable to our organisation. Counsel360 is more than a booking system, it is a counselling management system that provides a user-friendly environment for all. Our counsellors have full access and can update their cases, manage appointments and track communications.

Our DNA rates have reduced with the built-in SMS appointment reminders functionality. Clients now receive SMS reminders twice before their appointment and very rarely miss appointments anymore. This has reduced the number of wasted counsellor sessions. We have also saved so much time in producing reports from the new system, previously producing the reports for our funders could take up to 3 days each month. Now the reports are produced via Counsel360 instantly.

BENEFITS

- **Central admin staff can access and manage regional information and cases.**
- **Did Not Attend rate reduction utilising SMS reminders.**
- **Able to provide greater volume of counselling sessions without increasing staff numbers.**
- **In the event of power outage or major incident at one of our offices, the system remains available.**
- **Management information and reporting greatly improved.**



Identified Risks

	% at Assessment	% Improvement at End of therapy
Suicide	32%	52%
Self Harm	18%	56%
Harm to others	7%	43%

Why Ecom Software

Following our procurement exercise in 2013 NexusNI awarded Ecom Software the contract to supply a new system to manage our complex business requirements.

From our first meeting it was evident that Ecom clearly understood our requirements. The project team guided us through the entire process, were professional and extremely knowledgeable making our transition a seamless process. A very robust user acceptance testing portal was also made available to allow us to test and document any issues as the project progressed.

Now in 2017 Ecom Software continues to provide a fantastic support service, whose response continues to be proactive and professional.

We firmly believe we have not just bought a product for our current requirements, but have invested in a long-term business relationship, that will help us save time and money for many years to come.