

XR ELEMENTS HELP WORKSITE FITNESS & REHABILITATION MITIGATE RISK, AUTOMATE PROCESSES, AND IMPROVE REPORTING



**XR
Elements**

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About Worksite Fitness & Rehabilitation

Worksite Fitness & Rehabilitation (WFR) is an Australia-wide, leading provider of injury prevention, health, and wellness services. With a specific focus on labour-heavy industries such as the mining and energy sectors, WFR specialises in health and wellbeing support and preventing worker injuries.

A critical part of Worksite's business operations is the management, security and accuracy of client data.

Outgrowing Excel

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In 2015, Managing Director Steve Gauci was referred to XR Elements for some initial system and workplace technology support, specifically around business development.

WFR had been reliant on a complex Excel spreadsheet using macros and dashboards to keep track of key customer and patient data. As the business grew, the spreadsheet began to strain. Whilst well designed, the spreadsheet was becoming clunky which caused frustration amongst end users. In 2018, Steve began exploring options for a more integrated, and technologically advanced, database solution. Following a conversation with Mark Fowler, XR Elements were included in the tender process.

We really valued the detail and attention that XR Elements provided.

- Steve Gauci, Managing Director at Worksite Fitness & Rehabilitation

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A dynamic data solution

According to Steve, many of the proposals received recommended building a new database from scratch which would provide bespoke capabilities. However, for a small and growing business, this option was not cost-effective. Mark and the XR Elements team took a different approach, proposing deploying Dynamics 365 and configuring it to meet the needs of the business.

“Mark and the team already had a good understanding of our business. His suggestion of implementing Dynamics and configuring it to meet our needs was sensible and far more cost effective than building an entirely new and bespoke platform,” says Steve.

In addition to improving access and data security, Steve was keen to improve the reporting capability of the business.

“Whilst we have always been very good at capturing and tracking data, we had reached a point where we needed the ability to better report on injury trends and provide insightful, analytical data to clients.”

- Steve Gauci, Managing Director at Worksite Fitness & Rehabilitation.

Following a series of face-to-face and virtual meetings with WFR, XR Elements presented a plan that would involve a four-stage development process including a three-month build.

With the solution and plan agreed, the XR Elements team set to work implementing Dynamics 365. To ensure the platform was correctly configured, there was a lot of consultation and refinement tweaks with the WFR team.

“We really valued the detail and attention that XR Elements provided. The build took slightly longer than planned but this was a good thing – it was a result of adapting and learning along the way, which was really valuable to the end result.”

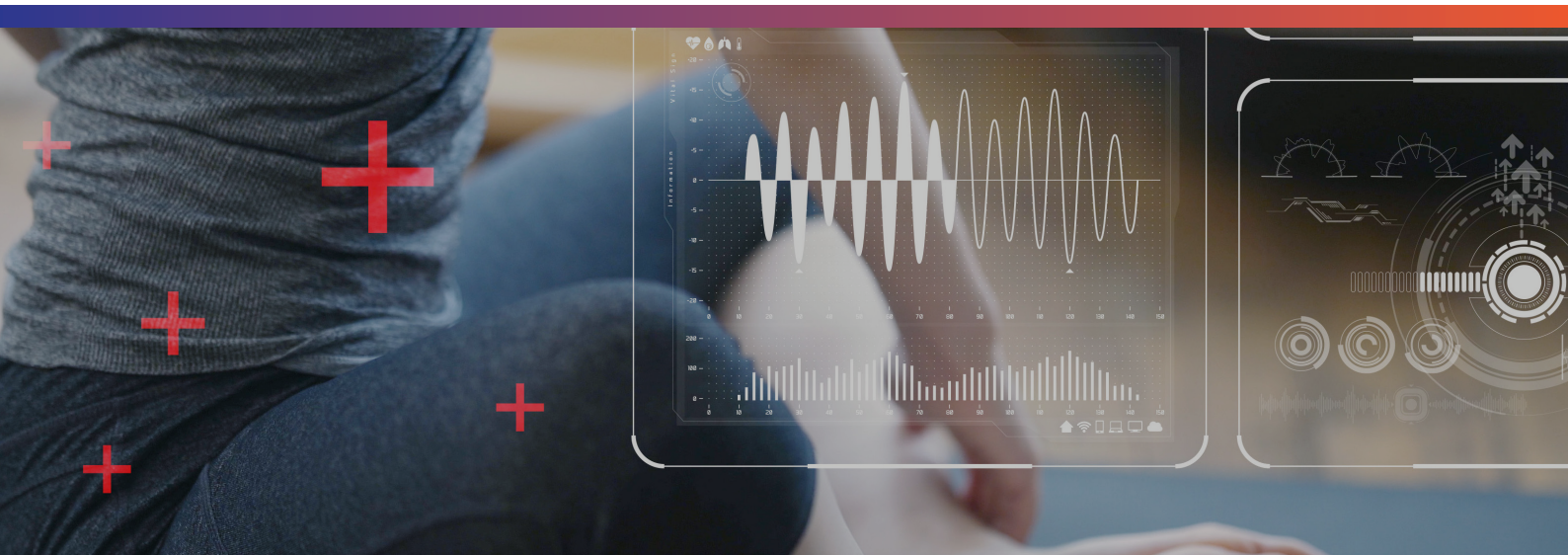
- Steve Gauci, Managing Director at Worksite Fitness & Rehabilitation.

The biggest implementation challenge came in the form of migrating the existing data out of the excel spreadsheet.

“We had assumed it would be a bit easier to migrate than it was,” adds Steve.

The data needed to be cleaned and validated before migrating into Dynamics 365, requiring a lot of time and input from WFR staff.

Learning to use the system was straightforward and didn't present any issues. Staff quickly became familiar with inputting data and generating reports.



Improved time efficiency, security & reporting

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With the system active, the improvement in time efficiency has been dramatic.

Previously, time was spent fixing bugs and manually manipulating data. Now, the data was accessible to users with the click of a button. In addition, the solution vastly improved the security of the data, which included personal identifying information (PII), and significantly reduced the risk of data breaches.

“We’re still learning and working out the best practice to give us the reports and outcomes we want. We’re still working with XR Elements to identify certain facets, including the current layout,” says Steve.

As well as increasing the accessibility and reducing risk, WFR can now produce superior reports that look and read much better than the previous versions. For Steve, the improvement in reporting capabilities is so great that it gives WFR a competitive advantage.



“It’s early days and we need to invest more to further optimise the Dynamics reporting but even now, it is a significant improvement,”

- Steve Gauci, Managing Director at Worksite Fitness & Rehabilitation.

Internally, the platform has been well received by the WFR staff. As well as being easy to use, the system prevents incorrect data being input, saving a lot of time and effort correcting data retrospectively.

“The overall outcome is great. I think this has a lot to do with the support and regular contact we have had with XR Elements. They have always been responsive, and they took the time to get to know our key staff and understand issues and needs across the business,” notes Steve.

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Know your scope

Steve believes the key to a successful database transformation project is ensuring you understand every business is different.

“You need to know why you want this tool, who will be using it and how? Spending time on scoping at the start will allow your partner to really understand your data and needs. XR Elements did this well, they made sure everyone was clear on the business needs, wants and the outcomes,” says Steve.

Plans for the future

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Once the data migration is complete and the dust settled, Steve plans to invest in additional elements to optimise the database from an operational standpoint. To do this, Steve plans to rely on XR Elements for ongoing support.

“I have no doubts that our relationship with XR Elements is a long-term one. We aren't database experts and they aren't health providers, by working together we can align our expertise and drive the platform forward,” concludes Steve.

XR Elements... made sure everyone was clear on the business needs, wants, and the outcomes

- Steve Gauci, Managing Director at Worksite Fitness & Rehabilitation



XR Elements

Get in touch



1300 973 888



xrelements.com.au



info@xrelements.com.au



**Level 14, 333 Collins St
Melbourne
VIC 3000**

