

Overview

Industry: Healthcare

Customer profile:

Coventry NHS Trust offers a number of services for the local community such as mental health and learning disability services and community services.

Challenge:

The Trust wanted to manage their space more efficiently in order to reduce real-estate costs and environmental outlet.

End result:

Coventry NHS has streamlined the resource booking process thanks to Resource Central's integration to Microsoft Outlook® and Exchange and the ability to order resources as well as extract relevant data.

Coventry NHS Trust Streamlines Room Bookings and Utilisation Reporting

In order to reduce costs and minimise environmental impact, the Trust set out on a three-pronged initiative to rationalise estates and ensure that all their buildings are used as efficiently as possible in serving patients and staff.

Coventry NHS Trust, part of the Arden Cluster, is responsible for providing access to healthcare services for the 300,000 residents in Coventry. The Trust has a range of existing premises across Coventry and a new hospital building that opened early 2012.



In order to reduce costs and minimise environmental impact, the Trust set out on a threepronged initiative to rationalise estates and ensure that all their buildings are used as efficiently as possible in serving patients and staff:

1. Get better visibility of how well meeting rooms - including consultation and therapy rooms - are being used and by whom. This will improve cost allocation and help identify any under-utilised buildings that may be eligible for being sold off.
2. Improve on the current room booking processes and eliminate 'no shows' to control costs and get maximum room utilisation.
3. In the future, provide a flexible workspace for staff not requiring a full-time desk, again, with the aim of reducing real-estate costs.

Working in collaboration with Microsoft Gold Partner, Essential Computing and the PCT's IT Collaborative (ITC), the PCT now has a resource management solution that layers on top of its Microsoft Exchange and Outlook® email

Resource Central

- ▶ Saves time and frees up staff for other important tasks.
- ▶ Integrates seamlessly with Microsoft Outlook® and Exchange.
- ▶ Gives users an overview of all available meeting rooms and shared workspaces.
- ▶ Easy to administer and use.
- ▶ Displays important details about meeting rooms, including images and location.
- ▶ Handles all changes and cancellations.

"Our facilities team gets calls all day every day to book rooms. Prior to implementing Resource Central making a room booking was a multi-layered process. Now it's just a lot easier for people to create bookings and there is a lot less process involved."

and calendaring system. Integration with existing core systems and working practices is proving to be a key factor in streamlining the resource-booking process and getting a system that the entire PCT will benefit from. To address key aspects of the PCT's resource management needs, the



ITC and Essential delivered strategic, Microsoft Exchange-integrated functionality:

Advanced Scheduling

Finding the optimum room available used to be a challenge as it was difficult to view multiple room calendars at once using 'native' Outlook®. By adding AgendaXTM, a group calendaring application that integrates with Microsoft Exchange and Outlook®, the PCT has significantly curtailed the planning process. According to Kirstie Webb, projects administrator in the Estates department, "Using AgendaX we can now see at a glance what rooms are free and when across the City. Before we would have to open up each individual room calendar which would take an inordinate length of time."

Streamlined Booking & Data Capture

Having found the ideal room, the process of making a booking has been reduced to just a few clicks. Rooms are still booked using Outlook® calendar, but Resource Central, which works as an extension to Outlook®, includes forms that enable PCT staff to record who the booking is for (e.g. a Doctor or Consultant), enter a cost code to be associated with the resource and any other information, all in one place. Explained Kirstie, "The forms make it possible for us to ensure services and time are billed for. We weren't able to do this in the past because there was no way of accurately capturing this information." The information is also proving useful for the PCT's in-house service provider arm to capture service line reporting and identify heavy users

It will also enable the PCT to create cleaning schedules for clinical rooms. The PCT facilities team is also seeing tangible savings in time spent booking resources. Concluded Kirstie, "Our facilities team gets calls all day every day to book rooms. Prior to implementing Resource Central making a room booking was a multi-layered process. Now it's just a lot easier for people to create bookings and there is a lot less process involved."

Room Touch Screens

The PCT was finding that, on occasion, meeting rooms would be booked in advance but not actually used on the day. Starting with its new flagship hospital building in Coventry, the Cluster has installed ResourceXpress™ touch screens outside all primary meeting rooms. Again, fully integrated with Exchange, the screens display meetings in progress and availability for the rest of the day, with the option to allow authorised staff to book rooms directly via the screen. The screens also prompt staff to check in and out of their room. This is enabling the PCT to get an accurate report of how many hours in the day rooms are being used. And, if the rooms are not checked into by a given time, or if the meeting ends early, the room is automatically freed up for other staff members to use, ensuring facilities deliver optimum value for money. Staff, meanwhile, no longer have the frustration of being unable to book a room in advance, but seeing empty rooms 'on the day'.

Further information

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About Resource Central

Resource Central is a premier booking solution from Add-On Products that allows you to book resources, equipment, catering, and other services. Resource Central integrates with Microsoft Outlook® and the Exchange Server, simplifying the process of scheduling and organizing meetings.

About Add-On Products

Add-On Products specializes in developing add-on functionality for Microsoft Outlook® and Exchange and digital signage software. More than 400,000 clients around the world rely on Add-On Products' solutions to serve their employees and customers.

Our Products:

Resource Central – room booking solution – reserves resources and requests associated services in less than 2 minutes
Ariadne - digital signage software - full-scale solution providing Wayfinding, meeting overviews, pictures, video, RSS feeds, etc.
Digital Sign Service – software for digital meeting room signs – displays meeting booked in Outlook® on touch screens
Exchange Central – group calendar – provides overview and scheduling of appointments
WebTeam Central – group calendar – provides web-based overview and scheduling of appointments
Mailbox Central – email signature management – improves email branding and campaigns