sugarcrm

Barnardos Australia Transforms Care for over 14,000 Families with SugarCRM

Barnardos Australia

Barnardos Australia is on a mission to end child abuse. Every year the charity helps thousands of children and families rebuild their lives, helping them overcome poverty, homelessness, violence, drugs and mental health issues. Last year alone, the charity helped 14,494 families and assisted 7,465 children (aged 0–17) through their Children's Family Centres.

Industry ///

Not for Profit

Location ///

Australia

Website ///

www.barnardos.org.au

Supporting thousands of community members requires extensive data management and Barnardos Australia relied on nine separate platforms to handle tasks like reporting, risk management, and invoicing. This fragmented system made it difficult to find information and often led to duplicated work—time that could have been better spent in the community.

Turning to SugarCRM and Liferay, the organisation embarked on its biggest digital transformation. Old systems were replaced with one powerful platform, streamlining workflows and delivering critical information to staff and families exactly when needed. Today, Barnardos Australia is empowered with the right technology to deepen its life–changing impact in the community.

Innovating for Greater Social Impact

Barnardos Australia had a problem: their technology stack was bloated and inefficient.

The charity relied on nine systems to manage casework and risks, track financials, and communicate with staff and families.

"A lack of consistency was our biggest issue. Our systems didn't align nor have the capacity to capture all the information we needed in one spot," says Matt Hooey, Head of Practice and Impact.

The number of systems in place kept the team from unlocking their full efficiency. For instance, caseworkers had to enter case notes in one system, find important personal data in another, and manage incident reports in yet another platform.

Reporting was even more difficult. Barnardos Australia must record and report every family and child's details to governing bodies to secure funding. Reporting was slow and error–prone because data about thousands of people was spread across platforms.

"We needed one system, a flexible CRM, to replace the nine existing platforms and simplify workflows," says Matt.

And so, the charity embarked on what Matt boldly calls, "the most significant transformation since Barnardos arrived in Australia from the UK in 1921."

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—**MATT H.**,
Head of Practice and Impact,
Barnardos Australia

Transforming processes with SugarCRM and Liferay

Barnardos Australia carefully evaluated fifteen different options before choosing SugarCRM.

"We chose Sugar because it was flexible, we saw that we could set it up to suit different workflows across the organisation," says Matt. "We also felt Sugar shared our commitment to making a difference in the lives of children."

Part of Sugar's flexibility was its ability to integrate with Liferay, a digital experience platform. The charity plans to use Sugar's integration with Liferay to create custom portals for children and their families.

Through a Liferay–powered portal, foster parents can instantly access important information from SugarCRM such as Medicare details, emergency contacts, and activity schedules. Plus, children themselves will be able to access and control their data. "We wanted to find a way to give children easier access to their own information, it's their life story and they deserve access to their data," says Matt.

Launching SugarCRM and Liferay involved migrating thousands of case histories onto a single platform and training over 450 employees. It was a huge undertaking for Barnardos Australia, and the results have been equally significant.

Bringing Nine Systems Together into One Platform

With SugarCRM and Liferay, work at Barnardos Australia is completely transformed.

Now, staff across the organisation rely on just one platform, not nine, to find and manage information.

Caseworkers save hours per day by using a single dashboard, instead of multiple systems, to write case notes, track incidents, and log invoices. "Sugar reduces duplicate work and streamlines processes so our teams have more time to work directly with children and their families," explains Matt.

For carers, real–time information from Sugar ensures their Liferay–powered portals are always up to date. Carers can also

> "Our integration with SugarCRM and Liferay equips us to make a real impact. It helps us improve outcomes for the kids and families we support. As one of the first not-for-profits to adopt this technology, we're leading the sector in using innovation to drive deeper community change"
>
> —**MATT H.**,
> Head of Practice and Impact,
> Barnardos Australia

submit incident reports via the portals, which automatically update in Sugar resulting in faster communication and safer practices.

Meanwhile, government reporting teams no longer waste time searching for data, enabling them to generate reports in minutes. These faster, more accurate reports make it easier to secure funding, a significant improvement for the charity.

Improved reporting also enables more strategic planning. "It's now much easier to track and measure outcomes across the 180 programs we run," says Matt. "We can generate reports on specific program outcomes, assess them, and identify community trends in real-time."

In short, Sugar and Liferay have redefined Barnardos Australia's operational infrastructure. "What Sugar and Liferay are helping us do is support vulnerable children in recovering and thriving, so they can reach their brightest future. That's our ultimate goal," says Matt.

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Liferay helps organizations build for the future by enabling them to create, manage, and scale powerful solutions on the world's most flexible Digital Experience Platform (DXP). Trusted globally by over a thousand companies spanning multiple industries, Liferay's open-source DXP facilitates the development of marketing and commerce websites, customer portals, intranets, and more. Learn how we can use technology to change the world together at liferay.com

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About SugarCRM

SugarCRM offers software solutions that helps marketing, sales, and service teams reach peak efficiency through better automation, data, and intelligence so they can achieve a real-time, reliable view of each customer. Sugar's platform provides leading technology in the sales automation, marketing automation, and customer service fields with one goal in mind: to make the hard things easier. Thousands of companies in over 120 countries rely on Sugar by letting the platform do the work. Headquartered in the San Francisco Bay Area, Sugar is backed by Accel-KKR.

For more information about SugarCRM, visit www.sugarcrm.com.