

Struggling to get intelligence from your information...?

ChilliDB for Community Services is a leading Client Management System designed specifically for the Australian not-for-profit sector to enable more efficient operations through better information management.

ChilliDB is an easy to use, secure, powerful, yet flexible client management system that will improve community collaboration and help measure your organisation's performance. ChilliDB will revolutionise the way you interact with your clients and enrich the relationships you have with your community.



Benefits



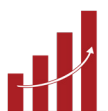
Track All Client Interactions

with ChilliDB's intuitive note collection interface. Store conversations, documents, emails and more into the secure ChilliDB Database.



Maximise Community Engagement

through ChilliDB's extensive mail list management tools, online surveys and event management. Store historical data and combine your organisation's collective knowledge into one database. Manage relationships more effectively and enrich your client's experience.



Measure Performance

with ChilliDB's extensive reporting suite. Monitor activities, collect statistics and see emerging trends as they occur. Measure the performance of your organisation quickly and unobtrusively. Gain a holistic view of your entire organisation's activities.



Increase Responsiveness

by retrieving an individual's data instantly. View contact details, case notes, and a complete history on any client or organisation.



Build Community Understanding

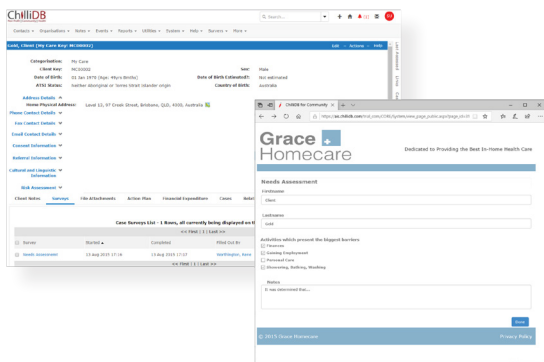
from the data your organisation collects. Retrieve information on your organisations programs, view details on who receives help and when. Gain an insight into the difference your organisation is making by viewing the activities of your whole organisation and understand the problems faced in your community.



Grow Community Trust

by providing the services your community needs, efficiently and effectively. Empower your staff with the vital knowledge they need about the clients they make contact with.

Key Features



Client and Stakeholder Management

Ensures all your Client and Stakeholder information can be stored and managed centrally, avoiding duplicates and offering a 360 view of all services and interactions.

Case Management and Case Worker Notes

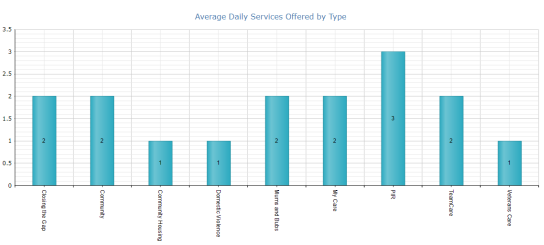
More effectively manage your clients using a tailored case process. Case workers will find it easy to enter information using structured forms and notes for each of their interactions. Set reminders for reviews. Refer notes to other case workers. Ensure cases are progressing through automated escalation to case managers.

Communicate Easily

Communicate with your clients individually or as a group with templated emails, SMS and Fax methods. Save time by automating communication and track which clients are opening your messages.

Powerful and Comprehensive Reporting

Advanced search capabilities make finding information efficient and easy. Use built in reports to gain insights and create your own queries and graphs to see the big picture. Reports can be edited, and new reports created as required.



Custom Fields

Easily add your own additional fields and make them immediately available for reporting and querying. ChilliDB can accommodate all your information needs.

Events Management

Organise small to large-scale events. Manage sponsors, attendees, dietary requirements, billing and facilities, session controls and event registration. Run attendance lists, name tags and certificates.

Online Surveys

Easily develop sophisticated surveys formatted your way. Choose between forms filled in online or print the survey for offline use. Analyse results directly in real time or export it to other products such as Microsoft Excel.

Information Security

Assign each user to a specific role and restrict access to only the information you want them to see. Manage sensitivity to ensure private and confidential information remains secure.



Want to see how ChilliDB for Community Services can help your Organisation?

For a free no obligation demonstration of ChilliDB for Community Services, please phone us on **1300 657 243** or email **sales@chillidb.com**