



Clarke Peters  
Dynamo Recruitment  
Director



## CASE STUDY: DYNAMO RECRUITMENT PROVIDES RIGHT CONNECTIONS FOR DYNAMICS HYBRID IMPLEMENTATION



**Dynamo was pivotal in helping Care Connect quickly establish the core team for our organisational change program, built on Microsoft Dynamics CRM and Dynamics AX. The team exceeded expectations by delivering a CRM solution in the first month to support a key new business program. Using an Agile delivery approach we are seeing fast prototyping, feedback and delivery of usable product every couple of weeks. The decision to in-source the Agile management and opt for a hybrid vendor, independent contractor and business team has given us tight control of the program, delivering cost effective outcomes.**

Tristan McMichael (CIO)  
Care Connect

### History

Care Connect found that its legacy IT systems and business processes were unable to support the move towards consumer directed care (CDC) which required it to provide aged-care customers with detailed financial statements on a monthly basis and deliver true consumer choice via person-centred relationships.

This was the catalyst for Care Connect to embark upon a significant business process review in 2013 to formulate an IT systems strategy for delivery from early 2014.

The review ultimately led to the selection of Microsoft Dynamics AX and Dynamics CRM as the core systems upon which they would build their new environment.

### Project

The implementation of the strategy commenced with the appointment of Jason Bugg as independent Director of Organisational Programs and Change with a mandate to oversee the adoption of an Agile delivery approach on the chosen technology platforms.

Care Connect's initial preference was to pursue a single vendor model with a Microsoft Dynamics partner willing to implement using an Agile methodology. Multiple vendors were assessed, however each appeared to push towards a waterfall approach despite claiming otherwise.

The tendency for the partner network to favour a traditional method of delivery was understandable given it minimised their risk by locking-down scope up-front, however it also meant Care Connect would be relinquishing control and flexibility.



Jason Bugg

●● **Dynamo was able to recruit candidates with the right skills and cultural fit for the Care Connect team. Within one month, we were up and running with a great team for our first sprint, while other providers were quoting a least two months lead time on quality Dynamics resources** ●●

The apparent lack of flexibility of a partner-led implementation caused Care Connect to adopt a hybrid approach, engaging a number of external parties each with its own area of expertise, then managing them internally. This hybrid team eliminated reliance on a single partner to give Care Connect the control that it sought.

Care Connect carefully assessed the options available to it and selected Dynamo Recruitment to provide independent contract and permanent resources covering Dynamics AX and CRM skills, spanning the technical to functional spectrum.

## Summary

The hybrid approach (business, independent and partner) has proved exceptionally successful from both a cost and outcome perspective.

The chosen partners have been able to deliver great resources as the business needs them. Importantly Care Connect feels more

comfortable in its ability to retain knowledge and skills within the business after go live which might otherwise have been lost when a partner's resources rolled onto the next project.

The hybrid model has been key to a greater level of staff engagement and ownership across the whole enterprise.

In conclusion, the approach is estimated to be delivering twice the value in terms of outcomes than it would have if the program had been handed over entirely to an MS partner, plus Care Connect was able to commence its CDC transition just three months after the first sprint.



Tristan McMichael

●● **We are certain that the team is working in our best interests** ●●

## Care Connect

Since 1994 Care Connect has grown to become one of Australia's leading providers of community care services.

It employs over 300 staff throughout Queensland, New South Wales and Victoria, servicing an estimated 13,000 people each year across 12 offices. With total funding of almost \$50M the Care Connect Group is one of the strongest not-for-profit, secular providers in Australia.



## Dynamo Recruitment

Dynamo is an IT recruitment agency with a focus on Dynamics ERP, CRM and surrounding Microsoft stack, providing contract and permanent resources to customers across Australia, New Zealand and South East Asia.

With 15 years' history in the Dynamics space it has more experience than any other provider currently operating in Australia or NZ.

## DYNAMO RECRUITMENT

