Case study:
RSL Care Health & Wellbeing Services Reporting Systems Transformation

The Opportunity

RSL Care needed a solution to help its Health & Wellbeing consultants manage workloads on the road and simplify reporting.

The project began without documented requirements, creating uncertainty, and existing reporting was slow and manual, taking days each month to complete.

The organisation also required flexibility to adapt priorities and relied on strong SME engagement to ensure outcomes delivered real business value. The goal was to quickly provide a practical solution that improved efficiency and supported consultants in the field.

Our Approach

Sida4 (as 4impact) developed the Health and Wellbeing Services (HWS) responsive web application for use by RSL Care staff in helping clients manage their RSL Care service packages.

As part of the HWS project, 4impact developed a set of APIs to mediate transactions and other information flows between HWS instances and RSL Care's back-end data sources and business services.

These APIs abstracted the implementation and wiring details of the back-end services away from the web application, simplifying and streamlining the development and operations of the HWS application.
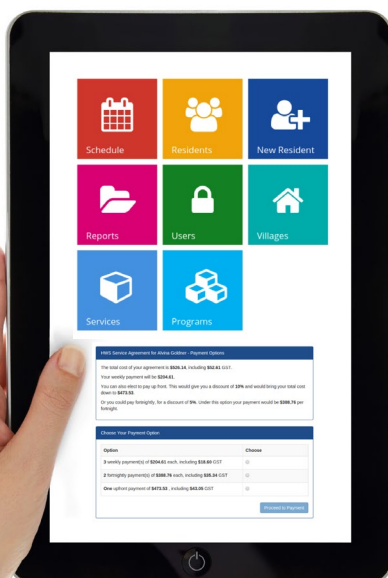
Key Services utilised

- Software Development
- Analysis
- Testing
- Post migration API Updates
- SME Customer Engagement Workshops

Key Technologies utilised

- Java
- Springboot
- API versioning

Key Toolkit

- Postman (API Testing)
- Swagger (Developing and Exposing API Contract)

NOTE: NOTE: This project was originally delivered under the 4impact brand and is now represented by their *data enablement and integration* focused sister company, Sida4.

Case study:
RSL Care Health & Wellbeing Services Reporting Systems Transformation

Key Outcomes and deliverables:

In just three sprints, RSL Care gained a working solution that transformed reporting. Effort dropped from several days to only one or two hours a month, freeing consultants to focus on client care.

Agile showcases kept stakeholders engaged, and backlog planning provided a clear roadmap for future development. With modern delivery practices in place, the solution was stable, scalable, and ready to evolve.

- MVP delivered in six weeks
- Reporting reduced from days to hours
- Consultants freed to focus on clients
- Clear roadmap for future growth

Key project statistics and success insights.

RAPID
MINIMUM VIABLE PRODUCT DELIVERED IN UNDER 6 WEEKS

REDUCED
MONTHLY REPORTING DOWN FROM DAYS TO UNDER 2 HRS

FUTURE PROOFED
ROADMAP ENSURES SOLUTION LONGEVITY

CO-CREATED
DELIVERY TEAM FROM COMBINING 4IMPACT AND CLIENT TECHNICAL EXPERTS

OPTIMISED
PROCESSES ALLOWED CONSULTANTS TO REFOCUS BACK ON THEIR CLIENTS

UPLIFT
IN EFFICIENCES ACROSS BOTH THE ORGANISATION AND FIELD OPERATIONS

Sida4 and 4impact

NOTE: NOTE: This project was originally delivered under the 4impact brand and is now represented by their *data enablement and integration* focused sister company, Sida4.

Sida4 Head Office
Brisbane QLD 4000 Australia

P: 1300 112 100 Int: +617 3177 1400
connect@sida4.io

Sida4.io

Data. Ignited.™