

CASE STUDY



CSS partners with Zebra Technologies to provide the best in class combined software and hardware offering that tackles challenges faced by public sector healthcare organisations!

The CSS Software Solution

With over 20 years of experience in the public sector healthcare market, you can rely on CSS and our software solutions, with a proven track record of assisting local authorities and NHS trusts to obtain operational efficiencies and cost savings.

Our core software offering, TCES Community – an end-to-end community equipment ordering solution and Pro-Cloud – the back-end asset management/tracking element makes sure healthcare equipment is always sourced, maintained and located within the community correctly.

Throughout the year's innovation has always been centred around customer and end-user requirements, focusing on offering a user-friendly interface that tackles key challenges faced by services every day. One of the biggest challenges that our public sector customers have faced throughout the years is paperless working, ultimately to increase operational efficiencies but also for environmental factors and GDPR requirements. All our software platforms enable paperless working thanks to the advanced features offered, with mobile working at the forefront.

TCES Community/Pro-Cloud has a dedicated mobile application to enable on-the-go working for technicians. It enables equipment orders, deliveries, collections and repairs to be made in real-time, eliminating the need for paper, whilst improving workforce efficiencies. The application also enables important notifications to be sent to technicians within moments, automating working schedules and ultimately putting service users at the centre of the operation.

Mobile working has also revolutionised the way equipment deliveries and collections are completed. Routes can be set up in extremely flexible; postcode groups can be managed, as well as activity types, speed of response, products, two-person tasks and alternative technicians when needed. These routing capabilities enable public sector organisations to stay in control, save valuable time through the optimisation of routes and increase the number of deliveries/collections completed per day. Having such an efficient way of working improves service user care/satisfaction, cuts mileage costs and reduces carbon footprint.



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Mobile Working & Covid-19

As software suppliers to the health and social care sector, we ensured measures were put in place to assist with issues that could arise throughout the Covid-19 pandemic. Through the use of the Pro-Cloud application and Zebra mobile scanning devices utilised healthcare practitioners were able to flag Covid-19 cases, passing the information directly into the system meaning services were able to amend routes and resource technicians with PPE for COVID-19 patients.

Zebra Technologies – Hardware Offering:

Our paperless software solution in conjunction with the best hardware options to match is what really sets us apart. Our Zebra Technologies partnership means we can offer the most advanced mobile printing and mobile devices for the best possible price.






Mobile printing solutions have transformed the way our customers operate, massively helping them towards a paperless way of working. The affordable mobile printer series used by our customers deliver big business value, offering a lightweight and compact solution, that is fully compatible with the latest mobile operating systems, simplifying on-demand receipt and invoice printing for everyday activities.

TC26-HC Zebra mobile scanning devices is what we recommend to all our healthcare customers as they have been specifically designed with the sector in mind. This hardware investment equips community equipment services to accurately manage and allocate equipment effectively. Managed through Pro-Cloud the integrated scanner captures all barcodes, making sure equipment is always digitally recorded and equipment locations are continually updated, reducing the loss of equipment throughout a service



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With a portfolio of over 70 public sector organisations using our software platforms and over 2000 mobile scanning devices and mobile printers in action every day our customers have created a more sustainable way of working for their service and workforce. There are so many benefits of using a combined software and hardware solution including:

-  **An improved stock management process – equipment can be tracked and traced throughout its complete lifecycle via barcoding technology**
-  **Stock levels are controlled and visibility is increased**
-  **Hospital discharge rates are increased, through on-the-go mobile working capabilities and automated job scheduling**
-  **Service user care is improved due to a more efficient way of working, SMS communication and quicker delivery periods**
-  **Cost savings are significant due to paper and time savings**



Premier
ISV Partner
Location and Tracking Specialist

We are proud to have such a transformative solution used by so many healthcare professionals and will continue to provide solutions that power the performance of NHS, local government and public sector organisations, driving productivity, efficiency and overall an improved experience for service users.



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