

Workspace 365 elevates digital efficiency for Dutch healthcare workers



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Digital efficiency for Dutch healthcare workers

Dutch healthcare workers spend a shocking 40% of their time on administrative tasks. It is unanimously agreed that this valuable time could - and should - be spent on patient care. Many healthcare workers have expressed that they, perhaps unsurprisingly, are losing job satisfaction as a result.

Despite bureaucratic regulations being the primary cause of administrative pressure, the continued use of legacy systems and analogue methods for filing and sharing patient information significantly contribute to the problem. Although there has been a gradual increase in the adoption of more efficient information exchanges and IT infrastructures, it has been a slow process.

In July 2023, the Netherlands passed a law to promote digital information exchange in the healthcare sector, which is a positive step forward. However, considering that the country is recognised as the 7th most innovative globally according to the Global Innovation Index, it appears that the necessary changes are taking longer than expected

In the meantime, there are opportunities to enhance the healthcare sector beyond regulatory measures. IT suppliers such as Workspace 365 can assist healthcare workers in reclaiming valuable time during their daily tasks, even when using outdated systems. Our collaboration with Open Line has successfully achieved this goal.

Critical infrastructure

With a large focus on healthcare and the public sector, Open Line is highly committed to improving critical IT infrastructures and services. With clients in these sectors, the proper functioning of IT is crucial.



Workspace 365 assists healthcare workers in reclaiming valuable time during their daily tasks

Think the accuracy of automated insulin dosage calculations for 28.000 patients, means to exchange patient information between different hospitals and specialisations in order to assure the proper treatment or smooth billing processes for tens of thousands of social housing residents.

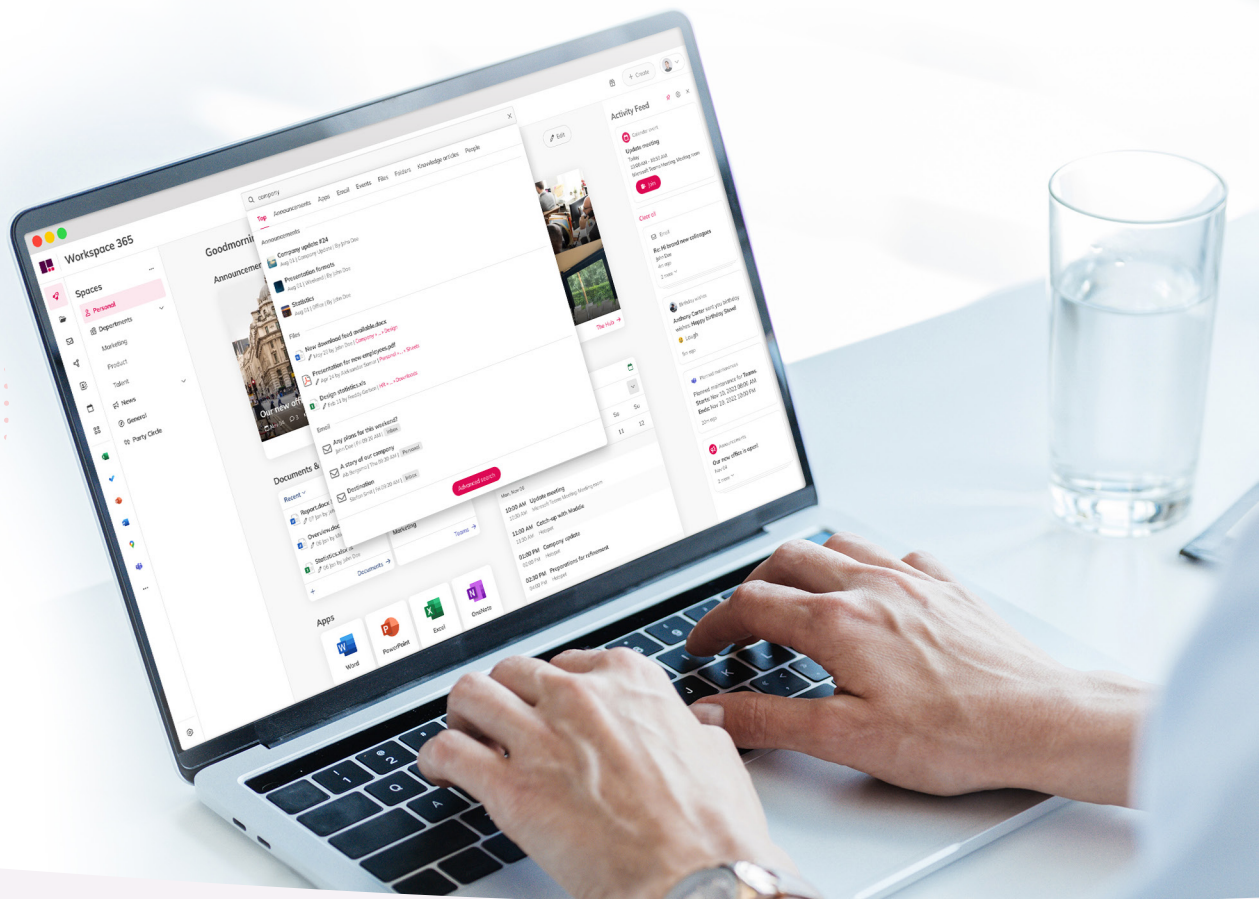
Saving valuable time

Emile Stam, Chief Commercial Officer at Open Line, has a diverse background spanning from automotive mechanics to running his own IT enterprise. Stam's mission has always been clear-cut: *"My entire goal is to deliver user satisfaction through IT. I even enlisted specialists in psychology to deeply understand our clients' needs."*

Stam's goal, which fully aligns with Open Line and Workspace 365, is straightforward: save valuable time and empower employees to make the most of their tech resources. It's all about optimising efficiency. The Workspace 365 platform helps Open Line and its clients do that.

Saving hundreds of hours daily

A great example of how Open Line has helped a healthcare client become more efficient by integrating Workspace 365 is this. Following the integration, this client has managed to save each worker between 5 to 15 minutes per day.



With a workforce of over 4,000 employees, this amounts to a significant timesaving: approximately 333 to 1,000 hours per day. As a result, this extra time can now be dedicated to patient care or other crucial tasks, rather than being wasted on endless searches through various apps, documents, and programmes.

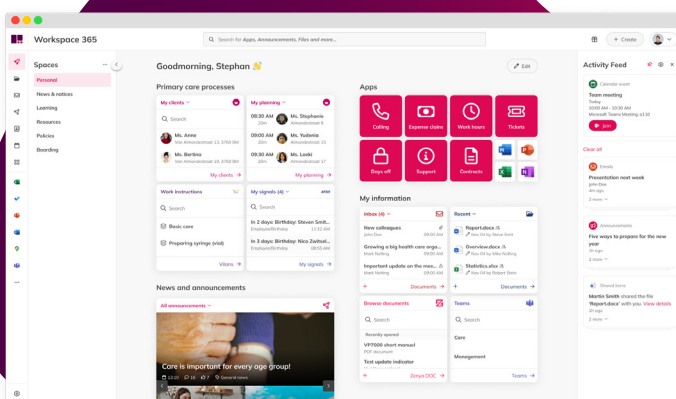
"Because of Workspace 365's large API access (including Nedap Ons, which is a leading patient care app used by over 1,500 healthcare organisations in the Netherlands), we can extract specific, relevant functionalities from other solutions on an individual level. It's the most user-centric way to design a digital work environment that boosts productivity. It frees up time for every employee so they can focus on the work that really matters. It's a game-changer for each individual employee, as well as the organisation as a whole", concludes Stam.

A simplified digital workplace

Stam explains the complex nature of employees' tech use within large organisations even further. "The average Microsoft 365 user only uses a fraction of the available tech stack, except for a few "power users" using around 24-27%. Why would we force our employees to plough through all these apps, solutions, and information, when the alternative is far more efficient and user-friendly?"

Wow value

According to Stam, "Workspace 365 brings an immense "wow" factor by simplifying life, providing a visually appealing interface, being compatible with all devices, and helping you to find information quicker. Additionally, Workspace 365 offers the advantage of always having a personalised workspace. It eliminates the need for complex migrations and is theoretically independent of the underlying operating system, making it even more remarkable than people might initially realise".



By removing a lot of clutter and irrelevant apps

on the digital interface, Workspace 365 delivers fast access to personalised, relevant information. Employees can save time, increasing their digital productivity. The simplified digital workplace helps them to sharpen their focus, making them more satisfied employees overall.

Stam elaborates: "Companies aren't necessarily always looking to modernise their IT infrastructure but are oftentimes focusing on more pressing issues. Like how they can increase employee satisfaction and save valuable time. Adding yet another solution to the tech-stack doesn't automatically create the sense of an answer. But sometimes it does. Workspace 365 really does free up time and make employees happier.

Lasting value

For Open Line, Workspace 365's primary value lies in its ability to seamlessly organise information from diverse sources on any device. This eliminates silos, reduces time spent searching for pertinent information and enhances collaboration, which fosters a far more productive work environment. Fast and easy access to relevant information improves the quality of work and overall operational efficiency. The platform's agnostic nature ensures seamless integration, resulting in increased user adoption and satisfaction. Truly elevating digital productivity, which is what both Open Line and Workspace 365 stand for.

Stam: *"It is obvious that - especially in the healthcare sector - people are frustrated with the status quo of how much time is lost on navigating IT infrastructure. At the end of the day all we want to do is spend time on the important things and see employees' smile. Workspace 365 helps us, and our clients achieve just that."*

About Open Line

Open Line is a prominent managed cloud services consultancy firm with eight offices across Europe. Founded in the Netherlands in 2002, Open Line has steadily grown to become a leading name in managed cloud services in the region. The company supports and advises clients across various sectors in designing, building, and managing complex IT and cloud outsourcing and other projects.





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