



Background

The NHS Business Services Authority is responsible for providing a range of complex and essential high-volume business services to support the day-to-day smooth running of the NHS including the NHS Pension Scheme and payments for primary care services to pharmacists and dentists.

During the COVID-19 crisis, it turned to TISSKI to remotely configure a custom solution that would meet its immediate and future needs.

Modern software implemented remotely and at speed

Like many public sector organisations, NHSBSA was looking for an innovative case management solution that could be delivered quickly, remotely and that would:

- Be based on a widely adopted, trusted platform.
- Allow employees to focus on complex tasks by reducing administrative workload.
- Provide a modern, robust system with the latest security features.
- Enable the flexibility and scope to further configure to meet future requirements.

Transformational technology for the NHSBSA

Configured remotely by specialists at TISSKI using Microsoft's Dynamics 365 software, the new cloud-based solution has supported NHSBSA's equipment procurement process and expense management system during the COVID-19 crisis and will continue to do so in the future.

TISSKI also recently worked with NHSBSA to improve their Contact Centre's support function which provides information and assistance to customers including NHS organisations, contractors, patients and the public.

The system has enabled improved customer self-service capabilities, minimising the need for intervention by customer service agents at a time when the service has faced a significant increase in demand.

It also supports its HR Shared Services (HRSS) department which provides NHS recruitment, payroll services, employee records and HR advisory services.

The solution configured by TISSKI uses RPA (Robotic Process Automation) to reduce repetitive tasks, improving the efficiency of services that previously heavily relied on a combination of human intervention, a knowledge base, telephone and emails.

The NHSBSA is an Arm's Length Body of the Department of Health and Social Care. It manages over £35 billion of NHS spend annually delivering a range of national services to



NHS organisations, NHS contractors, patients and the public. Its purpose is to be a catalyst for better health and its vision is to be the delivery partner of choice for the NHS.

The NHSBSA receives in excess of five million contacts into its contact centre support function annually and employs 650 people in this area.

"We've faced a significant increase in demand in a very short period of time during the Covid-19 pandemic so the speed at which Tisski carried out a completely remote and agile implementation was fantastic. Their professional team went above and beyond to deliver this at pace, and this has played a key role in our response to the crisis."

Ian Chippindale

Senior Change Manager at the NHSBSA

Key benefits

Tisski's integrated case management system and support has helped NHSBSA to:

- Free up valuable employee time by reducing administrative requirements through RPA (Robotic Process Automation).
 - Allow employees to securely access information anywhere, anytime via the new cloud-based solution.
 - To further configure and tailor solutions against potential future requirements, due to the flexibility and capabilities offered by the Microsoft Dynamics 365 strategic platform.
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"We're extremely proud to be working with the NHSBSA, a key support function for the front-line NHS workforce during these challenging times."

Anna Assassa

CEO at Tisski

