Community Equipment Loan Store Manage their equipment with the enterprise solution - Pro-Cloud

Background

The Calderdale equipment Loan Store is a partnership between Calderdale Council and the NHS in the Calderdale borough. The service is available to provide the community with a range of equipment to help people live more independently in their homes.

Project Brief

Calderdale required a solution that streamlined their equipment ordering processes and managed their assets and stock levels through one centralised platform.

They intended to find a system that ensured the lifecycle of their assets were maximised, while increasing operational efficiencies and cutting costs. They required a solution that could integrate with outsourced services, manage deliveries and collections and take care of repair and maintenance requests, all in real-time.

Additionally, they needed to ensure that the project plan could move forward, and the software was able to be implemented throughout the service within 16 weeks. Within this timescale over 350 people needed to be trained in the software fundamentals.

Solution

Pro-Cloud- a solution that is trusted by over 70 contracts throughout the UK.

The Pro-Cloud interface ensures all equipment orders are processed, delivered and tracked correctly whilst the asset management feature controls warehouse activity and stock throughout Calderdale's operations. Historic records of all equipment information are logged, when equipment is out on site, back in the warehouse, in cleaning or out for repair. Using Pro-Cloud provides complete loan store control and real-time visibility of all Calderdale's assets.

A dedicated Pro-Cloud mobile app is also used by the service to ensure activities are completed and recorded all in real-time. Each asset has a unique barcode number that can be scanned or manually entered, making sure they are accounted for at all times.

Job schedules are automated through the mobile app and allocated to staff workflows, with updates being received whether staff are on or offline.

Service Impact

'After viewing a number of different systems, the CSS systems were by far superior to other systems and a joint decision was made to purchase this system. Pro-Cloud is the warehouse system and TCES is a catalogue style equipment ordering system. Both works concurrently to ensure the stock management, ordering and delivery services work in unison to provide a smooth service to patients/service users who require equipment and provides clear delivery information to the clinicians ordering equipment.

Working closely with a dedicated Project Lead from CSS (and support team), the implementation was completed successfully and comfortably within a 10-week timescale. There was no slippage and in fact, the service was delivered a week early. Weekly conference calls were held, and all personnel involved in the programme of work were kept fully informed on progress. During this time various IT extracts were taken from our old legacy system and mograted to the new system. Thorough testing was undertaken (both system and user) to ensure the information was in the right format. Over 350 people were trained by a dedicated CSS trainer to use the system in a timely manner.

The system is well worth the investment as the benefits to clinicians and patients/service users are outstanding. The new system has streamlined processes for Calderdale and is making the lives of anyone using the system so much easier.'

Project Manager - Calderdale MBC

On-going Support

Pro-Cloud has helped Calderdale Council achieve its aim of obtaining a management solution that can centralise their loan store equipment and procedures, whilst providing the most efficient service possible to their service users.

When required the Pro-Cloud team continues to support Calderdale staff through our support functionality. Any queries raised with our support team is completed through our online helpdesk, which can be used 24/7, with a fully auditable ticketing trail in email form.

Microsoft Business Intelligent reporting is also made available for their management team, enabling commissioning managers to drill down and analyse every aspect of their equipment service.

Pro-Cloud®