calgary health region
leaders in health - a partner in care

Overview

Country: Canada
Industry: Health Care

Customer profile:
The Calgary Health Region is one of the largest fully integrated, publicly-funded health care systems in Canada. Serving a population of over 1.2 million people, the Region is home to some of the fastest growing communities in the country, including the City of Calgary and a constellation of smaller communities. The service scope encompasses a total area the size of Switzerland.

The Region employs over 29,000 people, including 2,300 physicians who provide care in over 100 locations. Facilities include acute care hospitals, comprehensive health centers, and a variety of community and continuing care sites.

Health care services are integrated, meaning all services are coordinated under one continuous system, ensuring patients receive the right care at the right time in the right place.

The organization's size and geographic dispersion are challenges to an effectively coordinated resource management pro-cess. Increased efficiency in the management of facility resources will enable improved productivity across the Calgary Health Region.

More Than 29,000 Health Region Staff Use Resource Central® Software for Web Access to Over 325 Resources across 100 Facilities

"With Resource Central, scheduling is available 24/7 via a web-based interface with automated message confirmations and back-end workflow. This new system will greatly increase customer satisfaction with the scheduling process and the reporting and auditing functions will provide mechanisms for system optimization over time."

Maria Eisenberg, CTO, Calgary Health Region

Quick Facts

When the Calgary Health Region embarked on the implementation of a new Microsoft Exchange mail system, it identified a need for an automated resource management product to replace the existing manual process. This product would manage over 325 facility resources across 100 locations, better meeting the needs of the Region's internal customers.

After a thorough review of options, the Region purchased Add-On Products' Resource Central software. The product's Microsoft Outlook Web Access (OWA) compatibility, its reporting and auditing tools, and its ability to provide detailed information about individual resources were central to the selection.

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GOLD CERTIFIED
Partner**

ISV/Software Solutions
Custom Development Solutions
Information Worker Solutions
Mobility Solutions

**Add-On®
PRODUCTS**

Key Benefits

- Microsoft Outlook Web Access ready
- Reporting and auditing capability
- Provides very detailed information about each resource
- 24/7 access to resources
- Employees can manage their resource needs directly
- Robust system with innovative features such as welcome message display and registration and badge printing
- Frees up valuable human resources for higher level tasks
- Ease of use for IT and end users

Business Situation

The notion of efficient resource management across a hundred facilities is not new to Calgary Health Region; however the manual system they had in place was not meeting the needs of its internal customers.

Previously, Central Room Booking staff were solely responsible for scheduling (conference/meeting) facility resources on behalf of Calgary Health Region staff.

Facilities and resources, such as conference rooms and audio visual equipment were booked manually via phone and fax confirmations. Open daily from 7:00 a.m. to 3:00 p.m. only, Central Room Bookings was not always available to staff when needed.

Understanding the significance of these challenges, the Region decided to pursue change for facility resource management in tandem with its move to the Microsoft Exchange environment.

Seeking a robust system that would automate the resource scheduling process while enabling growth of Central Room Booking employees (to a high quality assurance role); the Region looked for a solution that addressed higher-level conflicts with increased complexities.

Solution

The Calgary Health Region found Add-On Products' Resource Central via a Web search and after a demo and evaluation period purchased the product to address their resource management challenges.

Resource Central simplifies the process of meeting planning and organizing in Microsoft Outlook. Managing requests for associated services usually consumes more time than desired for both users and facilities. Whether an employee needs a car for visiting a client, or lunch for ten at a specific office location, it can all be ordered through Resource Central.

Resource Central saves money, increases service levels, reduces meeting budgets and easily integrates with existing systems.

Calgary Health Region

Metis Settlements
City
Indian Reserves
Highway
Town
Hospitals

Effective December 1, 2003
Source: Alberta Health and Wellness
http://www.health.gov.ab.ca

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According to Maria Eisenberg, CTO of Calgary Health Region; "We are interested in the full potential that Resource Central could bring to our organization. It is already automating conference room scheduling between our many locations and we will consider implementing some of its other innovative features going forward."

"The Outlook Web Access capability and reporting and auditing are key features that attracted us to this product. Its ease of use and quick implementation has made this a simple process for Calgary Health Region. It will also allow our Central Room Booking group to be more productive and to function in a quality assurance role," Maria added.

"With Resource Central, scheduling is available 24/7 via a web-based interface with automated message confirmations and back end workflow.

This new system will greatly increase customer satisfaction with the scheduling process and the reporting and auditing functions will provide mechanisms for system optimization over time," she stated.

"The Outlook Web Access capability and reporting and auditing are key features that attracted us to this product"

Maria Eisenberg, CTO
Calgary Health Region

Further information

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Return on Investment
Before implementing Resource Central, Calgary Health region had a very manual process with limited access to the service.

While Resource Central is not displacing the headcount used in the manual process, it is providing new functionality, automation, 24/7 access and an opportunity for the existing Central Room Booking employees to grow in their role and achieve greater job satisfaction.

About Resource Central
Partnering with Microsoft Outlook and the Exchange Server, Resource Central offers you the opportunity to order all associated services for your meetings. Resource Central also handles all changes or cancellations and sends order receipts automatically to all meeting arrangers, catering personnel, IT personnel, etc.

About Add-On Products
Add-On Products develops and markets add-ons – additional functionality – to Microsoft Exchange and Outlook. The company has its head office in Vejle and local offices in North America and the Benelux countries.

The following add-ons are marketed globally:
• Resource Central – booking solution – reserves resources and orders catering, tables etc.
• Exchange Central – group calendar – overview and scheduling of agreements
• WebTeam Central – group calendar – web-based overview and scheduling of agreements
• Mailbox Central – e-mail signature management – branding and campaign control in e-mails
• Office Central – e-mail registration – registration of incoming and outgoing mails, contacts etc.

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big picture...

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