



## Major Health Trust moves to agile working with Rendezvous

### Executive summary

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As major UK health trust with two acute hospitals and nearly half a million patients to care for, Epsom and St Helier University Hospitals NHS Trust is a busy organisation also runs services out in the community. It's a huge task to organise more than 5,000 staff and workspaces, ranging from meeting rooms to lecture halls and hot desking areas is a mammoth task.

The Trust turned to NFS Technology for help with a move to more agile working methods, designed to improve efficiency and save costs.

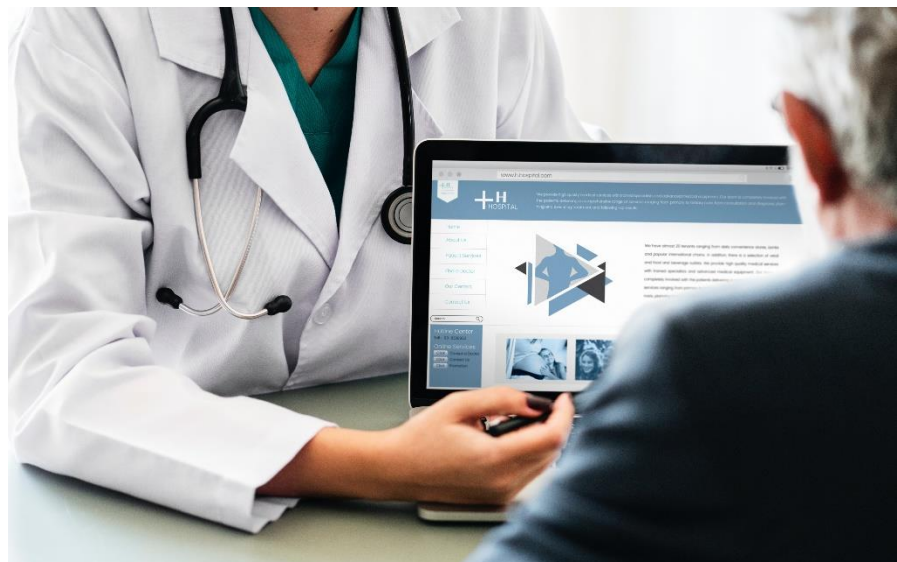
The Trust's workers now use Rendezvous Workspace from NFS to easily find and book the rooms they need, giving them more valuable time to provide high-quality patient care.

### Why NFS?

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Rendezvous room and desk booking technology from NFS was chosen after a comprehensive evaluation that included visiting Rendezvous users.

NFS and the client then embarked on a successful partnership to evolve Rendezvous to meet the Trust's changing needs.



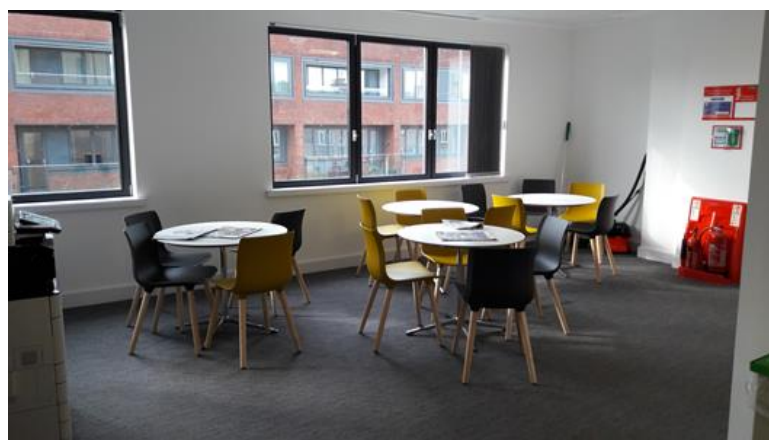
## The challenge

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The Trust is making a transition to a more agile mode of working, which requires an efficient way to help workers find and book meeting rooms and desks.

Meeting room bookings were previously handled with spreadsheets and paper, which was time consuming because it covered 5,000 employees on different sites, and facilities ranging from meeting rooms to lecture halls.

The Trust needed a system that was easy to use and included better resource management and reporting functionality than Outlook provides.



## Customised for users

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For the Trust, there are two different types of Rendezvous with different needs – administrators needing full access to all facilities, and other employees whose need self-service access to a limited range of features.

NFS set up the technology with a fully-supported link for admin people, while other employees use a QuickBooks app for self-service.

Anyone needing a booking can find a suitable space, such as a meeting room, and submit a request for authorization.

The customisation provides highly granular information on space.



**“Working in a busy NHS Trust, the time of our staff is precious. We needed a room booking system that was easy to use, could get the job done quickly and be transparent enough so that all staff can see which rooms are available, and when.”**

- Terry Murphy, Assistant Director of Property

## Epsom & St Helier University Hospitals NHS Trust

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This UK Trust provides health services to more than 490,000 people in South West London and North East Surrey. The organization operates Epsom Hospital and St Helier Hospital, and also runs services from other locations.

St Helier Hospital hosts the [South West Thames Renal and Transplantation Unit](#) and also the [Queen Mary's Hospital for Children](#). Epsom Hospital is home to the South West London Elective Orthopaedic Centre.

Epsom and St Helier hospitals both provide casualty and maternity services.

### 6 ways the Trust benefits

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1. **Speedy self-service** – employees access it easily via the Quickbook app
2. **Customised use** – the system caters for different levels or Trust user
3. **Time saving** – permitted users can book space they need without further authorisation
4. **Efficiency savings** – Agile working creates savings on non-clinical services, so more can be spent on the clinical side for patients
5. **Value for money** – no hardware was required – NFS hosts Rendezvous securely in the cloud
6. **Business continuity** – Supported by the NFS 24/7 helpdesk. Cloud deployment delivers 99.8% system availability using Microsoft Azure.

### What happens next?

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NFS is now developing a room and desk booking app incorporating QR code scanning, suitable for both IOS and Android.

The QR code functionality will support cost-effective check-in for any space booked, providing data on resource utilization.

### Looking to the future

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Assistant Director of Property Terry Murphy said: “The Rendezvous room booking system has contributed to the journey the Trust has started in moving forward to a more agile working environment.”

Mr Murphy says it has also allowed to Trust to use its space better and increase utilization of meeting rooms.

“Now that the Trust has started the agile working journey, it will look to consolidate and improve space utilisation while at the same time improving the working environment.”

