



## Case Study: South Western Ambulance Service manage over 8 million clinical and training records for more than 10 years

### Engeneum's Digital Asset Management Solution with reduced costs and secure home working during Covid-19

#### Challenge

South Western Ambulance Service (SWAST) had two areas of the organisation where the document management processes were slightly different and didn't support the Trust's digital strategy.

The Clinical Documentation department had already been utilising Engeneum© integrated with a 3rd party data capture product for several years, and the second department, Training Records who had been previously been using a manual filing and storage process. This made locating records difficult and time consuming plus the storage of paper records occupied a large area of a much needed Trust estate, as well as presenting the Trust with a GDPR issue.

The document management process within these 2 departments was historically both costly and inefficient and using data capture limited SWAST to only scanning documentation that they had specific templates for. Using multiple suppliers to deliver one function also became a pain point.

*"Working with Engeneum has allowed us to digitise our documents in a quick and easy way, without the need for multiple templates. The administration and system permission functions can easily be managed locally, meaning we do not need to request changes from Engeneum or our internal IT department"*

**Kerron Allen, Clinical Information Systems Manager**

#### Solution

SWAST have worked with Engeneum for a number of years and were using the Engeneum Solution for its' Digital Asset Management. During an account review meeting SWAST were introduced to the Engeneum Workbench product which would remove the need to work with the data capture software and enable SWAST to use it across their entire scanning and indexing solution.

The Engeneum document loading, storage and retrieval solution is easy to use, efficient, extremely cost effective and enabled SWAST to manage their administration elements locally.

Output files from the solution can be linked to their Computer Aided Despatch (CAD) systems allowing SWAST to match indexing fields and correct them (if required) to support accurate indexing and retrieval of records. The indexing fields are stored locally and are used for reporting along with other meta-data.

The ability to scan many types of paperwork without the need for a specific template, the capability to upload emailed records without the need to scan first and the ability to work securely remotely are key benefits to SWAST.



**Name**  
South Western  
Ambulance Service

**Industry**  
Emergency Services

#### About SWAST

SWAST has responsibility for the provision of ambulance services across an area of 10,000 square miles which is 20% of mainland England.

SWAST have 94 ambulance stations, three clinical control rooms, six air ambulance bases and two Hazardous Area Response Teams (HART).

SWAST employ over 4,000 mainly clinical and operational staff & have approx 2,785 volunteers

**Website**  
[www.swast.nhs.uk](http://www.swast.nhs.uk)

*“The deployment of Engeneum at SWAST has been a major success, the implementation of our SaaS solution in an on-premise, client managed, environment. retaining over 8 million records for over 10 years shows the ease of use, resilience and corporate capability of our technology”*  
Chris Haden, Engeneum CEO

## KEY BENEFITS FOR SWAST

- The ability to scan and load all types of paperwork without the need for a specific template
- Connects to their Computer Aided Despatch (CAD) systems allowing SWAST to match indexing fields and correct them (if required) to support the accurate indexing and retrieval of records.
- Secure, encrypted remote access (home working) by default
- Increased productivity
- Significant cost savings
- Easy integration
- Flexibility to make changes in-house

## ABOUT ENGENEUM DIGITAL ASSET MANAGEMENT SOLUTION

- Significantly reduce data capture costs
- Improve operational and business efficiency
- Free up resource from keying to problem solving
- Predictable costs from a pay as you use model
- Reduce errors and automate error handling
- Easy integration for a fast deployment
- Supports the use of remote workers and homeworkers
- Easy to scale for project based operations
- Can be connected to: ABBYY, SAP, SAP Business by Design, Sage, Microsoft Dynamics 365 GP, Kofax, Oracle, Northgate, Salesforce, Charter & Q-DAS

## ENGENEUM'S DIGITAL ASSET MANAGEMENT SYSTEM WORKS WELL WITH

### Email & Doc Classification

Save time and improve business processes with this superior digital data capture solution.

### HR & Employee Portal


Streamline your HR practices by digitising your personal files with innovative online document storage and retrieval processes

### Online Payslips

Access to employee or pensioner payslips and P60's via secure access for greater accessibility

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