

Candella: Building a client management system with low-code



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The company

Candella is a nonprofit organization based out of Victoria, Australia. Believing that quality mental health services should be available to as many people as possible, Candella has been striving to make a difference in the community since their launch in 2018. They're currently a growing organization of almost 200 employees, and have provided their community-based services to thousands of people. Being a work-at-home body, technology has always been a crucial part of the organization, from the beginning. But even a technologically reliant organization like Candella faced their own set of challenges.



candella



The challenges

One of the major problem statements that Candella wanted to solve were to deal with automated workflows easily, quickly and relatively cheaply. Having previously worked on a Java-based framework, they faced many issues:

- Lingering app modifications
- Inability to customize
- Longer development time
- Delayed deployment rate

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We've always wanted to customize certain processes to suit the business, rather than try to build the business around out-of-the-box software tools.

- **Aaron Lange**, Founder, Candella

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Wanting to take the lifeboat approach to solving these issues, Lange quickly decided that they needed to look at different platforms for getting the job done. Having technological expertise and a software development background, he came across the concept of low-code platforms. After multiple trials, and reading lots of reviews online, he eventually made his way to Zoho Creator.





The solution

It took Candella about a month to build their very first skeleton application—a client management/database system.

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All of our client records are there. We use the application to log work and record the work that we do with our clients. So anything client-related goes into the app. The scope of the application did increase beyond that at one point, where it's now a bit of an HR management platform, as well. But initially it was just for managing clients

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As the application has now turned into a human resource management app, the team is planning to reverse the scope back to the original client management system and improve the features and capabilities of it.

Up to 200 users access the application on a day-to-day basis, varying from 50 to 100 in one go, and many rigorous hours have gone into the making of the application. Ease of use was a major factor, and the platform was effortless to use for Aaron and his developer. Employees with a less technical background are able to work on the front end of the application, like building forms and creating reports.





Benefits and ROI

Candella has had some very tangible benefits with low-code and Zoho Creator. Compared to other organizations that do similar work or tasks by hand, they don't have as many employees doing manual administration work here, which saves them time and helps keep costs under control. Having a lot of users, Creator's flexible user-based pricing has helped them in cutting down costs.

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The rapid deployment is really useful! The fact that we can identify a problem or a small change that we want to make to the application, and we can make the change and deploy it very quickly? That's very valuable.

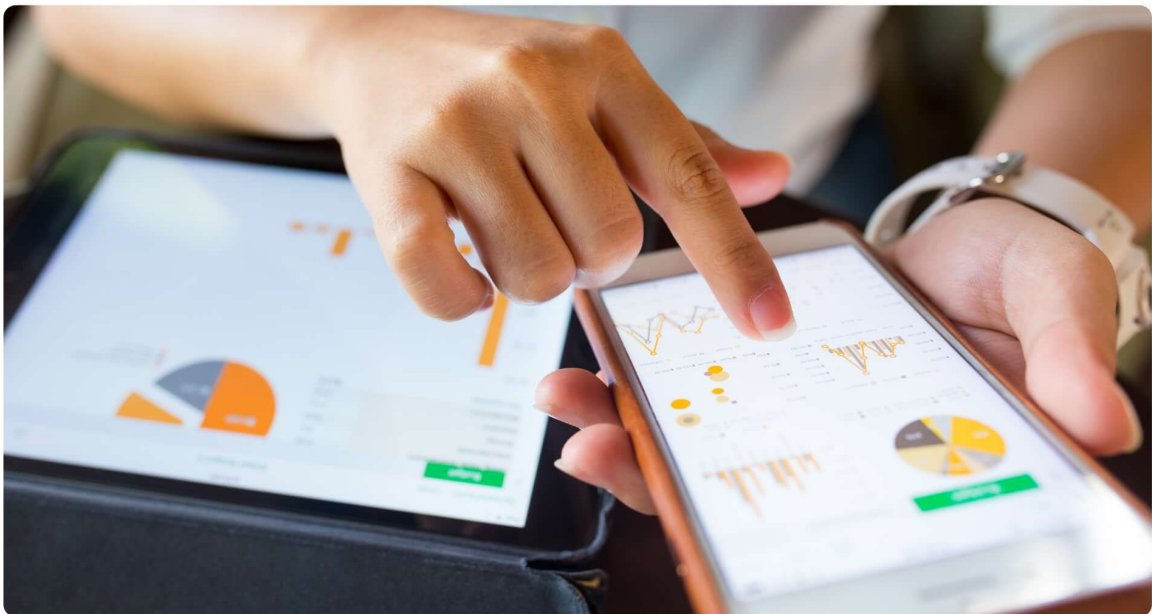
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Risk management is another benefit that they've seen. Having tight control on the workflows and data in the application means they have better visibility over how and what tasks are done, enabling them to have data controls in place to manage risks.

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3% of our expenses are saved overall, through the automation that we get from using this platform.

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Looking forward

Candella has integrated their Creator application with their accounting software using a tool called Integromat. Because of this, they can sync their data and detect and prevent any errors, which saves them a large amount of money.

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The ability to integrate with other other tools or other platforms—that’s one of the big pluses of Creator.

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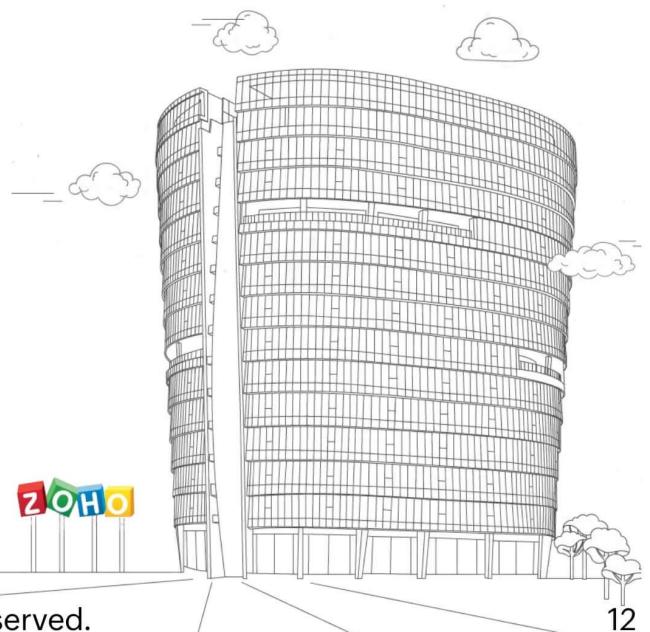
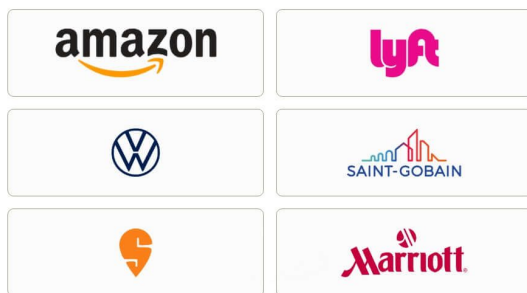
Currently having a full-fledged HRM application, the folks at Candella are trying to reverse the process and go back to a more dedicated client management system. While they're definitely open to new ideas as they come up, right now they'd like to focus on creating the best client database for their organization.



About us

Running a business is no mean feat, and we believe we can help. At Zoho Creator, we've always worked towards a single purpose—enabling the citizen developer to build functional apps without having to learn to code. Rapidly build custom applications that are a perfect fit for your business, or choose from our extensive range of prebuilt apps and modify them. Just sign up, pick a plan, and start building!

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