

# Where are you with Microsoft 365?

So, you want to know how well you're using Microsoft 365...

Endorsed by 258 million users in 2020 and powered by 181,000 full-time employees with the support of a vast partner network who have developed tools for every niche requirement, Microsoft 365 is truly a revolutionary platform for driving business productivity. One that will no doubt stay ahead of curve and scale to meet the needs of a rapidly growing customer base. However, the trick is configuring the world's market leading **platform**, into a marketing leading **solution** configured for your business.

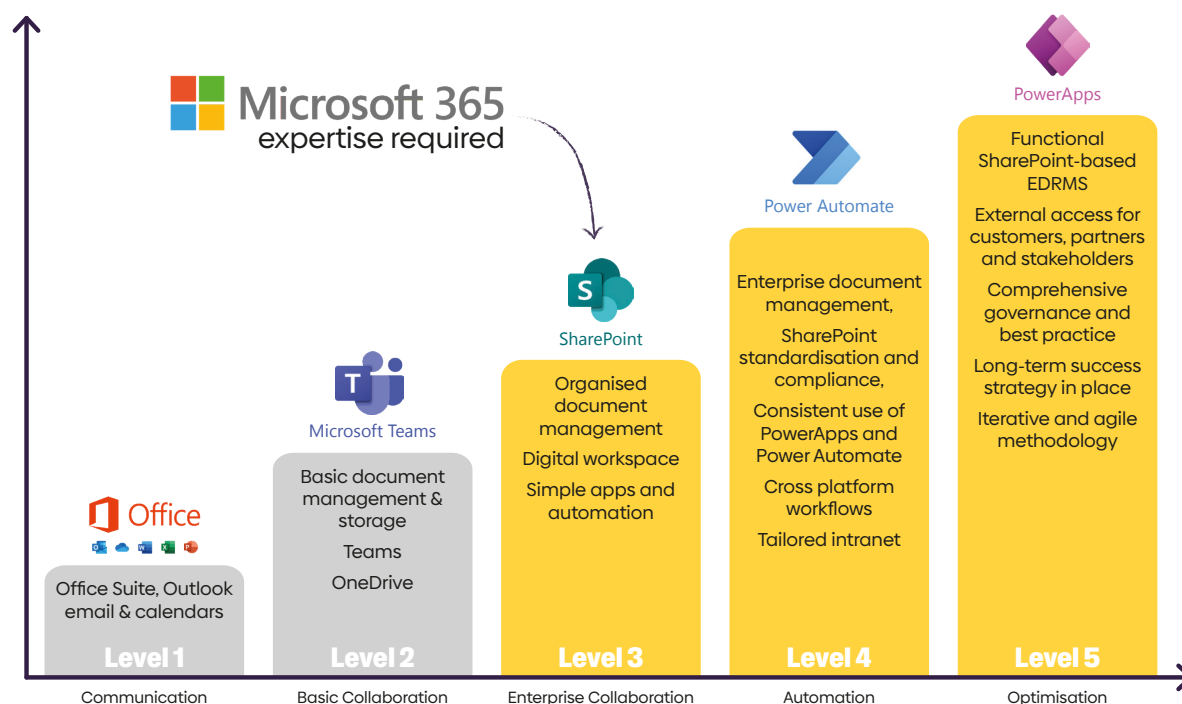
"We have invested in Microsoft Cloud Technology to dynamically deliver solutions in a rapidly changing environment. Encodian have been pivotal in enabling us to deliver and support solutions which deliver real benefits."



Mid Cheshire Hospitals  
NHS Foundation Trust

Amy Freeman  
Chief Information Officer

Where would you place your organisation's Microsoft 365 maturity?



Microsoft 365 Maturity Model



## Our engagement model

Wherever you are on your journey, it makes sense to drive towards Microsoft 365 optimisation in an agile and methodical manner. Our recommended engagement model helps organisations to react quickly to evolving business requirements and extract maximum benefit from current and future Microsoft 365 capabilities.

"As an NHS Trust, it is essential that we have the highest level of support for our SharePoint development. Encodian excels with their knowledge and responsive customer service, and we'd always recommend them."

Guy Boosey  
Torbay and South Devon NHS Foundation Trust

# Shhh... Microsoft's best kept secrets

You might use Office like a pro, but here are the four most under-utilised apps that you probably don't know about.

The reason so many NHS Trusts are implementing an overarching Microsoft 365 Platform strategy is due to ability to consolidate and standardise a plethora of requirements onto a single solution. Vastly simplifyingT security, supplier management, change management and interoperability.

## Power Automate

Automate workflows and streamline your processes with Power Automate.

With 199% ROI over three years, you can use simple drag and drop, to boost your efficiency and get rid of those tedious manual tasks. Creating automate flows reduces the opportunity for human error and helps you record processes.

## PowerApps

Build apps whether you're a developer or not.

With 74% reduction in development costs, PowerApps is a simple way to build and launch apps without a team of developers. Using drag and drop, you can create to your heart's content without having to learn to code. You can also roll out improvements and updates easily and without hassle.

## Delve

Discover information, follow people and save documents for later from your profile.

Microsoft Delve allows all users to discover useful documents, create favourites and follow easy-to-handle 'cards'. You can also click through colleagues to see what they're working on and create boards for your team.

## Purview

Create a map of data across all your Microsoft data estate.

Microsoft Purview allows you to collate data from across your whole Microsoft stack. With a simple search you can track and interpret data for people, files, mentions and more. Purview is an Azure product which means you only pay for what you use.

# Healthcare projects

When figuring out if Microsoft 365 could be the foundation of a Healthcare Project, it's understandable that you might need help with where to start!

So, here is a range of solutions we have delivered that have shown our Healthcare customers impactful and measurable benefits:

## SharePoint



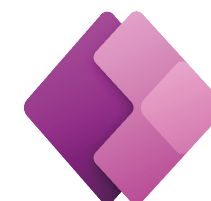
- Digital Medical Records
- HR Records
- Digital CAS Cards / Green Sheets
- Estates & Facilities - Notice management
- Subject Access Requests (SARs)
- Estates & Facilities - Notice management
- HL7 and FHIR integration
- Hub for all rotas, including critical contacts

## Power Automate



- Blood competency test/certification
- Complaints - logging, grading and management
- Declarations of Interest
- COVID-19 Testing (MS Teams Results)
- Lung Cancer Pathway Management
- Policy Approvals and Management
- Workforce Workflow Management

## PowerApps



- Mandatory Training / Doctors Clinical Handbook
- Ambulatory - home care for patients
- Clinic Bookings
- Clinical Trials Management
- Contact Centre - Referral Calculator
- COVID Lateral Testing and PCR Testing / Results
- Access Database Migrations
- Diabetes - Full diabetes electronic case note
- GP / Social Care Antibody Tests
- Paediatric Occupational Therapy Online Form
- Referrals (IV, Diabetes, Endocrinology, Cure, etc.)

# A little more detail...

Each of the above projects required a compelling business case and underwent internal scrutiny for approval. How did they fare?

So, here is a range of solutions we have delivered that have shown our Healthcare customers impactful and measurable benefits:



## SharePoint

Keep your patients' information safe with SharePoint.

SharePoint is great because you and your team can work on projects together but it also allows you to organisation wide IT security.

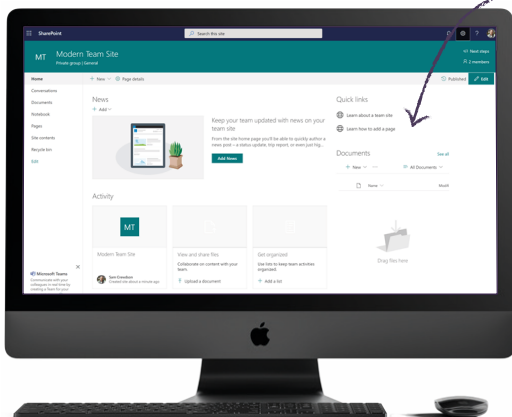


### Projects powered by SharePoint:

SharePoint based EDRMS for NCIC NHS Trust  
Lines of business:

- Digital Medical Records
- HR Records
- Clinical Documents

30,000 documents processed per month  
Over £350,000+ pa in operational savings by reducing storage, transport costs, stationary, reallocating headcount, reducing inefficiency with missing records and reducing patient stay time.



"Your technology has helped us successfully route almost 15,000 forms received from our customers saving over 400-man hours. Our company has derived tremendous value."



## Power Automate

Streamline and automate your processes.

Eliminate tedious and repetitive admin and replace it with automated workflows.



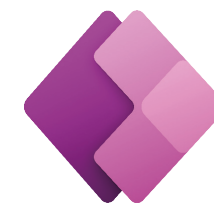
"I'm delighted we opted to invest in Encodian. Their responsiveness is first class and their product is technically excellent. We look forward to delivering enhanced automation solutions for our organisation."

Bruno Simon



### Projects powered by Power Automate:

Whenever there is a requirement to manually manipulate data or documents it can probably help! For example, Austin Health use Power Automate and Encodian Flowr to merge several documents into a single viewable PDF before reaching clinicians which has saved a huge amount of time and frustration compared to navigating multiple documents with patients.



## PowerApps

Create apps without the developers.

PowerApps allows you to rapidly create standardised and flexible low-code apps



### Projects powered by PowerApps:

MCH NHS Trust have used Power Apps to consolidate over 50+ 'wrap-around' back-office and clinical processes that simplify data capture, ensure interoperability and remove manual intervention. For example, their simple Staff Flu Jab App has removed the manual collection and follow up required to gather data, ensured all data is readable and usable and removed the time required to manipulate reports in excel to churn back data such as trends up/down to drive employee engagement and awareness.