



## CASE STUDY

SkillsPlus Employment Services and Training

[www.skillsplus.com.au](http://www.skillsplus.com.au)





## Employment Services Portal Solution

### Built on Microsoft Dynamics CRM 2011

#### Client Profile

Since 1984 SkillsPlus a not-for-profit community based organisation have been providing open employment support to people with disabilities, support services for disadvantaged clients and specialist support services to disengaged and at risk youth in the Mornington Peninsula, Frankston, Upper Ferntree Gully, Dandenong and Cheltenham areas of Melbourne. SkillsPlus are based in Frankston, Melbourne, VIC, Australia.

#### The Brief

SkillsPlus provides various services to the community, including Job Services Australia (JSA), Disability Employment Services (DES) and Work Experience Services.

SkillsPlus required a solution that would enable them to bring together an online presence (portal) and an internal core business management system that would allow SkillsPlus employees and consultants to centralize operational data and functionality. A powerful reporting and visualization tool was a high priority, to allow internal consultants and managers to view snapshots of portal activity, and to monitor business targets and actuals.

An external portal used by Students, Job Seekers, Employers and SkillsPlus Employees was required to automate Work Experience and Job Application business processes. The data captured by the external portal would need to be centralized and managed with JSA and DES data for reporting and tracking purposes.

External data held within 3<sup>rd</sup> party applications (ESS - Employment Services System) needed to be synchronized with organizational and portal activity data. The true value of the solution would be to consolidate ESS data with business activity data.

#### The Solution

TTS deployed an on-premise implementation of Microsoft Dynamics CRM 2011 at SkillsPlus. The ESCRM customizations for Employment Service providers were deployed (\*ESCRM is an XRM solution developed by TTS) allowing SkillsPlus to immediately capture and manage Job Seeker, Employer, Job Vacancies, Placements and Training activity.

TTS developed a custom CRM portal that integrated with Microsoft Dynamics CRM. The portal provided an external online presence to the Microsoft Dynamics CRM solution. Customizations we're made to the portal to provide secure areas for Job Seekers, Employers, Teachers and SkillsPlus employees. Workflows propagated portal activity into the core CRM solution, allowing SkillsPlus employees to track portal activity.

TTS deployed a custom synchronization tool to import and synchronize data into Microsoft Dynamics CRM 2011 from external datasources and 3<sup>rd</sup> party applications.

Month Day Year

**TTS**

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