Transforming workplace data analytics for the NHS

NHS **tiger**

Data is everywhere and has huge potential to transform the NHS – from process efficiency to patient care.

Accessing data, in a meaningful format, remains a challenge for the Healthcare sector. Many data sets across multiple systems make it a challenge to get timely, actionable and relevant insights at your fingertips.

That's where our workplace data analytics software, Tiger Prism, comes in. It captures patterns and changes in the data generated by your unified communications and collaboration systems. Helping to measure and monitor cost, performance and adoption.

Tiger Prism features and benefits

User adoption
Monitor the use of collaboration tools including speech, chat, video and conferencing to determine return on investment.

Tech investment
Understand existing traffic compared to network capacity to design your future network and the right level of investment.

Cost control
Understand voice, video and data traffic on a global scale to plan capacity and route traffic cost effectively.

Patient experience
Get a clear picture of call performance compared to patient experience service levels to plan your technology and resource.

Call alerts
Automate alerts on specified telephone numbers to alert departments of important activity analytics and dashboards.

Fraud detection
Set up automated alerts to inform your team of potential fraud as it happens.

Personal call manager
Increase employees' visibility of the costs they incur to limit personal calls and direct how they use call and collaboration tools.

Cost allocation
Reconcile your call costs for cross-charing and invoicing tenants and departments.

Analytics and dashboards

Empower your teams to love data with Prism's intuitive analytics and dashboard tools. With our easy-to-use dashboards, data is accessed, defined and visualised quickly. Graphs, tables, charts - however you like to see your information, it can be displayed in a range of formats.

Our powerful analytics provides advanced capabilities to build your own enquiries. Slice, dice, peg count and aggregate data and gain detailed insights into costs, quality, bandwidth, performance, adoption and more from the data you own.
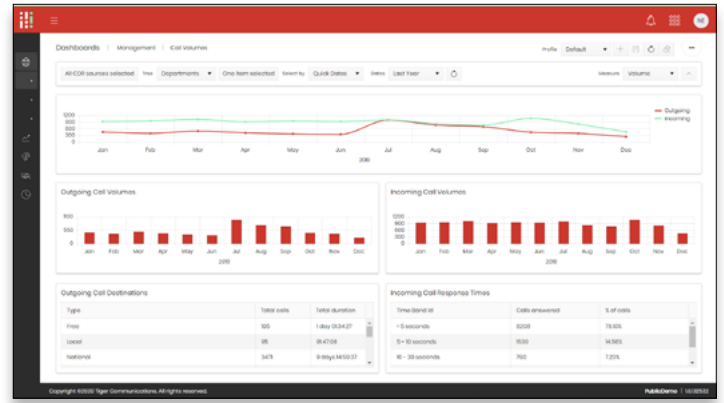

Billing and reporting

Prism provides a centralised, consolidated billing and reporting solution which is fully vendor agnostic, meaning companies with several distinct UC infrastructures from different OEM vendors can enjoy a seamless global view to their information.

- Allocate costs effectively across the business
- Reconcile your carrier bill to ensure correct charging and recover revenue from internal business units, third parties or customers
- Identify areas of high/low usage (by phone, dialled number, caller number and channel)
- Measure KPI / user activity (Department / extension / user answer performance).

Reports are deployed and scheduled according to required frequency. They are viewed in various formats (including PDF, Microsoft Word, Excel and PowerPoint).
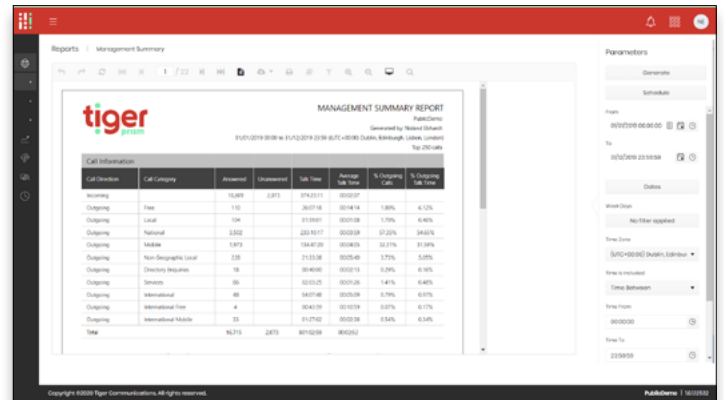

User adoption

UC creates many new ways of working, often bringing significant changes to the way users interact. However, poor rate of adoption means that organisations do not realise the full potential of their deployment.

Prism's powerful User Adoption Suite allows you to monitor and track the migration from traditional methods of communication, to collaboration with co-workers through chat, voice, video and conferencing.

Measuring the rate of adoption and optimising the full functionality across the different scopes is key to calculating the ROI of any UC deployment.

By allowing users to clearly visualise the level of savings generated by the investment, they will increasingly engage with new features and become champions for improving the way they work.
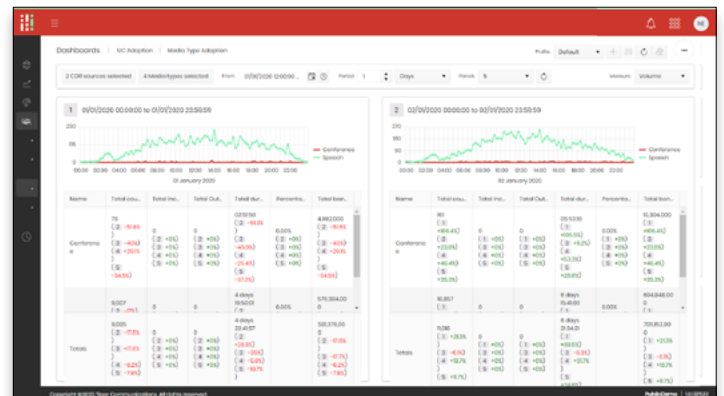
Proactive alerting

Ensuring that people are aware of and accountable for unusual and suspicious activity is critical in today's climate.

Utilising Prism to proactively monitor real-time data saves time and effort as information about threats will be pushed to users and alert groups to instigate immediate action.

Our business intelligence tools automate immediate, proactive notification of toll fraud, malicious calls, hacking and security breaches across all UC platforms using any combination of SNMP, Email or SMS (via Internet or Email Relay).
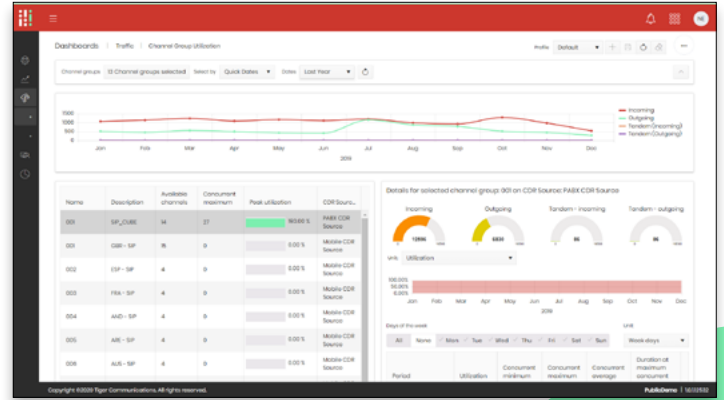
Deployed your way

Every organisation's telecommunications environment is different, so there is no 'one size fits all' way to deliver software. That's why Tiger Prism is offered with a range of flexible deployment options.

Choose from on premise in your own environment, subscription or managed service hosted within the Tiger data centre or somewhere in between.

Speak to us about your individual requirements and we'll tailor a solution to meet your needs.

Workplace data analytics

x Your Trust's context
_____

= Information you
   can work with

Supporting NHS Trusts including

NHS Poole Hospital
NHS Foundation Trust

NHS Frimley Health
NHS Foundation Trust

NHS West Midlands Ambulance Service
University NHS Foundation Trust

NHS Gateshead Health
NHS Foundation Trust

NHS West Suffolk
NHS Foundation Trust

"...By providing timely, relevant and, most importantly, actionable data analytics, Tiger enables us to make informed technology and resource decisions to scope services effectively and realise efficiencies and cost savings.

Head of Network Infrastructure and Telecoms, Blackpool Teaching Hospitals