NHS
ELFS
Business Services

Case Study
**Business Systems Support Service**

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Business Services

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

**Address**
Multiple locations
across England

ELFS provides customers with the additional benefits of a dedicated Business Systems Support service which supports implementation of technology solutions and deals with first and second line support for finance system users. The team has a wealth of knowledge and experience in user support and is committed in delivering high-quality services to users whilst developing innovative/intuitive applications to aid process efficiency and deliver cost savings.

## Delivering More

Supporting over 10,000 system users, the specialist business systems team provides full finance ERP support and is the first point of contact for system support covering a range of issues including system access, maintenance, development, and integration. Our service provision is managed and measured through a series of Key Performance Indicators thereby ensuring ELFS successfully and consistently delivers against its obligations to clients. The team also focusses on delivering technology solutions to help reduce the "cost to deliver" and we actively develop and invest in leading edge technology enablers to enhance user engagement, improve the user experience, and provide 24/7 access to meet client/service user needs.

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# Business Systems Support

## Case Study Overview

ELFS Business Services is driving the use of automation solutions to drive efficiency and effectiveness of the services we provide whilst focussing on the user experience. Our key focus points are:

Utilise technology to streamline processes and create a better user experience

Adopt a "keep it simple approach" to challenge unnecessary process elements and remove "waste" in processes.

Ensuring technology adds value to the services ELFS provide

Using the approaches detailed above, we ensure that the initiatives we have implemented, along with future developments are beneficial to both internal and external service users.

## Challenges

Our focus is to ensure that any technology adds value for our clients therefore we must:

- **Ensure digital solutions deliver the needs of the people using them.**

- **Look to develop solutions which improve the "user experience" by creating new, simple, and secure ways for clients and service users to use online applications/services.**

- **Make the processes and technology reusable and shareable for ease of use.**

## Solutions

We have significantly increased our focus on the use of relevant and suitable technology to reduce processing times and improve the user experience. These include:

- **Having developed and implemented a range of online tools/systems such as intelligent e-forms, workflow and process management tools which seamlessly integrate with transactional process**

- **Adopting the principle of 'Capture once and reuse' (Dataverse) giving the service user a seamless experience regardless of the access channel they use.**

- **Working with ELFS Business Change team to deliver efficiency initiatives including the use of integrated, online, self-service solutions to increase availability for users to 24/7.**

## Results

Our focus on the application of application of relevant technology solutions, including the use of tools incorporating Robotics and Artificial Intelligence, is helping to drive down delivery costs which create savings that we can pass back to our clients.

## Future Plans

Due to its flexibility and range of options available, we have selected the Microsoft Power suite of applications as the platform on which to further develop solutions to improve and enhance the services ELFS provides. These solutions will be developed with the user in mind and focussed on delivering new, simple, and secure ways for clients and service users to access ELFS services.

We aim to integrate solutions wherever possible, to deliver significant benefits to our client organisations, whilst removing any dependence on inflexible and expensive technology