



## Case Study

# Lumary



**Location:** Adelaide, Australia

**Industry:** NDIS, Aged & Disability Care Software

**Website:** [www.lumary.com](http://www.lumary.com)

*Lumary is a Healthcare Platform provider and Technology Service Partner for digital transformation, integration, and success. They are a customer-centric care management system powered by the world's number 1 SaaS platform Salesforce. Their platform incorporates best-in-class technology systems under a single commercial and managed integration model.*

## What they needed

### What were you previously using?

Much of our delivery was being managed externally so initially there wasn't a great need for project management software. But when we made the decision to bring delivery back in house we knew we needed a tool that could help us support that decision. As an interim measure (while we were looking) we started using tools such as SmartSheet as a stop-gap. Additionally, our product teams work Agile and use Jira, but we realised that wouldn't be fit for purpose for our delivery team..

### Why did you choose Mission Control?

Well firstly, we needed something on-platform, something that was native to Salesforce. We assessed over 20 different software solutions across a number of metrics including project and utilisation reporting, dash and kanban views, resource planning and risk/issue tracking. Mission Control came out on top for best features at the best price.

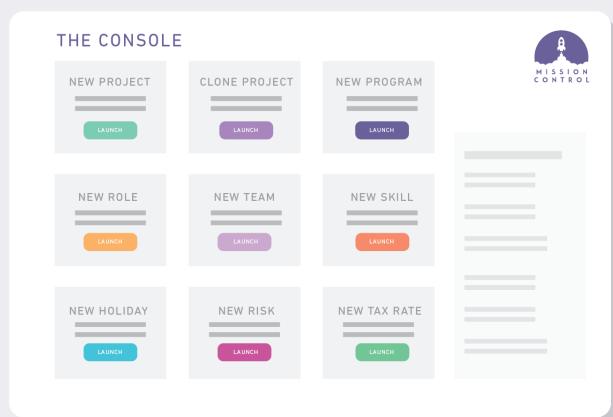
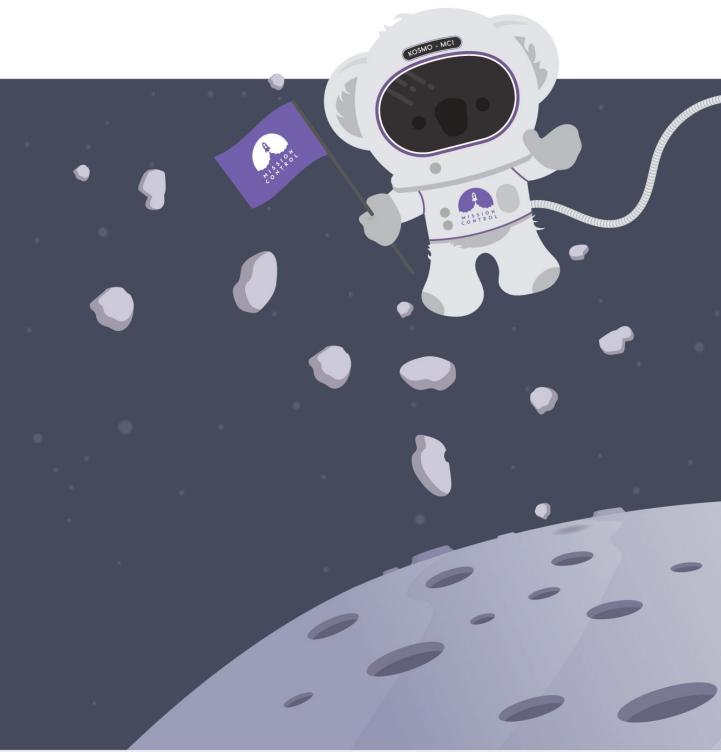
## How we helped

### How has Mission Control Helped?

In a variety of ways. We didn't have a view on time sheeting prior to Mission Control, we do now and that's feeding into resource planning and recruitment planning, which is creating sophistication and efficiency gains for the business.

Mission Control has also helped us automate our billing which now gets triggered off milestones and pushes straight through to Salesforce billing.

Lastly, Mission Control has given us a better view of our projects as a whole. When we bought project delivery in-house we knew we needed a robust system that could scale with the volume of projects and staff we have - there was no point onboarding a tool in place that could look after the business in its current state, we needed to be confident that our chosen tool could match up to the growth plans we had for people and projects, and we believe that in Mission Control we have that scalability.



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