

# Revitalise Your **Healthcare** Service Management

Fusion Global Business Solutions combines its capabilities with leading technologies to streamline and automate heritage processes, enhance staff and patient experience, consolidate fragmented services, and support cybersecurity 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.



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