GILTBYTE
25 years

Case Study | GCS

EASY Expenses Delivering Instant Cost Savings for Gloucestershire Care Services NHS Trust

Gloucestershire Care Services NHS Trust

www.glos-care.nhs.uk

NHS Organisation:
- Community Trust

Employees:
- 2,700 colleagues

Products:
- Giltbyte EASY Expenses

"It's provided at no cost. The configuration of the system is straightforward and I like the control it offers us. A solution worthy of its name!"

Andrew Mills, HR Systems Manager
Gloucestershire Care Services NHS Trust

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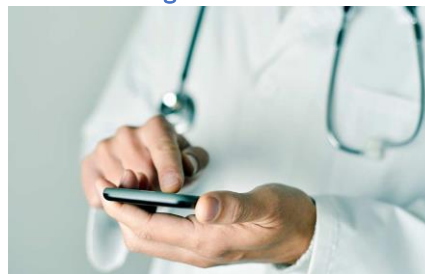Gloucestershire Care Services NHS Trust (GCS) provides a wide range of services to Gloucestershire's population of approximately 600,000 people. The Trust operates the county's community hospitals, provides nursing, physiotherapy, reablement and adult social care in community settings, and also runs health visiting, school nursing and speech & language therapy services for children.

As a Trust providing community services on a restricted limited budget, GCS were keen to make cost savings across the organization. An area that could deliver savings was in the form of an efficient employee expense solution.

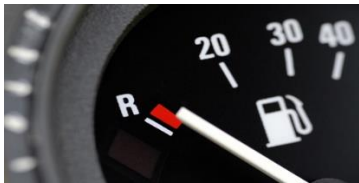As a NHS chosen supplier, Giltbyte was able to demonstrate a deep understanding of the Trust's business and crucial issues pertinent to NHS employee expenses. Subsequently Giltbyte fought off competition and were successfully awarded the project to roll-out the EASY Expenses solution, which is available as part of the ESR programme at no cost to NHS organisations. Following the implementation, GCS has been able to realise significant benefits from Giltbyte's on-line solution.

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EASY Expenses Benefits for GCS

- Available as part of the ESR programme at no cost
- Claims are processed faster
- Journey distances are calculated automatically
- Excessive, inappropriate and fraudulent claims are automatically flagged or rejected
- Forms are all completed on-line
- Secure hosted service

www.giltbyte.com/products/expenses

Giltbyte Limited

Since 1990, Giltbyte has been supplying workforce and finance software to NHS clients including major Trusts and NHS Blood & Transplant across England and Wales. With a unique understanding of the process challenges faced by Health Service managers, Giltbyte has been selected to work with the NHS to supply electronic solutions as part of the ESR solution.

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Challenges

GCS had previously been using an expense system that was in place for a number of years. The incumbent solution required an annual subscription. In addition, the solution was deemed not user friendly as several clicks were required in order to perform a function. This became a greater issue as the volume of expense claims being processed were averaging in the region of 1,000 per month. It was also felt the configuring of the solution to meet the Trust's requirements proved too problematic. The most significant challenge, however, was the incumbent solution was uneconomical.

Solution

Following a competitive selection process and a thorough presentation and understanding of the GCS's issues, Giltbyte were successfully awarded the contract in January 2017 to deliver an on-line expenses solution.

Giltbyte implemented the EASY Expenses solution across the Trust's user community and was live and operational by March 2017. The project was kept within the agreed timescales and met all the milestones during the implementation. Comprehensive training was also delivered for System Administrators to ensure on-going training for end-users could be conveyed.

Benefits

The key benefit being enjoyed by GCS is that EASY Expenses is truly cost effective. No fee paying annual subscription is required thus delivering instant cost savings to the Trust. Working with Giltbyte, GCS has found the user experience has been far improved than before as they are able to navigate around the solution easily. The set-up on the drop-down functionality is far easier to understand as the incumbent had been deemed too confusing. Giltbyte have been able to meet and deliver any configurations requests. Change requests have been met within hours rather than weeks as previously encountered. Andrew Mills, HR Systems Manager also expressed his pleasure on using EASY Expenses, "It is provided at no cost. The configuration of the system is straightforward and I like the control it offers us. I particularly like using the 'local groups' function which enabled us to easily transfer across our authorisers from our old e-expenses system to the new one. A solution worthy of its name!".

EASY Expenses enables management to review and approve the necessary expense claims within seconds thus speeding the complete receipt-to-cash process. Staff and approvers are free to focus on mission critical activities.

The Trust has established a solid working relationship with Giltbyte, between Andrew Mills and Giltbyte's Graham Swinton, Director and are able to discuss any issues immediately whereas previously human contact was very limited.

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