COYOTE™
SOFTWARE CORPORATION

Technology solutions that transform your workplace.

Coyote Software Corporation specializes in providing technology solutions to service-oriented workplaces. We offer a full range of **software development**, **business consulting** and **systems integration services**, which we tailor to meet the unique needs of health and social services agencies like yours.

Our IT Consulting Services

Coyote's Information Technology Consulting Services are designed to help you formulate and implement the IM (information management) strategy that you need to meet your organizational goals, whether you're using Coyote software or not.

We offer assistance in nine key areas that are of special interest to human service agencies:

1. Information management (IM) planning

We assess your system's functioning in all key areas – client and case management, financial management, HR, legal records, document management, and scheduling – and help you formulate realistic, within-budget goals for automating each one. You receive a detailed report that outlines a multi-year plan for the improved use of information technology in your organization.

2. Document management reviews

We review the effectiveness of your existing document storage strategies, and to help you chart a course towards paperless record-keeping. The result is a concrete plan for the conversion of all of your documents, both historical and current, into electronic format within a shared, secure electronic portal.

3. Records management and privacy assessment

This service is designed to help you clear the clutter and liberate the data in all of your past, current and future case records. We review your storage, accessibility, photocopying, shredding, filing and numbering practices, and assess all related privacy concerns.

4. Data quality assurance and reporting

We examine all issues related to your system's data quality and reporting capabilities, and provide you with a complete analysis of your current data entry and reporting practices, as well as a list of recommendations for improving the overall quality of the information that you glean from your database queries.

5. Hardware and network assessment

This service is intended to help you optimize your current setup and plan the upgrades most needed to keep your system running effectively. We provide a thorough analysis of your hardware and network setup that includes an identification of all problems and risks, and a comprehensive list of upgrade and/or reconfiguration recommendations.

6. Workflow analysis and redesign

We perform an intensive review of your key business processes, breaking each one down step-by-step to create detailed workflow diagrams that reveal the ways that things get done in every area of your organization. Our report will clarify your workflows and recommend changes to streamline them for greater efficiency and effectiveness.

7. Accreditation preparation

We help assess your preparedness for accreditation for Accreditation Canada, CARF or another governing body, advise on best practices, and review your system, privacy and records standards. You receive an audit report outlining every area and detail that needs your attention as you prepare for your accreditation.

8. Program evaluation and planning

This service gives you the ability to measure your outcomes and modify your data collection and reporting to enable you to obtain realistic measurements of your progress. You receive our recommendations for measuring client satisfaction, problem severity changes over time, goal attainment, outcomes, and the overall effectiveness of each of your core services.

9. Agency intranet and portal development

Imagine having every type of form, document, policy and procedure, HR policy, manual, procedure and protocol all stored centrally and accessible by everyone on your team. Coyote can create such a portal or intranet for you, to put previously scattered information within easy reach, and to facilitate communication throughout your agency.

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Our Software Solutions

CASEWORKS
Manage your caseloads.

Coyote CASEWORKS is the caseload management software solution built specifically for caseworkers and their agencies. It's an enterprise-level system that anticipates all of a caseworker's workflow and information needs, and supports the complex multi-program, multi-disciplinary nature of the services that most health and social service agencies offer. CASEWORKS doesn't just automate caseload management – it also simplifies and streamlines your essential work processes.

CASEWORKS modules include: Client Registration, Program Enrollment, Groups, Scheduler, Service Event Recording, Billing, Reporting and System Administration.

SCANWORKS
### Scan your case records.

SCANWORKS is the solution for any agency that faces a paper clutter problem. It allows you to transform your entire backlog of paper records into an organized electronic system that makes any case-related document, no matter how old, retrievable almost instantly.

SCANWORKS scans all of your case-related documentation into electronic format, and stores them all in a centralized online portal for easy, secure retrieval. No more piles of paper, no more off-site storage, and no more time delays or frustration trying to find a crucial case-related document from the past. Fully integrated with our CASEWORKS and FORMWORKS systems, it allows you to see scanned case records alongside all the rest of your case documentation.

FORMWORKS
Automate your forms.

FORMWORKS converts your paper-based and text-based forms into intelligent electronic forms that integrate directly with your agency's caseload system. Its 'data-aware' forms convert all of the valuable data that they collect into intelligent, retrievable, and actionable information that connects directly to your IT system's database. This lets you design your own electronic forms to gather, share and analyze any information you want without having to limit your fields only to those that already exist in your database.

FORMWORKS not only streamlines your entire agency's form-taking workflow, but also makes all of your forms' rich data available throughout your agency, for quick retrieval, searching, cross-linking and statistical analysis. It incorporates your form data into your database in ways that plain text fields simply cannot.

SHAREWORKS
Share your documents.

Most agencies generate a vast amount of administrative paperwork every year, including meeting minutes, handouts, agendas, reports, monthly statements, forms and correspondence from the Board of Directors, Finance, HR and Administration departments. SHAREWORKS makes it easy for you to store, retrieve and share all of your agency's documents, whether they're current electronic files or historical paper archives. It's a centralized document library – a digital, web-based repository for managing and sharing all of the documents that your agency produces and relies upon.
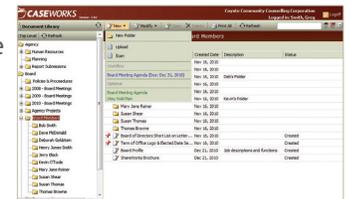
SHAREWORKS is also a scanning tool for converting your historical paper documents into paperless digital format. By doing so, it not only reduces clutter, but also restores usefulness to those old documents by making them once again retrievable and searchable in their new digital format.

For more information on Coyote services and software, please visit www.coyotecorp.com, or call us at 905.639.8533

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Coyote Software Corporation specializes in delivering software solutions that transform the workplace. We offer a full range of development, consulting and systems integration services, tailored to meet the unique needs of service-oriented agencies and businesses. Over 6,500 caseworkers across Canada rely on Coyote systems every day.