



// **What Access workspace delivers for us as an organisation is the ability to be a single workspace, a single log-on, which is much more person-centred and task driven.**



Katie Lay, Assistant Director of ICT and Business Performance, Outlook Care

Outlook Care is a not for profit organisation, registered with the Care Quality Commission, that has delivered person centred support and care to people since 1990. Since then the organisation has grown into a large provider of care and support services in eight local authority areas across north and east London and Essex.

Challenges

- Needed to find integrated HR, Finance and Rota planning solutions
- Dispersed business with care homes in numerous locations and carers working in individual's homes
- Many existing processes manual and paper based
- Workforce with care-based expertise, familiarity with software technology low which put buy-in for new software at risk

Approach

- Needed a software provider that offered a suite of solutions for both HR and Finance functions. Software needed to cater to a dispersed business and streamline administrative and HR tasks for busy care workers.



Read how Outlook Care have used Access solutions to streamline processes, improving efficiency and allowing workers to focus their time on the work that matters; caring for their patients.

Outlook Care have implemented a suite of Access solutions across a number of functions - providing their workers with holistic access to the systems and support they need, freeing up time for them to focus on providing quality care for their patients.

Access anywhere: improving accuracy by creating a single version of the truth across a dispersed business

One of the key challenges Outlook Care faced before implementing the software was that the dispersed nature of their business meant that they were having to gather and send information to and from workers in lots of locations.

Of their 500 employees, only 30 worked from a central office location.

Prior to working with Access all of Outlook Care's HR and Rota functions were paper-based, which meant things like collecting timesheets, sending out rotas and payslips were very manual, time-consuming and at risk of errors.

When looking for a solution, Katy was mindful of the fact that as her employees are busy care workers, introducing multiple systems, usernames and passwords for each function would disrupt the staff's time, taking them away from their core roles and damaging buy-in for new software across the organisation.

"I think for our staff it's really difficult because they'd have to remember a whole heap of user ids and passwords they have to think 'oh I want to book some annual leave, which system do I need to use?'... and for our staff they don't want to think like that because they're used to running care homes and delivering care and support, they're not IT savvy people."

Results

- Streamlined their processes by using a single sign-on across their different products
- More accurate reporting thanks to integrated systems providing a single version of data
- Empower their remote workers to access all necessary parts of the software including the rota system, HR, finance from anywhere, at any time thanks to the Access Workspace cloud-based solution
- Save workers time by removing admin, manual tasks and allow them to focus on providing great care to their patients

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Katie Lay,
Assistant Director of ICT and
Business Performance



By introducing Access Workspace, workers can now use a single log-in wherever they are to book their annual leave, look at payslips, confirm their hours and more. This has enabled Outlook Care and their staff to utilise all of their solutions despite the dispersed nature of the business.

This not only minimises the risk of errors and data-loss, but it saves employees time and effort, enabling them to focus on what matters, providing quality care to their patients.

"For us that's really important. I think it's what our staff have clearly been crying out for for some time."

A good working relationship

Katy has benefitted from a great relationship with Access right from the beginning. Before choosing Access as their supplier, Katy researched the offerings available in the market that suited Outlook's needs.

Having done her research, Katy attended trade fairs, where she first made contact with Access. She says that from the beginning she felt the relationship with Access was relaxed and open. During these events Katie also appreciated the opportunity to drill down into the details that were pertinent to Outlook Care and the information she needed to make her decision.

Having selected Access as her supplier, this relationship has continued to strengthen.

"We have a good working relationship with Access... They have worked with us to deliver solutions that enable our business."

This relationship continues to be key to the ongoing success of the software solutions implemented at Outlook Care. As the business grows, Katy maintains regular contact with her account manager to ensure the solutions in place are working as well as they can for them. Katy and her colleagues have also been able to attend Access hosted events where they get insight into the future developments and opportunities Access software provides, as well as time with experts and gurus who are able to offer tailored advice on her solutions, which she finds invaluable.

"Access events are really important, certainly for me as a customer... We're in healthcare so we don't have lots of money. To find funding for IT has been traditionally very difficult so to have those events it inspires people to move forward and think actually we do need to develop our products further."



Cloud-based solutions for a more agile Outlook

Katy is now doing a complete review of Outlook Care's technology strategy and has been working with Access to develop her road map for the future development of Outlook Care's cloud-based solutions.

"We need to develop our cloud technology, I think it's the right direction for us as an organisation... We're going to work in a much more agile workplace environment with new cloud-based solutions... I'm actually putting a paper to our board about moving all of our solutions over to cloud-based scenarios."

As well as allowing for increased agility, as Katy notes, this move away from traditional hardware servers towards wholly cloud-based solutions is allowing Outlook Care to close their under-utilised head office space, contributing to infrastructure savings.

Throughout this process, Katy has been able to rely on the support and knowledge of Access experts to help shape and inform the best course of action for Outlook Care's cloud-based solutions.

"Where we're evolving quite quickly and looking to change to new solutions, we meet with the account manager on a quarterly basis and that I think will continue to grow as we move over into cloud technology... I was talking to the hosting guru during an Access event and he was talking to me about some of the challenges we have... he was explaining an access hosted solution that would work better for us."

Looking ahead Katy can see that Access will continue to provide solutions that allow Outlook Care to improve the accuracy and efficiency of their business processes, maximise their use of limited resources and give their carers the tools they need to be able focus their time where it matters, with their patients.

About The Access Group:

The Access Group is a leading provider of business software to mid-sized UK organisations. It helps more than 16,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace technology transforms the way business software is used, giving every employee the freedom to do more.

Established in 1991, The Access Group, with an enterprise valuation of £1 billion, employs more than 1,500 staff.

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