



## INSPIRE MEDICARE

*Bespoke Development & Network Support*

### COMPANY BACKGROUND

Inspire Medicare is a service operated by, and part of, Inspire Community Trust. Originally started as a family business called Westmeria, it was then purchased by a Taiwanese company called Apex Medical and ultimately sold to Inspire at the beginning of 2020.

The company supply medical apparatus, predominantly pressure area care equipment, into acute and community settings. Inspire also install beds as well as offering wheelchair servicing and other ancillary services to the community and service users.

The company operates a 4-hour Service Level Agreement (SLA). This means that from the moment the phone rings to the moment they installed the required equipment, the whole process needs to be organised and completed within 4 hours. They needed a solution that could help keep track and accurately report on this level of service.

### THE CHALLENGE

Inspire Medicare needed a bespoke solution that:

Offered total transparency for their clients.

A system that helped them measure and report on their 4-hour Service Level Agreement and fantastic customer service.

A provider that was going to understand the nuanced requirements they would need when working in the NHS environment and ensuring they adhere with GDPR regulations.

### OVERVIEW

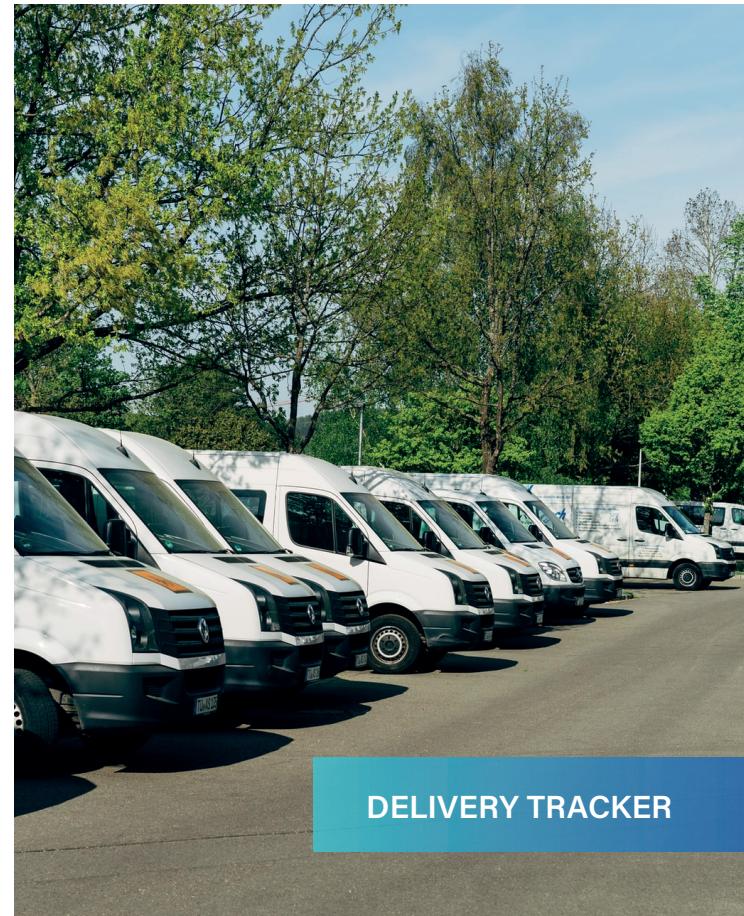
When the business was first taken over by Inspire Medicare, there were some significant changes to GDPR (General Data Protection Regulation.) When conducting business with the NHS, the company knew they needed to provide a high level of security; working 24/7, 365 days a year, they share a lot of information in their network that needed to be coded and securely received by other parties.

## THE SOLUTION

When the company was sold to Inspire at the beginning of 2020, the previous directors had done their research for a number of solutions to improve their existing systems and the best offering came from Impress Solutions. Other companies tended to offer a standardised solution or product but Impress solutions' bespoke approach stood out.

Impress Solutions worked with Inspire Medicare to develop a system that would be operated by hand-held devices by the company's staff. It enabled the Inspire team to take photographs of their deliveries as they dropped them off at their destination and a tracking system was activated to ensure that the company could trace that the items were delivered at the time stated.

The system enabled Inspire Medicare to provide data to their clients that showed the times of their deliveries. All data was also backed-up so that they could report back to clients on an ongoing basis.



## THE RESULTS



### Improved Internal Processes

Inspire Medicare often had clients requiring information about products that were delivered well over year ago, so it was important that past data was backed-up and available to provide these metrics for the client, on request.

The systems Impress Solutions put in place continues to enable the Inspire team to easily access and provide a concise and detailed level of reporting.



### Excellent Customer Service

Providing information on delivery times ensured that Inspire Medicare could offer the best and most transparent service and were able to confirm the delivery of their SLAs.



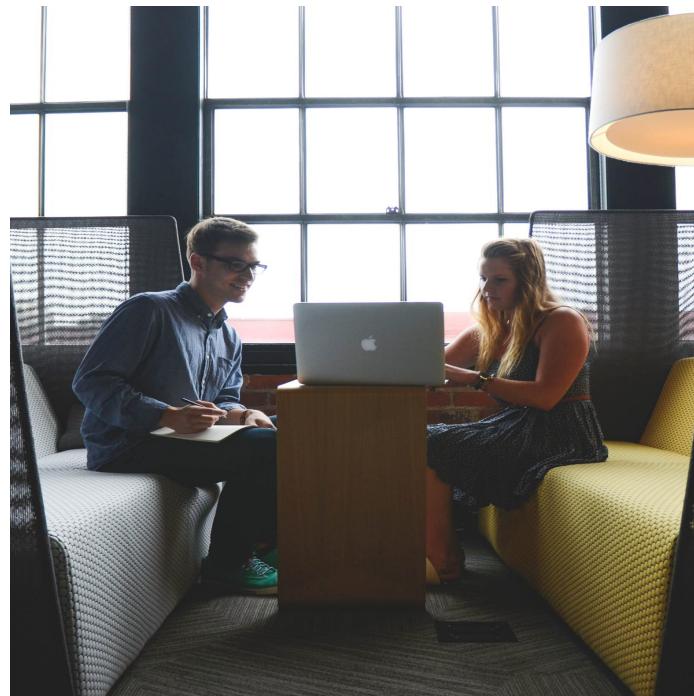
"The key for us is that this data is automated and therefore cannot be manually edited, providing total transparency for our client"

- Haydn Pugh, Operations Director.

## THE EXPERIENCE

 The quality of the people that come over to our office from Impress are always second to none. Jeremy is very much at the forefront of scoping, he understands the business and has an excellent rapport with all of the staff. Impress have put the time and effort in to develop this working relationship with us and the team are always transparent and pragmatic when advising us and editing our systems. They scope out the problem, talk to and gain input from the staff to understand what's needed so our core team are already onboard and support the fact that these solutions will add value and work effectively. Jeremy and his team are valued and we consider them as part of our team"

- Haydn Pugh, Operations Director.



## THE FUTURE

 As a director, the bespoke solution provided by Impress enables us to monitor the customer service we are providing and ensure we continually advance as a company. For example, if there are operational areas of the business that have been identified as needing amendments."

"The systems that have been put in place by Impress have been operational for some time now, so when we need alterations or a new element added, they already have an existing understanding of how we operate."

- Haydn Pugh, Operations Director.

### Get in touch today.

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Services we provide this client: