



# Aged Care – Pilot Data Platform Implementation



# Kalyra – Aged Care – Pilot Data Platform Implementation

## CASE STUDY

Kalyra partnered with exposé to implement a modern data platform addressing system inefficiencies, manual reporting challenges, compliance issues, and the need for clear data management policies.

### PROBLEM

Kalyra, a well-established provider of aged care services in South Australia's southern suburbs, recognised opportunities to enhance its data management and reporting capabilities.

A previous engagement focused on developing a data strategy and reference architecture to serve as a foundation for future improvements. Through this process, several key areas for enhancement were identified:

- Opportunities to improve system integrations and reduce data silos for more consistent reporting
- A reliance on manual reporting processes, presenting an opportunity for increased efficiency
- Enhancing compliance and regulatory reporting by addressing system limitations and streamlining reporting processes
- The need for well-defined policies, procedures, and standards to support effective data management

These insights provide a strong foundation for the next phase of Kalyra's data transformation journey.

### SOLUTION

Once the Data Strategy was delivered, exposé and Kalyra launched a pilot project to tackle key challenges identified during the strategy phase.

The project began with a brief discovery phase to pinpoint high-impact areas that would deliver the most value. This led to a strong focus on enhancing reporting capabilities in Finance and Clinical Risk for residents.

With close collaboration, exposé and Kalyra designed a cutting-edge Data Analytics Platform using Microsoft Fabric (including Power BI as the reporting layer). Alongside this, they developed Operational Frameworks to establish clear guidelines and best practices for data workloads across different user experiences (Data Engineering, Reporting, Governance, and so on).

A key innovation in the project was exposé's approach to the data lifecycle, including the introduction of a Medallion architecture and the ability to support decentralisation of certain data workloads. This approach significantly improved the consistency, reproducibility, and accessibility of authoritative data assets. As a result, Kalyra's visual data analysts, report consumers and broader teams could seamlessly adopt and utilise data-driven insights across the organisation.

### BUSINESS BENEFITS

Kalyra gained significant benefits from implementing a modern data platform, including:

- **Time Savings:** Nearly 600 hours of manual effort were eliminated across finance and clinical risk functions.
- **Improved Decision-Making:** Access to up-to-date data enabled better-informed decisions for both residents and staff.
- **Enhanced Risk Management:** Clinical risk staff could quickly identify key risks by facility or resident.
- **Better Resident Care:** Integrated visibility of key incidents and weight changes over time allowed for a more proactive approach to resident care.
- **Reduced Errors:** Automating processes minimised the risk of manual errors.
- **Streamlined Financial Reporting:** Quick access to P&L results and the ability to merge business units for grouped reporting.
- **More Accurate Financial Oversight:** Can easily review current-month financial reports to spot incorrect coding and adjust journals as needed.
- **Increased Security:** Reduced reliance on email for report distribution improved data security.

These improvements collectively enhanced efficiency, accuracy, and decision-making across the organisation.