Optimising emergency transport finance management in turbulent times

East of England Ambulance Service NHS Trust

NHS East of England Ambulance Service NHS Trust

Unit4 is helping the East of England Ambulance Service NHS Trust deliver agile and efficient emergency medical treatment and transport to 5.8 million citizens across six counties and 7,500 square miles.

A cloud-based Unit4 Enterprise Resource Planning (ERP) solution supports agile, automated finance management, ensuring all staff have the facts at their fingertips for fast, informed decision-making from any device. This forward-thinking approach is also freeing resources to concentrate on strategic issues — such as managing personal and protective equipment (PPE) inventory during the Covid-19 pandemic.

Key benefits include:

- Saved the equivalent of 50% of one finance professional's time, freeing resources to other critical tasks
- Supported the delivery of efficient, prompt emergency services delivery
- Improved visibility and control of key financial processes, such as inventory and estate management
- Delivered data for decision making from mobile devices, accelerating agility
- Enabled financial processes to adapt to emerging legislation and regulatory reporting

Fast, informed emergency services decision-making

Every day, the East of England Ambulance Service NHS Trust relies on Unit4 to provide accurate, timely and complete financial data in support of its essential operations. This single, shared view of finances, procurement and planning supports everything from emergency vehicle availability and medical supplies inventory, to estate and supplier management.

By standardising on the intuitive, cloud-based Unit4 platform, the NHS Trust's finance team are able to quickly create their own reports, simulations and dashboards — so they can see and understand their data, and make trusted decisions more quickly.

As Darren Ward, Senior Finance Analyst explains, this agile, accurate ERP platform has proven invaluable during the Covid-19 outbreak. "Unit4 provides

Industry
Public sector healthcare

Location
Melbourn, UK

Size
A&E services across six U.K. counties, covering 5.8 million people

Product
Unit4 Enterprise Resource Planning (ERP)

Challenges

Improve finance, procurement and planning decisions on everything from emergency vehicle availability and medical supplies inventory, to estate and supplier management.

Key metrics

50%
Time saved by one finance professional

5.8m
Numbers of citizen supported by Unit4

> ## "When we change, the Unit4 system changes with us. It's adaptive, incredibly easy to use and answers any question. It empowers our finance teams to act on insights more quickly and ensure the NHS Trust delivers the highest standards of medical treatment and transport."

Darren Ward
Senior Finance Analyst

the Trust with critical insights to help manage the Covid-19 pandemic. For example, we use the Unit4 ERP data to monitor the PPE inventory on a daily basis. By understanding the precise equipment levels in near real-time, we can re-stock supplies and ensure every healthcare professional and patient is protected."

These meaningful financial insights are also used to ensure the reliable, efficient operations of the ambulance vehicles fleet, which provide accident and emergency services as well as non-emergency patient transport. Darren continues: "With Unit4, we attach an attribute to each ambulance, typically the vehicle registration, so we can instantly see the leasing costs, maintenance invoices, fuel bills and more. This single, complete view of the fleet allows us to optimise resource planning and ensure best value for money over the lifetime ownership of the vehicles."

This powerful, unified Unit4 business intelligence platform ensures Darren and his team have complete control over financial planning and forecasting — across all six operating counties. It even reaches into patient monitoring. "Unit4 is helping the Trust to deliver medical treatment more efficiency," Darren explains. "For example, we can examine patient incidents — including the type of incident, where it took place and the patient demographics — and use that insight to find more cost-effective ways of providing the care, as well as benchmarking our performance against other ambulance services in the area."

Azure cloud adds flexibility and agility

Unit4 resides on an Azure cloud platform, a move that Darren says was, "the best decision we ever made". The costs are predictable, everyone is on the same version of the software and there's no technical intervention. "The cloud platform has been especially useful during the Covid-19 lock-down," he says. "Everyone has been working remotely and seamlessly. Access to the financial planning and forecasting data is transparent."

Managers also have the flexibility to review and approve invoices directly from their mobile device, while transparent visibility into invoice workflow status allows the team to identify and resolve bottlenecks for faster processing and payment. "The Unit4 platform capabilities are limitless. It's easy to add functionality, and we feel as though we've only touched the top of the iceberg," says Darren.

Unit4 Professional Services is playing a vital role in this powerful implementation. Darren explains, "Time and again, Unit4 Professional Services provide expert, proactive advice. Their advice is helping The East of England Ambulance Service to achieve its business and technical goals."

Ultimately, Unit4 is having a transformative impact on the East of England Ambulance Service NHS Trust. Up to 40 users in Finance, Procurement and Supplier Management rely on the system every day to get the facts at their fingertips. There's no manual intervention, no complicated spreadsheets, or error-prone processes. Moreover, by automating the end-to-end sales order process, the NHS Trust is saving the equivalent of 50% of one person's time every month — time that can be channelled into more strategic analytical work.

UNIT4
In business for people