More **focus on elderly care** through digital simplification

Workspace365

Everything simplified

tcc. smart it solutions

VIVANTES OUDERENZORG

Insights

Focus on elderly care

Digital simplification is very important in the healthcare sector, particularly in elderly care, to streamline operations and enhance communication.

More time for care

The adoption of Workspace 365 resulted in increased operational efficiency at Vivantes Zorggroep, allowing employees to focus more on providing exceptional care to elderly residents.

Improved efficiency

Vivantes Zorggroep's implementation of Workspace 365 led to improved communication and streamlined access to information for its workforce.

Seamless security integration

Workspace 365 seamlessly integrates with existing security tools, providing a customisable approach to security management, which is crucial for healthcare organisations dealing with sensitive patient data.

Milestone in Digital Transformation

The rollout of Workspace 365 at Vivantes Zorggroep marked a significant milestone in the organisation's digital transformation journey, empowering employees with seamless access to essential resources and improving communication flows.

In a rapidly evolving digital landscape, the healthcare sector faces mounting pressures to streamline operations and enhance communication. Alongside the enormous administrative pressure and staff shortages that challenge healthcare workers, another pain point we identified together with our partner TCC smart IT solutions (TCC) is the scattered nature of data across networks.

In many healthcare organisations, the lack of centralised patient data makes it difficult to access information and coordinate care, which ultimately affects the available time for and quality of patient treatment. The effective exchange of information among healthcare teams can be hindered by the fragmented state of data within healthcare networks, which may put patient outcomes at risk.

Additionally, decentralised data management often leads to security concerns and challenges in adhering to privacy regulations.

> **Workspace 365 has emerged as a game-changer for those seeking to optimise workflows and improve user experience through ultimate simplification"**

In a bid to overcome these challenges, streamline data management and improve communication channels, TCC helps healthcare organisations across the Netherlands integrate Workspace 365. "Providing more care with fewer resources is the biggest challenge for the healthcare sector in the coming years. Organisations can respond smartly to this challenge by leveraging the right technologies, freeing up more time to care.

Workspace 365 has emerged as a game-changer for those seeking to optimise workflows and improve user experience through ultimate simplification", says Berry Roemgens, a pre-sales consultant at TCC, who brings a wealth of expertise in IT and customer success to the table.

Efficiency for professionals and volunteers

One of the organisations that ran into these challenges is Vivantes Zorggroep: a care facility for the elderly in the South of the Netherlands. Vivantes employs a workforce of 1,400 dedicated employees who offer compassionate care to over 1,000 elderly individuals in need across nine small nursing homes and nearby care facilities. Vivantes sought a solution to update their outdated network, hardware and digital workplace setup, as their digital environment no longer optimally facilitated healthcare workers and

support services. Vivantes' ultimate goal was to enhance communication within its organisation by refining its channels and streamlining access to critical information. The implementation of simplified digital platform Workspace 365 was the answer.
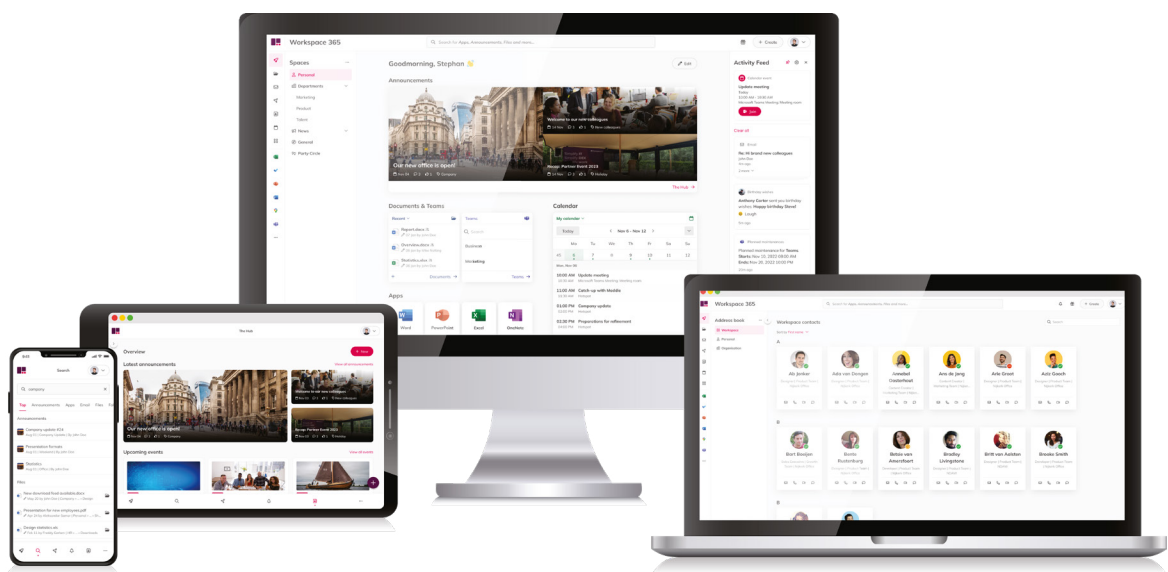
Milestone in digital transformation

TCC spearheaded the rollout of Workspace 365 at Vivantes Zorggroep in 2022, which marked a significant milestone in the organisation's digital transformation journey. By leveraging Workspace 365's intuitive interface and robust features, Vivantes improved communication flows between colleagues, and empowered them with seamless access to essential resources, such as patient treatment plans, patient visitation calendars and product ordering systems.

Roemgens: "Vivantes has a workforce of nearly 1,000 healthcare professionals, with an additional 400 volunteers providing support. Ensuring that both groups of employees have access to the necessary information was a challenge, as it varied not only on a group level but also on an individual level. However, thanks to Workspace 365, managing this access became incredibly simple. As a result, every employee can now easily access relevant information across all devices, making their work more efficient, productive and fun."

More time to care

Vivantes has seen significant benefits due to its digital transformation. By upgrading hardware on over 250 workstations, upgrading its network and adopting Workspace 365, the organisation has taken a major step forward.

This technological advancement allows for the creation of hybrid workspaces, making it easy for staff and volunteers to access important information from different devices. This newfound flexibility saves time, allowing employees to focus more on providing exceptional care to elderly residents. According to Roemgens, this is a significant improvement for Vivantes, enhancing operational efficiency and ultimately raising the level of care provided.

Seamless security integration

With a keen understanding of TCC's healthcare customers and the services delivered, Roemgens emphasises the importance of fast response times and addressing critical, prevalent challenges. He highlights the increasing focus on security in the healthcare sector, prompting TCC's evolution from Managed Service Provider to Managed Security Service Provider, and the benefits of Workspace 365. "The platform seamlessly integrates with existing security tools, offering a customisable approach to security management, which is ever important when working with sensitive patient data", says Roemgens.

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Prioritising simplicity, UX and communication

In conclusion, the partnership between Workspace 365 and TCC smart IT solutions exemplifies how the efficient digital workspace can transform the healthcare sector. Roemgens highlighted the significance of simplicity, user experience, and communication, leading to increased efficiency and collaboration. As a result, a lot of time that was earlier spent on administrative tasks can now be directed at providing quality care, which in turn leads to happier patients and healthcare professionals.

Workspace365

Everything simplified

contact@workspace365.net | workspace365.net

Our Offices

Netherlands
+31 30 711 6725
Berencamperweg 6D, Nijkerk
3861 MC, Netherlands

United Kingdom
+ 44 161 768 6020
Suite G.04, Colony, One Silk Street,
Ancoats, Manchester, M4 6LZ