



## CASE STUDY

### Lifetime Support Authority

#### Solution Review



Adept is a professional services company that specialises in accelerating the successful delivery of ICT/Software initiatives.

#### THE CLIENT



**Lifetime Support Authority**  
[www.lifetimesupport.sa.gov.au](http://www.lifetimesupport.sa.gov.au)

#### Head Office

30 Wakefield Street, Adelaide

#### Established

2014

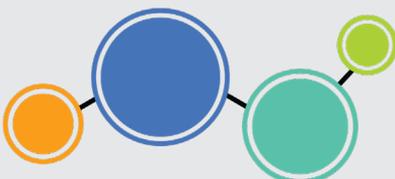
#### Length of Assignment

9 months, part-time

The Lifetime Support Authority (LSA) delivers the Lifetime Support Scheme (LSS). Through the LSS, the LSA funds necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads, regardless of fault. The services are focused on being person-centred, financially sustainable, innovative and efficient.

#### SERVICE CATEGORY

Review



#### THE CHALLENGE

The LSA has a Salesforce based case management solution (SALSA), which is a modified version of a custom-built case management solution. The LSA and their associated business processes have matured, with SALSA undergoing considerable customisation. However, SALSA is built on a legacy version of Salesforce and had become expensive to maintain and support, with notable gaps in its capability to support some key LSA business processes.

With the LSA's expected growth and the changing nature of its business and processes, they needed to evaluate a case management platform that is up to date with current technology. They also needed to determine whether their existing system could be modified to suit the current and future needs of the LSA, or whether a new custom-built Salesforce application or other third-party solution could better satisfy their requirements.

#### THE ACTION

Adept conducted a solution options overview assessing three options:

- Option 1** – Transition SALSA to an upgraded Salesforce platform.
- Option 2** – Build a new solution using the Salesforce platform with add-ons.
- Option 3** – Utilise one or more non-Salesforce market-based solutions.

Adept also reviewed solutions in use by similar schemes operating in other States and Territories. The Adept team assessed the existing system, the LSA's business processes and the functional requirements that had already been collated. This enabled the creation of a subset of requirements on which each solution option was assessed to determine their suitability.

Each option was investigated and assessed against each of the following factors:

- Advantages/disadvantages
- Dependencies
- Risks/considerations
- Implementation costs

#### THE OUTCOME

Adept delivered a comprehensive solution options and recommendation report which detailed investigations into the Salesforce platform and App exchange products alongside other third-party vendor solutions. A recommendation was made and accepted by the LSA, and an implementation strategy was designed and delivered to assist the LSA in the next steps of their system acquisition and implementation.