

Hornbill Case Study

Service desk, IT workflows, self-service, and automated services in 15 weeks



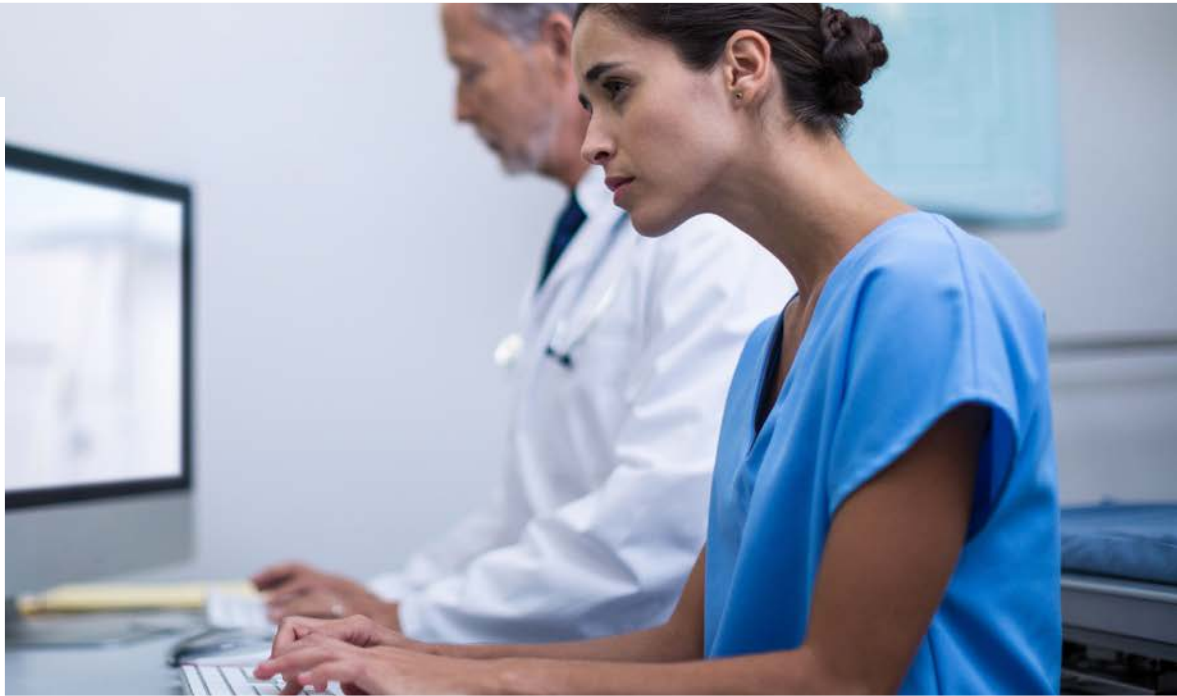
Mid and South Essex
NHS Foundation Trust

At a Glance

Name: Mid and South Essex NHS Foundation Trust

Location: South-East England

Industry: Healthcare



20,000
employees



1.3m
citizens



85,000
calls per year



165,000
requests per year

Mid and South Essex NHS Foundation Trust is one of the largest trusts in England, with 20,000 employees providing patient care to 1.3 million citizens. It runs three major hospitals and a number of community hospitals. It was established in 2020 following the merger of three existing trusts: Basildon and Thurrock University Hospitals NHS Foundation Trust, Mid Essex Hospital Services NHS Trust, and Southend University Hospital NHS Foundation Trust.

Unifying service

In 2021 a project to unify the service experience across all 3 sites began. Prior to unification, the service desk teams received 85,000+ calls and 165,000+ service requests every year. With low self-service adoption (5-15%), they were swamped. Across the three sites there were different practices and processes, 400+ systems, and 40,000+ user devices. Two sites were using Supportworks (on-premises) and upgraded to Hornbill's cloud Service Manager product. Adoption of self-service across the three hospitals was low – between 5% and 15%.



Hear Steve Whittle (Head of Digital Operations at Mid and South Essex NHS Trust) talk about how they unified and transformed services in just 14 weeks.

<https://youtu.be/dUDCfo7r-H0>

The key objectives were to:

- Unify the service experience across all sites
- Boost self-service adoption from 5-15% to 70% across the board
- Ensure work went to the right team, every time
- Reduce response rate from 5 to 0.5 days
- Use analytics to streamline service interactions
- Boost IT efficiency with “zero-touch” service automations
- Integrate systems for complete visibility and control

“

The portal needed to work for our customers – both in the way they interact to raise requests but also having confidence that we’re an outcome driven service provider.”

Steve Whittle

Head of Digital Operations



Rapid implementation

Implementation was guided by Hornbill's agile implementation methodology—broken up into monthly targets across the 3.5-month timeline. Working collaboratively, we ensured the relevant knowledge transfer was baked-in to each stage, ensuring the trust was self-sufficient at the end (and avoiding the need for large blocks of training). All monthly targets were delivered on time, with project completion inside the planned timescale.

What was delivered:

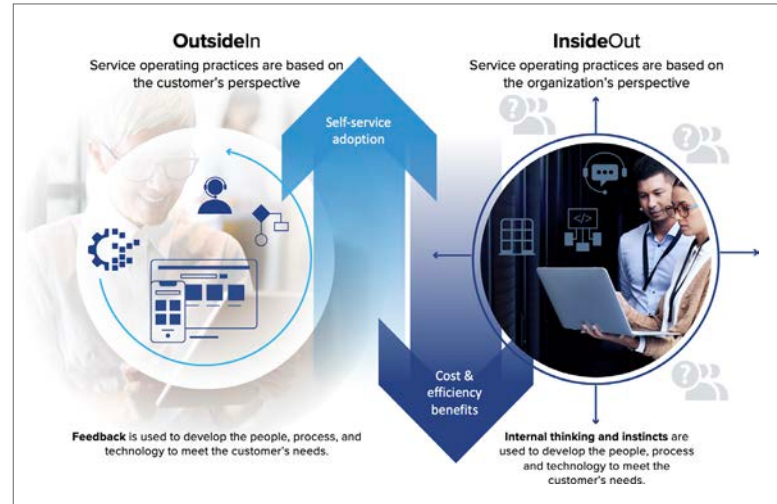
- Hornbill Service Manager for the service desk, IT operations, and management
- Employee self-service portal spanning all 3 major hospitals and community hospitals
- Orchestrated ITSM and ITOM workflows
- End-to-end IT process and service automations (including integrations to orchestrate actions across their cloud/on-premises systems)
- IT Asset Management
- Advanced analytics
- Live chat

What they achieved:

- Unified incident, request and change management
- Service catalog providing a unified employee experience across all sites
- 70% self-service adoption
- Doubling of IT team case throughput with static headcount
- 10X cut in average response time (5 to 0.5 days)
- Work assigned to the right teams first time – accelerating resolution
- Use of data to streamline processes and services
- Change management transformed: CAB agendas automatically generated. Meetings cut in half.
- Transformed the perception of IT

Outside-in approach

With the help of Hornbill, Mid and South Essex Foundation Trust changed their approach to the employee experience from the “inside-out” (operations focused) approach to an “outside-in” (customer focused) approach. Now that they have an intuitive, user-centric portal, self-service adoption has leapt from 15% to 70% (and growing) - taking stress off agents and ending the firefighting.



Now, Hornbill provides a single place for management of their 40,000+ devices. The efficiency gains they made around asset management meant they were able to complete a device refresh that wasn't in the original scope.

Under the hood, service automation has boosted the employee experience by improving speed and consistency of outcomes. Clinicians spend less time waiting and more time delivering care. Meanwhile, automation has taken routine work off IT's plate - facilitating an accelerated journey to maturity.

Find out more about Hornbill can help Healthcare organizations transform services:

<https://www.hornbill.com/solutions/healthcare>

For more information about Hornbill visit: www.hornbill.com

