PRESENCE
Codeless Development Platform

"The easy way to develop flexible IT solutions for your business … without writing any code!"

CASE STUDY

Spire Healthcare

The Challenge
To streamline and control the debt management process and provide real-time visibility into the financial data available.

The Solution
Introduce PRESENCE to extend the functionality of existing systems and integrate data sources. Automate workflow, letter production and reporting to ensure effective debt management.

Benefits
> Real-time visibility.
> Reduction in errors.
> Efficient reporting.
> Automated workflow.
> Improved cashflow.

Spire Healthcare Deliver Exceptional Service With PRESENCE

Spire Healthcare are one of the largest groups of private hospitals in the United Kingdom. Their outstanding consultants and nurses are dedicated to providing an exceptional healthcare service and every one of their UK hospitals is committed to delivering high quality, cost effective healthcare.

Spire Healthcare selected PRESENCE to deliver a range of integration and automated process routines in its quest to deliver a winning patient service business model.

By initially identifying a business process management project that would provide rapid return on investment, Spire Healthcare embraced BPM technology and ensured that their initial investment was rapidly realised.

The importance of keeping processes streamlined and controlling debt management were two primary reasons why PRESENCE was chosen as a key IS component during a crucial period of growth.

> *"We have chosen PRESENCE because of its speed of deployment and ability to address so many of our operational needs".*
>
> **Robin J Best**
> **Group Finance Director, Spire Healthcare**

Using PRESENCE, Spire Healthcare rapidly extended the functionality of their IT infrastructure and 'filled the gaps' between existing legacy systems and applications with automated workflow, document management and real-time reporting and alerts.

Their traditional paper-based debt management processes have now been replaced with a complete Debt Management System developed with PRESENCE. This new solution monitors critical data across various systems, automates the generation of a series of letters to debtors and provides real-time visibility of financial data in a collection of daily reports. The benefits of this Debt Management System include a significant reduction in the time taken to recover debts, the elimination of unnecessary paperwork and an improvement in cashflow.

Spire Healthcare are now developing other applications with PRESENCE to improve a variety of hospital administration functions and provide real-time reporting that will enable staff to focus on their primary aim of providing patient care.

"PRESENCE requires no programming skills and means companies need no longer have to endure lengthy and costly system integration schedules.

"As the health sector becomes more competitive, budgets get tighter and patients begin to access healthcare in hospitals of their own choosing, efficient business process management will be the key driver to better patient service, competitive status and financial control."

> **John W Kearns,**
> **International Presence**