boomi + **kalyra**

Kalyra Elevates Aged Care Experience With Boomi

The Boomi Enterprise Platform helps Australian aged care provider improve digital services, boost client care, and drive workforce efficiency.

> "Accuracy is a non-negotiable in caring for the aged and disadvantaged, and this starts with the digital systems that support our care workers. We turned to Boomi to break down our data silos, paving the way for a new era of digital support services."

Nicole Fishers
General Manager of Information and Digital Services, Kalyra

Business goals

With more than 130 years in operation, Kalyra has built a reputation for delivering value to South Australian communities with a full suite of aged care services, from residential care to home care and retirement living and affordable living.

As part of its motivations to maintain prowess in the delivery of consistent, high-quality care, now and into the future, Kalyra sought to embark on an ambitious digital transformation journey. The organization realized the coordination of its digital ecosystem was fundamental to enhancing client experience and speeding its human resourcing, which involved connecting its disparate systems and centralizing data for clients and employees.

Technology challenges

It was evident that Kalyra's extensive history, atop its recent business expansion, was challenging the organization's digital ecosystem. The organization had myriad digital systems and applications – from client files to regulatory reporting documentation – scattered throughout its technology environment. Lacking a modern integration engine, it was difficult for Kalyra to coordinate its systems and make sense of its plethora of data. This created data silos, which were a burden for the IT team to manage, and increased the administrative duties of staff, who had to sift through duplicate data and system inconsistencies to maintain employee and client records.
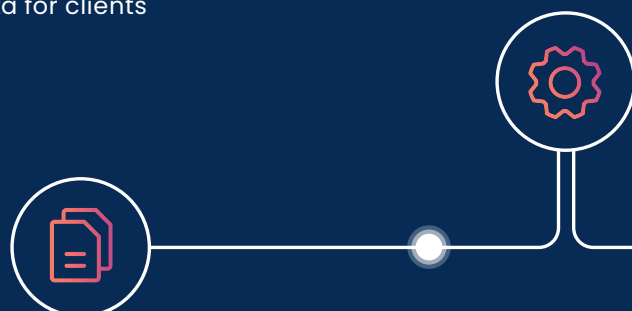
How Boomi helped

Kalyra adopted Boomi's integration platform as a service (iPaaS) to connect its core business systems through a hub-and-spoke model, including Elmo (Human Resources), AlayaCare (home care system), iCare (residential care system), CarePage (customer experience system), and My Kalyra (mobile app).

These centralized integrations eliminated the data silos that had hindered business operations and client engagement.

Using Boomi DataHub, Kalyra also created a golden record of information to ensure both client-facing and internal systems are accurate and updated in real time.

Results & business outcomes

With its operational information feeding into the My Kalyra app, the organization has launched an on-demand digital support service for families, offering mobile-friendly access to real-time service updates, the ability to adjust care schedules, and full transparency into financial information.

Boomi has also helped Kalyra improve staff efficiency and client satisfaction. With data instantly accessible, care workers no longer need to spend time searching for missing or outdated information. This digital accuracy also improves Kalyra's reporting and governance efforts.

The benefits also extended to the organization's workforce management, with the Boomi Enterprise Platform centralizing Kalyra's human resources data. This fast-tracks the organization's ability to track new hires, vet qualifications, and speed onboarding.

In future, Kalyra is looking to Boomi to help harness AI and robotics for its health services.

CUSTOMER SPOTLIGHT

Industry & Market	Healthcare
Headquarters	Adelaide, Australia
Revenue	56,000,000+ FY23
Key Integrations	• Elmo (Human Resources) • AlayaCare (home care system) • iCare (residential care system) • CarePage (customer experience system) • My Kalyra (mobile app)

"

Centralizing our resourcing data has reduced data entry duplications and errors, ultimately speeding up the onboarding of staff and better supporting the workforce that underpins Kalyra's ability to provide consistent, high-quality care."

Nicole Fishers
General Manager of Information and Digital Services, Kalyra

View all customer stories at boomi.com/customers