

Sona.

How top Social Care leaders are purchasing WFM tech in 2025







Purchasing guide to future-proof your tech stack

Sona ran a series of interviews in Q4, 2024 to investigate how members of C-suite teams in large residential and supported living organisations are looking at their tech stack. Whilst their tech maturity levels differed, below are some of the common themes and strategies.

PURCHASING STRATEGIES			
How do I know my tech stack will work well in 5 years' time?	How do business and departmental priorities affect tech purchasing decisions?	Does your tech stack enable scalable data architecture which aligns with organisational and business goals?	Are your tech providers trusted partners that understand Social Care?

LEADERS' THOUGHTS			
After we found a provider that was constantly improving, we're undoubtedly in a much better position for 2025 now. The fact that even whilst we were in the early implementation phase, they were releasing new features gave us great confidence. The speed of tech development nowadays means nothing else will do.	My KPIs are all about supporting other departments with their goals and improving strategies. I need to be able to pull out the data they need, so my tech stack has to be cohesive and give me the people and operations insights I need.	If it doesn't have open APIs or real integration capabilities, we'd just remove the provider from the list. We already know that's going to drain a lot of resources down the line, so we'd rather not consider it.	The other thing that was instrumental in us choosing our provider was their knowledge of Social Care. It was refreshing to realise they understood our pains. When I was explaining these, they were almost finishing my sentences because they'd hired people who'd worked in Care who used to struggle with the same things we did.
CTO, Supported Living organisation with 700 employees	IT Manager, Residential Care organisation with 1,200 employees	CEO, Supported Living organisation with 1,100 employees	CTO, Supported Living organisation with 700 employees

CAUTIONARY TALES			
We have over 70 logins to different pieces of software across our estate and some don't get used at all. We also have contracts that tie us long-term into a product that's not evolving at all. Looking back, these are the things I would've recommended to consider before committing.	We weren't aligned across departments, so we only bought a new scheduling tool and had to have many manual workarounds with an outdated HR software. [...] If we were starting again from scratch and we didn't have all of that existing legacy investment, we would absolutely be looking for a system that did it all.	Our legacy vendor has been promising integrations and other developments for various areas of our business for years but this still has not happened. Now when we're looking at potential tech vendors, we're taking a very close look at their roadmap and how often they release new features.	We keep putting resources into a provider that simply isn't aligned with the sector or looking to invest in it. There's no motivation to develop for Social Care as it's not an important enough niche for them.
Change Project Manager, Supported Living organisation with 3,000+ employees	CTO, Supported Living organisation with 700 employees	FD, Residential Care organisation with 1,000 employees	C-suite member, Supported Living organisation with 5,000+ employees

BUSINESS AREA	ASSESSMENT	
 Scheduling	Do you have visibility of all your commissioned hours vs. your delivered hours?	<input type="checkbox"/>
	Can you easily access an agency usage report that includes the reasons for not booking a permanent member of staff?	<input type="checkbox"/>
	Can your staff pick up shifts in nearby locations? If not, this could significantly increase your agency use.	<input type="checkbox"/>
 HR & Absence	Are your teams recording holidays correctly? If not, you could be overspending on PTO.	<input type="checkbox"/>
	Can your teams access scheduling & absence data directly in their payroll system with no manual data reconciliation? If not, this could be costing you up to 40h per person per month in admin time.	<input type="checkbox"/>
 Payroll	Is your payroll run accurate every month with fewer than 5 queries? If not, you could be overspending on both admin and salaries.	<input type="checkbox"/>
	Are you tracking and paying for holidays & absences accurately?	<input type="checkbox"/>
 Integrations	Do your HR, scheduling, and payroll communicate seamlessly with no manual data reconciliation required? If not, you could be saving up to 20h per person per month in admin time.	<input type="checkbox"/>
	Does your analytics team need to manage csv files due to tech providers not having open data APIs or having APIs that are not reliable / frequent enough?	<input type="checkbox"/>
 Reporting	Are your ready-made reports suitable for CQC requirements? If not, you could be overspending on admin time.	<input type="checkbox"/>
	Can you easily report to local authorities on delivered vs. commissioned hours?	<input type="checkbox"/>
 Staff tech adoption	Are your office teams reporting that their new tech is saving them admin time?	<input type="checkbox"/>
	Do your frontline teams have an intuitive app which is regularly used by 75%+ of staff members?	<input type="checkbox"/>
	Does your tech have a modern look and feel with intelligent workflows and features, as per employees' reported expectations in 2025?	<input type="checkbox"/>


◆

If there is a box you haven't ticked, you might be missing out on significant efficiency gains.

Book a chat with a Social Care tech consultant to find out more!

Book now >

◆



January 2025

SUN MON TUE WED THU FRI SAT

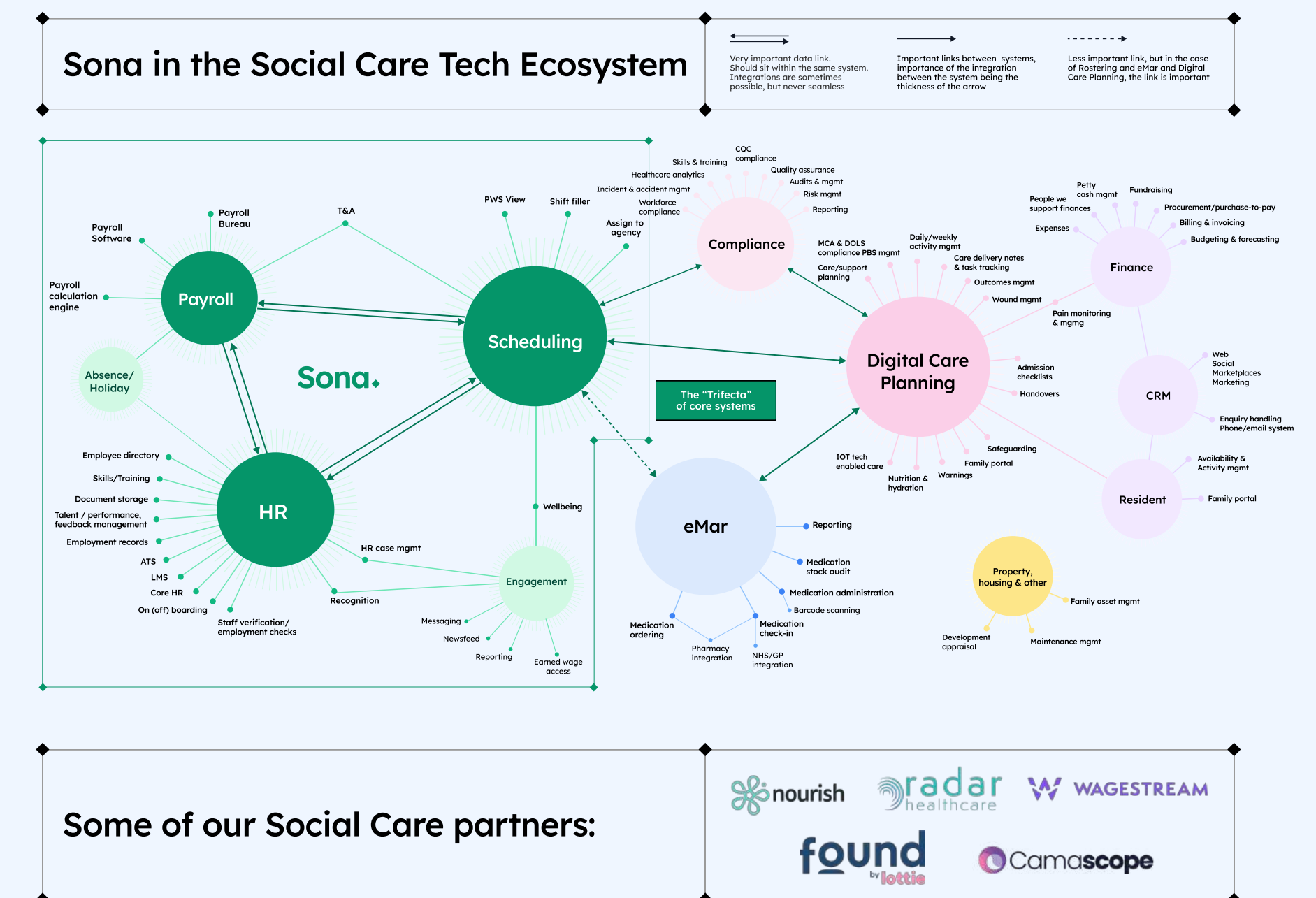
1 2 3 4 5 6 7

8 9 10 11 12 13 14

15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31



◆

Click to schedule a callback to discuss your tech ecosystem & access some of our free guides and helpful templates.

◆

Receive a callback! >