

Participating Vendor Questionnaire for PRIMHD – Expo sessions planned for 18 August 2010

#	General Questions	Vendor Response
1	<p>What health IT products do you currently offer to Non Government Organisations (NGOs) such as; a Client Management System; working with an incumbent CMS?</p>	<p>The Augen Software Group (AUGEN) is a New Zealand owned professional software services provider with a track record of more than 400 successful development, implementation and integration projects. We have been working with both for-profit and not-for-profit NGO's in the community health, disability and social services sector in New Zealand for over 17 years, and are also connected to networks of NGO's around the Asia-Pacific region.</p> <p>Our mission is to empower NGO's with systems & processes, knowledge & expertise (and soon also to also include human capital development) in order to enable NGO's to become more professional, achieve better outcomes for clients, make more difference in the community and be more financially sustainable.</p> <p>Today, we are behind the community-driven software platform for the NGO sector that is known as BENECURA (Latin for 'Best Care'). We have a team of 20 staff, and we are one of very few technology companies that are a Microsoft Gold Partner both in NZ and overseas.</p> <p>Benecura is a proven web-based CMS solution – developed with the NGO sector, for the NGO sector.</p>
2	<p>Does your IT solution capture and record the required PRIMHD compliant information?</p>	<p>YES. Benecura has been designed to hold all PRIMHD compliant data in a secure database repository. The intuitive Web based interface exposes the PRIMHD fields for data capturing based on the service contracts that require PRIMHD compliancy.</p>
3	<p>How does your IT solution simplify NGO provider reporting to the Ministry of Health?</p>	<p>Benecura is designed to automate PRIMHD reporting to the PRIMHD FTP Server. It is a database driven application and only requires a user to enter the client details once.</p> <p>This software platform has been designed to facilitate PRIMHD reporting, with batch validation checks and email notifications to help manage the process with ease.</p>
4	<p>Does your IT solution provide flexible in-house reporting options for NGO providers, including ad-hoc reporting?</p>	<p>YES. Benecura provides different levels of in-house reporting including an independent reporting facility where NGO's can build and manage their own reports</p>

		<p>based on defined data models.</p> <p>Specifically, for PRIMHD, a number of reports are provided including pre-validation and MoH Acknowledgement file reporting.</p>
5	<p>Have you previously worked with NGO's, and the Ministry of Health on PRIMHD? Are you able to demonstrate that your application combined with the NGO data-set achieves PRIMHD compliance? (Note: it is not just the application that obtains PRIMHD compliance; rather, it is the NGOs data-set that achieves compliance.)</p>	<p>YES. Augen has been working with community health/disability/social services NGO's since 1993.</p> <p>We are currently supporting a number of NGO's in implementing PRIMHD reporting, and have proven/demonstrated that our system combined with NGO datasets have achieved PRIMHD compliance.</p> <p>YES. We have worked with the MoH during the process of developing the PRIMHD reporting facility in Benecura as well as now assisting some of our NGO customers through the PRIMHD compliancy process.</p>
6	<p>How easy is it to modify your Client Management System (CMS) to ensure it meets future Ministry of Health PRIMHD requirements? (Note: The PRIMHD data-set will be reviewed every 3-5 years. As a result of the field codes used, the software may need to be updated to include new data fields and/or new sub-set of information.)</p>	<p>One of the key drivers for many NGO's adopting Benecura is in its configurability and on-going development. Modifications such as PRIMHD data-set can be easily made to the system and then the new release made available to NGO's who have to report under PRIMHD.</p>
7	<p>Does your application currently include other modules which offer additional functionality to NGOs (e.g. dashboard, generates electronic TXT messages to clients, customisation of reports by users)? Explain how this could be implemented (e.g. change management, training, support etc).</p>	<p>YES. Benecura offers a rich list of functionality as briefly outlined below.</p> <p>Part of the implementation of Benecura includes scoping and review of the functionality and determining how it can best meet the needs and structures of the NGO. Implementation projects also include training and arrangements for post-implementation support.</p> <p>Current capabilities of Benecura include (as at version 2.4.0):</p> <ul style="list-style-type: none"> • <u>Search Engine – Data Oriented Search:</u> Powerful, flexible and intelligent search engine; using approximation matching logic; accessible anytime while using Benecura. Search areas include: Clients, Staff Members, Organisations, Events, Notes, and Linked Documents. • <u>Search Engine – Process Oriented Search:</u> Specific process-driven search screens that have been built and added to the Benecura Search Engine over time by request. Search areas include: Staff Service Schedule, Manage Events,

		<p>Service Period Roll-Over, and Staff Availability. More of these types of process-oriented search screens can be added by request, on a case-by-case basis.</p> <ul style="list-style-type: none"> • <u>Shared Resources</u>: Manage the sharing of policies, procedures, standards, templates, training documents/sound/movie files, and other commonly used resources across the organisation. • <u>Personal Information</u>: User manages his/her own Staff details and password; Access shared resources (policies, procedures, standards, templates, training documents/sound/movie files, etc.); User’s own calendar for easy work scheduling/rostering/tracking, and point-of-care data capture – note records, linked documents, etc. • <u>Managing Referrals</u>: Capture initial (new) referral details then either go to Client record for more details or straight to service coordination; Manage referrals of different types at different stages/statuses. Each Client record can have multiple Referral records attached to it which are then connected to service records. This enables the tracking of all services that the client receives from the NGO. This structure is compatible with the integrated/comprehensive care model where services are wrapped around an individual or a family. • <u>Client Batch Intakes</u>: Upload and import Client records from a specific formatted Excel spread sheet into Benecura. Client records can be managed and allocated to specific Branches/Sites. • <u>Client Information</u>: Manage comprehensive Client records, including calendar for easy work scheduling/rostering/tracking, and point-of-care data capture – note records, linked documents, etc.; Personal Details; General Details; Ethnicity & Culture; Address records/history; Contact Numbers; Connections (anyone connected to the Client in any way); Training & Education records/history; Skills & Qualification records/history; Income sources; Disabilities; Offending and counselling history; History of health conditions and medication; Addiction History; Risk History; Overview of multiple service referrals; Staff Exclusion; Privacy Waiver; and Refugee/Migrant Information (if the client is a refugee and the NGO provides refugee/migrant-specific services). • <u>Group Clients (Family/Group/Team/Whanau)</u>: Manage clients in
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		<p>Family/Group/Team/Whanau Groups and treat the group as a Client entity in its own right with its own client record, as well as allowing members of the group to also exist in the system as individual clients in their own right with their own individual Client records. This structure is also compatible with the Whanau Ora model of delivering community services.</p> <ul style="list-style-type: none"> • <u>Group Services (Group Sessions):</u> Ability to create new Group Sessions and allocate multiple Clients and Staff members to group sessions. Tracking Client attendance, capture notes & contact points, produce Client attendance reports, and produce Group Session attendance reports. • <u>Staff Information:</u> Manage comprehensive Staff records, including calendar for easy work scheduling/rostering/tracking, and point-of-care data capture – note records, linked documents, etc.; Personal Details; General Details; Address records/history; Contact Numbers; Employment Details; Payroll Details; Skills & Qualification records/history; Availability & some basic Skills; Leave data; Linked Documents; and Client Exclusion. • <u>Organisation Information:</u> Manage comprehensive Organisation records – Organisation/Branch/Site structures, details of external organisations and their contact people. • <u>Service Management:</u> Service Coordination (current and historical care plans for Clients – specifying requirements and outcomes – under single/multiple contract Referrals, service Programmes, time Periods, specific Requirements, and Delivery Plans/rosters/schedules) for individual Clients; WIP (Work-in-Progress) Management (across the organisation); managing Group Sessions and attendances. • <u>Quick Entry:</u> Easy access facilities for system users to quickly record service activities (Events) or Client Notes or Linked Documents, etc. • <u>Managing Timesheets:</u> Generate/view/update/print/consolidate/process Staff Timesheets. Timesheet records come from schedules/rosters and calendar entries of service ‘Events’. • <u>Invoicing/Billing:</u> Generate/view/update/process Invoices to funders –
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Benecura accommodates a wide range of invoicing options, levels of details and target destinations – depending on the individual/specific arrangements with service funders. Also included are a platform for electronic invoicing and a facility for managing Work-In-Progress records for billing purposes.

- **Payroll Data Preparation**: Prepare pay-roll relevant data from consolidated (processed) timesheet records (which come from schedules/rosters and calendar entries) and then exporting the data package as a payroll batch file.
- **Administration Facilities**: System Users; System Security Levels; Data Security; Note Security; Upload Files into the Shared Resources area; upload Logo for use in various areas; Pay-Periods; Invoice-Periods; Service contracts and service activities for use across the organisation; Non-service activities; Contents of drop-down lists; National and regional public holidays; Regions/Branches/Sites structure; PRIMHD reporting & administration.
- **Static Reporting Facility**: Benecura includes a number of prebuilt reports where the layout, format and data items are fixed.
- **Semi-Dynamic Reporting Facility**: Access to data through a prebuilt reporting screen with a range of fields and filtering criteria. This reporting facility produces client data and provides the ability to print to a range of labelling formatted reports. All data within this reporting facility can be exported as CSV or MS Excel files for reporting or other purposes.
- **Dynamic Reporting Facility**: Access to data through prebuilt dynamic queries with field selection and filtering criteria. ‘Master Queries’ upon which users can build and save ‘narrower’ queries to produce the required datasets. These datasets can then be exported as CSV or MS Excel files for reporting or other purposes.
- **Independent Reporting Facility**: Benecura’s most powerful reporting facility, providing flexibility and independence for self-managing of reporting needs with presentable/dynamic online reports to those who need the information. Included is functionality to build and manage web reports from one or more pre-built reporting data model(s).

		<ul style="list-style-type: none"> • PRIMHD Reporting Facility: Compile PRIMHD data and sending electronic files for MoH; Produce pre-validation and post-validation reports for validating and tracking PRIMHD data; Track history of PRIMHD extracts submitted to MoH. • Integrated/Consolidated Reporting: Combining Benecura data with data from other systems/databases such as Payroll/HR and Financial systems for organisation-wide reporting – pre-requisite is Independent Reporting – data integration and synchronization of data models are all custom-built to meet specific needs/specifications. • System Integration: Where and when necessary, Benecura can be integrated to exchange data with other systems that are being used by the NGO, for operational processes or reporting purposes.
8	<p>Some organisations have multiple agencies funding and other contract reporting requirements e.g. reporting to the District Health Board, the Ministry of Health and the Ministry of Social Development. How will your system assist the NGO to also meet these diverse reporting requirements ensuring that activities are not being double reported?</p>	<p>Benecura has been specifically designed to allow data capturing and reporting for different funders, contracts and services across the spectrum of community health/disability/social services activities.</p> <p>NGO’s can setup different types and configurations of contracts and services as required (Not all of these need to be for PRIMHD compliance). Benecura accommodates both the diversity in community health/disability/social services areas as well as the changes that have been seen in the sector over time.</p> <p>A NGO system administrator or manager can be trained to setup and change contracts and services. This way, NGO’s who use Benecura are fully empowered to self-help and self-manage as much as possible.</p>
9	<p>Describe the user access and administration access rights of your system (e.g. the ability for people to view only limited records, or for clients to view only their own information.)</p>	<p>Benecura has been designed with a security module that allows the management of group and individual user access to every part of the software system. The security model manages different types of access (view, create, edit, delete records) as well as controls the sharing of client notes between staff within the same branch, or between branches within a region, or between regions around the country.</p> <p>For each NGO, Augen provides training to designated system administrators who will have the skill and permissions to add new users and assign them to groups which have different levels of access as well as set individual access rights for each user. Our approach is to empower NGO’s to self-manage and self-support as much as possible</p>

		to minimise reliance and cost of using external support.
10	Is your solution compliant with the Secure Health Network code of practice? If the NGO is the one that needs to be compliant, do you help them meet the requirements?	<p>YES. Our software platform is compliant, and we currently have NGO customers using Benecura with the Secure Health Network VPN. Where necessary, Augen can also assist NGO's in finding/selecting a suitable infrastructure provider to access the Secure Health Network.</p>
11	Is your solution compliant with the Health Information Privacy Code 1994?	<p>YES. Benecura provides the functionality for NGO's to fully comply with the Health Information Privacy Code. This includes:</p> <ul style="list-style-type: none"> ✓ Maintaining a list of personnel who are authorised to use the system; ✓ Ability to change passwords at frequent intervals; ✓ Developing rules on levels of access and taking steps to ensure that access to different categories of information is available only to authorised users; ✓ Implementing an audit mechanism to detect unauthorised access and ensuring regular checks are made of the audit mechanism; ✓ Using strong passwords; ✓ Validating software used for recording, processing, storing and retrieving health information through detailed audit, and certifying software as suitable for the uses to which it is put; ✓ Providing for, as far as possible, the validation of all data entered on systems to ensure their accuracy; ✓ Adopting procedures to ensure data cannot be passed between computers or discrete systems within the same computer without authority; ✓ Taking reasonable steps before a computer interface is established, with a system to ensure the arrangement does not increase the risk of unauthorised access; ✓ Backup processes to ensure that a business continuity plan is developed, tested and regularly re-assessed; ✓ Encryption and virtual private networks setup for external interfaces; ✓ Enforcing security of access via SSL and secure logins;

		<p>The system has a comprehensive security matrix for controlling access to data and the sharing of information in client notes. The matrix is easy to learn, apply and maintain once designated system administrators have been trained.</p>
Commercial requirements		
12	<p>What is the initial purchase cost of your system (inc GST and any ongoing costs)? Specify costs for the PRIMHD component plus any additional modules that may apply. Does your company provide consultancy to implement the change management process?</p>	<p><u>Current Cost Model for New Zealand NGO's:</u></p> <p>Currently, our Benecura cost model to New Zealand NGO's is below:</p> <ul style="list-style-type: none"> • Up-front software licensing purchase cost: \$0 • Monthly per-user licensing charges: \$0 • Annual maintenance fee based on number of users/processors, for access to updates and upgrades: \$0 • Additional licensing cost for more users/functionality: \$0 • All professional services: Time & materials basis, at Augen's service rates. Costs vary from NGO to NGO, based on their specific requirements. <p>Approximately \$2 million has been invested into the development of Benecura. Augen is now offering this software platform to NGO's in NZ free of licensing cost, and only bill for any consultancy, implementation, customisation, integration, training, and support services as and when such services are required, either as part of a defined project or ad-hoc requests from our NGO customers.</p> <p>This model has been approved by our board as part of Augen's wider Corporate Social Responsibility initiative for the NGO sector in New Zealand, and it also makes a sophisticated system like Benecura more affordable for NGO's around the country.</p> <p><u>IMPORTANT NOTE:</u> Augen's current Benecura cost model above doesn't include (as we do not provide) environmental software such as Windows Server operating system or MS SQL Server database engine, etc. that are pre-requisites for Benecura to work. NGO's normally obtain licenses to such software through their infrastructure providers or directly from Microsoft. Augen is not a Microsoft software licensing reseller. However, we do work with numerous such organisations and can refer NGO's to them when necessary. <u>Not-for-profit NGO's can often get "charitable licences" at significantly lower costs.</u></p>

		<p><u>PRIMHD Component Within Benecura:</u></p> <p>The PRIMHD module is in-built inside Benecura, and under the above commercial engagement model, there is no additional software cost for accessing this module once an NGO has Benecura implemented.</p> <p>There is, however, some service cost for the consultancy and support work that Augen will provide to assist the NGO through the process of setting up the internal data-set to match PRIMHD reporting requirements, testing for Provisional Compliancy, testing for full compliancy, and any troubleshooting work as/when required.</p> <p>Additionally, outside of what Augen provides, there are also other costs to do with acquiring and setting up secure access to the Health Network for transferring electronic data files to the MOH’s PRIMHD repository.</p> <p><u>Project & Change Management Services:</u></p> <p>YES. Augen does provide consultancy expertise for project and change management, on a time & materials basis.</p>
<p>13</p>	<p>What are the annual licence renewal costs, if any? (Include additional licence costs, which may apply to server software i.e. additional user licensing for web-based applications.)</p>	<p>Currently \$0 – based on our “Current Cost Model for New Zealand NGO’s” described in section 12 above.</p>
<p>14</p>	<p>What are the annual maintenance fees, if any?</p>	<p>Currently \$0 – based on our “Current Cost Model for New Zealand NGO’s” described in section 12 above.</p>
<p>15</p>	<p>How do you manage application software upgrades? (i.e. frequency, ease of upgrade, any additional cost including approximate consulting fees.)</p>	<p>When an NGO commissions one or more enhancements to Benecura, these enhancements are made part of the software product and delivered in a product release that is subsequently made available to all other NGO’s who have Benecura. This is our community-driven product evolution model.</p> <p>With the above model, we normally produce a new release of Benecura every 2-3 months on average.</p> <p>The timing of the application of a latest version to an NGO’s Benecura installation depends entirely on the NGO’s schedule of ICT-related activities. Augen works with</p>

		individual NGO customers to the frequency of their choosing.
16	What are your consulting fees for non-contracted modifications to the software, on-site support etc (e.g. creating reports.)	<p>Augen’s current standard service rates are:</p> <ul style="list-style-type: none"> • Rate A: \$140/hr+GST – for: Requirements Analysis, Solution Design, System Implementation, Software Customisation, Data Migration, System Integration, System/Database Maintenance, Technical Support, User Training and related activities. • Rate B: \$170/hr+GST – for: Project & Quality Management activities. <p>All professional services are charged on a Time & materials basis at Augen’s service rates. Costs vary from NGO to NGO – based on each organisation’s specific needs and the required amount of work involved.</p>
17	From a New Zealand perspective, describe the maturity of your software product including the length of time in a production environment; the approximate number of users; and the number of mental health NGOs currently using your system.	<p>The current Benecura software platform has been in production (live use) environments since 2006, and has been upgraded twice to keep up with Microsoft’s technology advancements. Benecura’s predecessors date as far back as 1995.</p> <p>Our NGO customers range widely complexity and types of community health/disability/social services, with sizes from 1 site of 10 users to 30 sites of 600 users.</p> <p>Our NGO customers use Benecura to manage a wide range of community health/disability/social services. Presently, 5 of these organisations do provide Mental Health services as part of their range of services to the community, and they are listed in various stages of the MoH’s national PRIMHD reporting (between stage 2 and stage 4) roll-out. Additionally, several of the oncoming NGO’s who are looking closely at implementing Benecura also have PRIMHD reporting as part of their requirements for a CMS solution.</p>
18	Describe your post-implementation support, help desk facility, issue resolution process, and user access to consultancy resources.	<p>Augen provides the full range of post-implementation support services to NGO’s who use Benecura. Support arrangements can be put in place to reflect the needs of the individual organisation and capability of its own people.</p> <p>If Benecura is implemented according to Augen’s best practice methodology, after the implementation project is complete, the NGO should have an internal team of ‘champions’ to support its ‘ordinary’ Benecura users.</p> <p>With the appropriate training, the internal support team will provide most of the</p>

		<p>support to the rest of the users and will only escalate difficult technical issues onto Augen.</p> <p>A clear communication channel and approval protocol will have been established for the internal support team to only work with Augen on authorised support requests.</p> <p>Augen will systematically provide support services in response to request that come through authorised/agreed channels, and track the time and materials incurred for billing purposes.</p> <p>For NGO's who have multiple offices, Augen has the ability to track which offices the support requests originates from if that information is provided by the NGO's support team, which will then enable the NGO to perform analysis of external support cost per office over time, etc.</p>
<p>19</p>	<p>What system user manuals and other documentation and training are provided?</p>	<p>A quick starters guide and full user manual are provided electronically as part of the core Benecura implementation. These documents are flexible enough to allow each NGO to tailor them to their own needs and language, look & feel etc.</p> <p>Training is one of the most critical success factors in the implementation of any software system. Having a clear knowledge building & retention strategy as well as an organised initial as well as on-going training programme will really help the NGO get the most out of the software investment, and perform at its best now and in the future.</p> <p>There are several Benecura training options available to NGO's – each designed to meet a different set of needs and can be tailored for different organisation sizes, structures and budgets.</p> <p>A. <u>Initial Software Training:</u></p> <p>Core training required as a minimum for any Benecura implementation – Training is planned to meet NGO's specific needs as well as budgets – Either train all users or train the trainers only. This core training will give the organisation the ability to start using Benecura immediately.</p> <p>B. <u>Internal System Champions:</u></p>

		<p>After Benecura is implemented, users who are passionate about the system and who want to help others can be identified and further trained to become the organisation’s internal ‘System Champions’. Champions can also be further trained again to form the internal ‘Virtual Helpdesk Team’. This strategy and best-practice structure has been developed to help NGO’s become more self-sufficient.</p> <p>C. <u>Knowledge Maintenance & Online Training:</u></p> <p>After Benecura is implemented, regular periodic training can be provided via phone conference and online meeting facilities. An example could be a two-hour session each month, where any of the organisation’s staff can join in from anywhere around the country. This strategy and best-practice method has been developed to help your NGO’s build and maintain a high level of internal knowledge over time.</p> <p>D. <u>Customised Ad-hoc Training:</u></p> <p>After Benecura is implemented, from time to time, on an ad-hoc basis, training sessions can be held online or onsite for a group of staff / contractors / volunteers. Each instance of ad-hoc training will be based on and customised to the specific needs of the target group and what the organisation wishes to achieve.</p>
Technical requirements		
20	How compatible is your application with different operating systems and database software?	<p>Benecura was developed in standard stack of Microsoft technologies that are common in business organisations, including: .NET, SQL Server, Office.</p> <p>The current version of Benecura (version 2.4.0) has been designed, developed, tested, proven and guaranteed to work in Internet Explorer 7 and Internet Explorer 8 (in compatibility mode).</p> <p>Compatibility with other non-Microsoft browsers is on our development & refinement roadmap for Benecura.</p>
21	Can your application be remotely accessed via a secure web portal? If yes, with which mobile devices?	<p><u>Individual Installation For Each NGO:</u></p> <p>Presently, each NGO who is using Benecura has implemented the system within its internal or outsourced network infrastructure. As Benecura is a web-based software</p>

		<p>platform, it can be setup in one central server location within the NGO’s infrastructure for secure access over the internet by users from regional/branch/site offices as well as from home or on the road, wherever there is a wired or mobile broadband internet connection.</p> <p><u>Multiple Installations On One Shared Infrastructure Between Several NGO’s:</u></p> <p>Some small NGO’s are considering the sharing of the costs of hosting multiple Benecura installations in one central place on one or more shared server(s) – whether outsourced to a chosen professional web application hosting company or pooling with one of the NGO’s in the group who has spare server capacity – wherein these several NGO’s can connect to their own Benecura over the internet.</p> <p><u>Centrally Hosted Portal For Many Subscribers:</u></p> <p>Benecura has been designed for the above two scenarios where the software is installed inside each NGO, or shared by a number of NGO’s, as well as a third scenario where Benecura is setup as a portal for NGO’s to subscribe to over the internet.</p> <p>This third option removes the need for the NGO to worry about infrastructure altogether, and it will also make it possible for very small NGO’s to access and use the software with just a few users.</p> <p><u>This option could be made available in the near future, when there is enough demand from the NGO community.</u></p>
<p>22</p>	<p>Does your application require a stand-alone server? Does the NGO host the application? Describe any hardware requirements or additional cost implications.</p>	<p>There are a number of different options for implementing Benecura.</p> <p><u>Hardware Specifications:</u></p> <p>The hardware specification is dependent on the size, volume, growth-rate, security requirements and existing infrastructure environment of each NGO.</p> <p><u>Server Options:</u></p>

		<p>Current NGO's who have implemented Benecura range from:</p> <ul style="list-style-type: none"> • Installing Benecura on a shared server (sharing with other software applications on the same server), to • Having a dedicated server for Benecura, to • Having multiple servers dedicated to just Benecura (for example, large organisations install the application, the database and the reporting engine on separate servers to optimise performance). <p>Servers can be physical machines or virtual machines, or a combination thereof. Servers can also be shared between numbers of small NGO's (see below).</p> <p><u>Shared Server Infrastructure:</u></p> <p>It is possible for small NGO's to share the same server infrastructure to optimise cost. Multiple installations of Benecura can reside on the same server(s) for NGO's who wish to share infrastructure costs as well as the costs of maintaining and supporting of such infrastructure.</p> <p>Augen is currently in conversation with several NGO's who are seriously considering the shared approaches to implementing and hosting Benecura. There are more than just infrastructure-related cost savings when small NGO's implement Benecura together.</p> <p><u>Hosting Options:</u></p> <p>Some NGO's host their own Benecura sites themselves, others outsource the hosting of their Benecura sites to professional web/application hosting service providers.</p> <p>Augen has a working history with several hosting companies around New Zealand and can refer NGO's to the appropriate company based on the specific hosting requirements.</p>
23	<p>What is the level of technical expertise required for NGOs to administer your application?</p>	<p>With appropriate training, Benecura can easily be administered by someone inside the NGO with low technical expertise.</p>

<p>24</p>	<p>Are NGOs able to customise your application in any way? If yes, how much technical expertise is required?</p>	<p>YES. Benecura is highly configurable as a software platform. Part of the system administrator training is to include the ability to configure and reconfigure the system as requirements change over time.</p> <p>The System Administrator module in Benecura allows for a trained user to apply simple changes without much technical expertise. This includes modifying structure of service programmes and activities, contents of dropdown lists, managing user access and other configurable data.</p> <p>The independent reporting module also allows a trained user to have full control on producing customised reports for different stakeholder groups. As the requirements for these reports change, they can be easily customised by users who are authorised to do so.</p> <p>If the organisation require customisations that are beyond the System Administrator's ability, Augen will be available and can be engaged to perform specific work to meet the organisation's needs on an ad-hoc basis.</p>
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