



Case Study  
**ELFS**  
Business  
Services



Trust  
**ELFS – delivering services  
to 40+ Trusts**

Address  
**Multiple locations  
across England**

ELFS was created in 2002 to deliver high-quality, cost-effective business services. Hosted by an NHS Trust, ELFS objective is to deliver savings through a shared service approach to business services for our NHS clients. These savings can be re-directed by client Trusts to support front line patient care.

## Delivering More

As a leading provider of business services to NHS organisations, we combine best practice of shared services solution design with our extensive knowledge and experience in delivering NHS Payroll and Finance Services at a cost-effective price.

ELFS is 100% owned and run by the NHS and, annually, we process significant numbers of transactions including over 2.4 million payslips and invoices as well as collecting over £1 million in outstanding debt.



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# Business Services

## Case Study Overview

NHS organisations not only provide the best possible care for patients but must also deal with many challenges, including ever increasing pressures of reduced funding whilst having to provide quality services with increasing costs. Business services are a necessary and unavoidable cost to NHS organisations hence the challenge is to ensure that the organisation secures the best possible services at the lowest possible cost.

## Challenges

- **Limited funding in an environment where there is increasing demand on NHS services.**
- **Extensive backlogs in patient care requiring significant funding to address.**
- **Publicly monitored targets on patient care.**
- **Local delivery with high running costs and limited or no resilience.**

## Solutions

Utilising ELFS Business Services to provide a shared services approach for the provision of finance, systems, payroll and pension services enables Trusts to gain the benefit of economies of scale, which creates savings for Trusts which can be directed to front line patient care. ELFS is investing in robotics and Artificial Intelligence (AI) technology and working with key systems providers such as ESR and One Advanced to identify and adopt smarter ways of working which make our services both easier to use and lower cost.



## Results

The ELFS team are all NHS employees who understand the challenges faced by you, our NHS clients. Choosing ELFS to provide key business services to your Trust means that you can focus your time and attention on front line patient services, safe in the knowledge that the ELFS team is using their extensive skills and experience to identify ways to improve the quality of the services we provide, create additional savings and develop services which will exceed Trusts future needs.

## Future Plans

As a wholly owned NHS organisation, ELFS Business Services is committed to creating low-cost, high-quality business services for our NHS customers and we constantly review the services we provide. ELFS is actively investing in a number of initiatives designed to ensure our services meet future demands whilst also reducing our “cost to deliver” so that we can generate savings we can pass back to our client Trusts.