

DiGence

Created by Geeks

How can technology enable a care provider to scale up while remaining profitable?

Industry:	Healthcare
Head quarters:	Sheffield
Company size:	500 - 1,000
Processes captured:	0
Locations:	Sheffield, Hull, Rotherham, Barnsley, Wakefield, Kirklees, Calderdale
DiGence Days in Total:	10

THE CHALLENGE

Growing fast responsibly

“Niche Care is on an ambitious path, but the larger the business grows, the greater the human resource needed to onboard on train staff – making it harder to stay agile and expand quickly. Operating within a heavily regulated industry raises the stakes further.

With the health and safety of patients front of mind, Niche Care was acutely aware of its reliance on manual processes. They had outgrown their current technology and needed a strategic roadmap to tackle and prioritise internal challenges.”

THE SOLUTION

DiGence® delivered collective clarity

“Niche Care wanted to focus on the manual processes around collecting, analysing and reporting data. So with a clear goal, we proposed a phased dual-track agile delivery approach focused on delivering ROI as soon as possible.”



NICHE CARE

THE CLIENT:

A PROGRESSIVE AND RESPONSIVE HOME CARE PROVIDER.

Based in the north of the UK, Niche Care have a clear mission: to provide home care services of the highest standards, and maximising digital opportunities to improve care delivery, efficiency and

employee engagement. Niche Care are constantly investing in technology and developing new ways of working with the help of their teams, working partners and customers.

CASE STUDY

STEP 1: Assess

Assessing the barriers and opportunities

The first stage of our journey focused on visually mapping all of Niche Care's business processes during interviews using our DiGence® software.

We captured in-depth quantitative and qualitative data to identify pain points, potential risks or operational inefficiencies.

We analysed Niche Care's business operations and systems across 10 days, without disrupting any of the daily operations for employees.

The goal of this process was to collect enough data to objectively quantify key business goals - including scalability, morale, reputation, operational efficiency, data visibility and adaptability.

DiGence® clarified scalability and operational efficiency as the business areas that would most benefit from digital transformation initiatives.

STEP 2: Align

Aligning business areas to growth

DiGence® gave an overview of the organisation and where management could make the most significant improvements.

The insights spanned the whole of the business, with multiple interactive charts to present the data in as much detail as needed: from the top-level summary down to the finest detail of each step of every process. This valuable outside perspective exposed potential risks to Niche Care and key blockers to scaling, identifying opportunity areas and threats that, when solved, would drastically improve efficiency, scalability, and ROI.

79% of their processes would highly benefit from automation

Manually reading reports alone took up a substantial amount of the managerial team's time and would more than triple if they successfully scaled up threefold

A variety of other costs would skyrocket too if manual processes persisted to dominate in the day-to-day operations.

It seemed unattainable to find the time for these tasks after the ambitious expansion, making it unclear how to achieve the goal while maintaining their excellent service. Combining the reports and insights in DiGence® would help us recommend the most time and cost-efficient solutions for Niche Care.

STEP 3: Act

Acting with great impact

"Based on identified business priorities, costs and savings, we developed a 12-18 month roadmap of nine workstreams, covering onboarding, scheduling, training and the business's mobile app.

Implementing these workstreams would allow Niche Care to grow sustainably yet quickly by phasing out manual processes which can be automated or improved, transforming them into an agile, scalable business.

Key to this was the proposed microservices architecture: short, iterative go-lives would launch quickly, in contrast to an end-to-end solution which could take years to develop in full and launch. It would enable Niche Care to innovate and scale faster, and also help futureproof their business as agile microservices would make it easier to adapt to change.

Our recommended approach would also free up time for people across the business, allowing them to focus on what they do best - human interaction and providing exceptional care for others."