Revitalise Your Healthcare Service Management

Fusion Global Business Solutions and BMC Software combine their capabilities to streamline and automate heritage processes, enhance staff and patient experience, consolidate fragmented services, and support cyber security initiatives.

Key Industry Drivers

- Patient expectations changing
- New eco-systems arising
- Cost optimisation
- Monolithic IT barrier to innovation

- High HER costs and poor clinician experience
- Difficulties in harnessing the power of AI, data and automation

Improve patient outcomes

Faster access to patient and medical record information, to help clinicians focus on their patients.
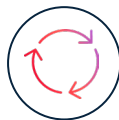
Boost staff productivity

Integrated, automated processes for staff as they join, move within, and leave your organisation.

Modernise IT

Agile integrated eco-system for healthcare provisioning, boosting employee experience and delivering higher quality patient care.

Manage data and compliance

Protect patient data, sensitive information, and connected medical devices, whilst maintaining regulatory compliance.

Fusion Healthcare Solution Areas:

Service Management Transformation:
- Connected service management workflows
- Cloud transformation

Omni Channel Self-Service Automation:
- Customer-centric self-service
- Rapid deployment of critical mass service catalog

Asset & Configuration Management Excellence:
- Manage, optimise and automate IT asset management

Rapid Task Automation:
- Automate mundane repetitive tasks quickly

Rapid Eco-systems integration:
- Drive speed and agility through API economy

Cloud Workload Migration:
- Accurate targeting of workload migration to the cloud
- Optimised cloud tariff and budget allocation

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Customer Outcomes:

92%
Reduction in time to onboard staff

Leading NHS Trust reduced locum onboarding from an average of 3 days down to 2 hours, representing a 92% reduction in time and significant cost savings.

98%
Reduction in sensitive data held in tickets

Large NHS Trust used Fusion's AI Talo to identify 85% of its service management tickets containing sensitive non-compliant data, which was then addressed by introducing strict control and staff training.

97%
Reduction in time to fulfil e-medication requests

Three NHS Trusts have reduced their e-medication requests, taking on average 2 days to handle, down to 30 minutes.