

Wuchopperen



Industry

Healthcare

Segment

Aboriginal Community Controlled
Health Organisation

Project Scope

Case Management
Microsoft D365 Sales (CRM)

The Brief

Wuchopperen, a community-controlled Aboriginal Health Organisation, faced significant challenges with its internally developed Know-It-All (KIA) database, intended for case management for culturally appropriate foster and kinship care placement for children and young people.

The system suffered from frequent technical issues, duplicate records, and limited workflow automation, which **increased manual workloads and posed risks** to data integrity and compliance.

The Process

Solentive partnered with Wuchopperen's project lead and subject matter experts to design and implement a modern platform that replaced the legacy KIA database for managing caseloads. The new solution delivers **enhanced visibility** across all cases, **streamlined and automated workflows**, and **secure data integrity**, empowering the team to make informed decisions and future-proof their operations.

This transformation enables Wuchopperen to provide a **higher standard of service** aligned with its core mission, ensuring safe, culturally appropriate foster and kinship placements for children and young people in need.

'I was surprised at how quickly Solentive and the team were able to turn the project around. From the start of the Sales discussion to project completion, Solentive's engagement, communication, expertise and domain knowledge have far exceeded expectations.'

The project involved some moving parts, like any project, but Solentive were efficient in communicating and solving these issues in a timely manner.

I would highly recommend Solentive as a technology partner to any organisation'



Francis Jose
Director of Child Youth and Families Services