CASE STUDY

DC2Vue®
BY DATA CAPTURE EXPERTS

Sonder
Better Care Better Health

30 Years of Care, Now Streamlined Through DC2Vue

Challenge

Formore than 30 years, Sonder has been delivering health and social support services across South Australia. Lately, managing client data across multiple systems was slowing down their ability to provide seamless care.
These were the major challenges they faced:

- Over 12 disconnected systems used to manage client information, creating inefficiency and duplication.
- Clients having to repeat their stories due to fragmented data and poor continuity of care.
- Time lost switching between apps, leading to gaps in workflows and missed tasks.
- Difficulty refining workflows and service delivery due to lack of a centralised platform.

Solution

Sonder partnered with Data Capture Experts to implement DC2Vue, branded in-house as "Care Connect." The platform features:

- **Unified Care Platform** – Consolidates all client information into one system for a single source of truth.
- **Continuity of Care** – Ensures clients only need to tell their story once, improving experience and outcomes.
- **Streamlined Workflows** – Replaces 12+ systems with one integrated platform, saving staff significant time.
- **Customised Processes** – Tailored to the unique needs of health, therapy, outreach, and case management services.
- **Collaborative Development** – Built through co-design with clinicians, staff, and end-user testing.

Result

- Reached more clients with more services, broadening community impact.
- Significant time savings by eliminating app-switching and manual duplication.
- Improved staff efficiency, enabling clinicians to focus on client care instead of admin.
- Stronger continuity of care through a centralised platform.
- Platform now supports all services under one roof – medical, therapy, outreach, and case management.



"The biggest gain we've seen through DC2Vue Care Connect is continuity of care."

Sarah Fraser, Executive Manager of Innovation, Excellence & Primary Health at Sonder

Advancing Connected Healthcare

www.dc2vue.com.au

Explore the platform