



WHAT IS CARPS

Carps is a quick response task management system that allows you to efficiently manage all your mobile staff via radio and smart devices.

Operational efficiency is gained with Carps, whether operating in a single building or an extensive campus. You will be able to keep a track of mobile staff and their tasks, without needing them to waste time continually returning to a central base. It allows a single controller to run an entire mobile staff or, multiple controllers working in tandem to run specific teams and the beauty of it is, it is so easy to operate, it requires minimal computer skills.

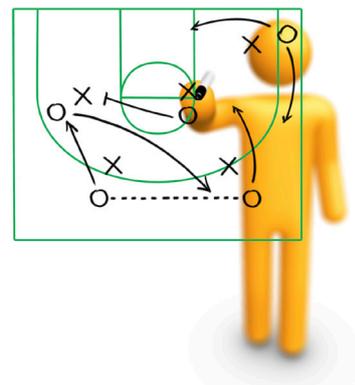
Mobile staff can be pooled to allow increased utilisation of staff across a site - no one sitting idle - and still allow fast response times to task requests. This in turn enhances service provision, performance management and staff utilisation. Management information is immediately available, providing for easy analysis of performance against key deliverables.

WHO IS PURCELL RADIO SYSTEMS

Purcell is an experienced partner to the facilities management industry, providing products that help maximise the efficient management of mobile work forces.

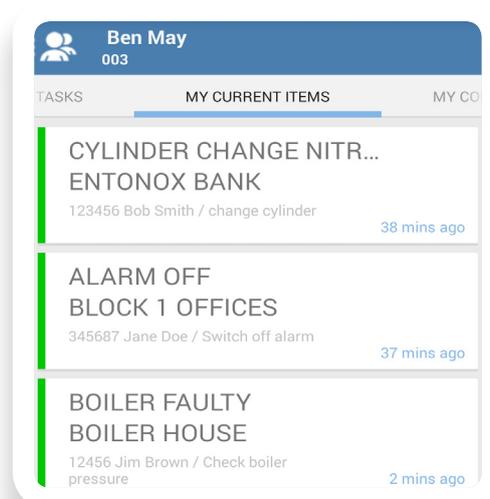
We are already a trusted partner for major UK clients in health and facilities management. Established for more than 20 years, our existing clients range from large national and multinational companies, through to hospitals, local government and small businesses. You'll find that we are easy to work with and we can be relied upon to help you achieve your goals.

To Purcell Radio Systems you are more than just a number on a page.



KEY BENEFITS

- Easy to book work via remote booking software or telephone.
- Tasks can be distributed to both radio and android smart devices.
- Fully utilises mobile staff such as porters, engineers or domestics whose duties require them to carry out various tasks throughout the complex.
- Rapidly accepts and allocates tasks to individuals without requiring them to return to a central base.
- Records all relevant information about the task, and the speed/delivery of the service.
- Provides detailed managerial reports quickly and easily with minimum effort and computer skills.
- Fully integrated to allow a single controller to run the entire team or multiple controllers can run multiple teams when a system needs to expand.



HOW DO MANAGEMENT BENEFIT?

- Controllers and management know the location and status of all support staff.
- A clear understanding of staffing levels is obtained through monitoring demand from each department.
- Effective management of support staff workloads.
- Task information is delivered to support staff accurately every time.
- Tasks can be pre-allocated to individual operatives.
- Confidentiality is ensured as tasks are allocated to the most appropriate operative via text to a two-way radio or android smart device.
- Complaints can be readily resolved as all relevant task data is immediately available from the Carps application and the Carps reports.
- Monitoring and establishing appropriate equipment levels required, for example, wheelchairs.



HOW DO STAFF BENEFIT?

- Tasks can be entered directly by the department, using the Carps logger software.
- Tasks are allocated evenly to support staff.
- Support staff are given detailed instructions regarding the task.
- The progress of tasks, including Pre-Booked, Pending, Active and Completed, are monitored, by the Carps logger software.
- Clients are able to monitor and estimated arrival time of support staff.
- The Carps two-way radios provide a reliable communication system between operatives which can be used for emergency or duress calls to the Carps controller and / or between support staff.






It's an uncomplicated 3-step process:

Step 1 - Booking
Step 2 - Scheduling
Step 3 - Execution

1

BOOKING

When the Carps interface was designed, it's functional ease-of-use was given the highest priority. Bookings are easier to make than sending a text message and take less time than it takes for a telephone to be answered.

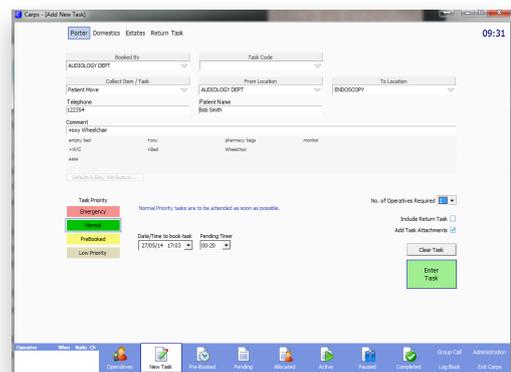
The use of drop down lists facilitate this fast and exact process. From a pre-defined lists you select which department is making the booking, the task itself, where it is to start and where it is to end.

Additional information is equally easily added, such as equipment or patient's name. Then the task is given a priority, either manually or it is automatically associated with a specific type of task.

Recurring tasks may be pre-booked to automatically appear at regular intervals.

A single click to the green, enter task button and the request is sent to the controller or mobile android device.

The same application offers more than just a bookings form, it also enables staff to check to see how requests are coming along - reducing the need for time consuming telephone progress updates to a bare minimum.



2 SCHEDULING

In order for a controller to schedule efficiently and fairly they need to have information on the current state of the sites operatives. Carps gives comprehensive information on those operatives, such as their team membership, how long they may have been waiting for more work, if they're on a break or how long they have been working on a task.

The controller is presented with a list of tasks for scheduling, the highest priority tasks appear at the top of the screen.

In addition they have a list of all operatives grouped by team/category, their last known location and status. Using this information the most appropriate operative/s can be assigned to a task - again emphasis has been given to ease of use.

Once the controller has allocated the task all the task details are immediately transmitted to the operative's radio or android smart device. There is no need for verbal contact.

3 EXECUTION

Operation of the radios and android smart devices, like the rest of the CARPS experience is clear and user friendly.

Once the operative has had a chance to digest the information they press a button to accept the task and proceed to the task location.

Once there a button is pressed again to indicate the task is underway.

And finally when the task is completed another quick click indicates to the controller that the task is complete. This does more than merely update the task's progress since it also let's the controller know where they are.

All this information has been automatically logged. The radio and android smart devices Purcell recommends for use with CARPS have a complete interface with the Carps system - messages are transmitted and recorded.





MANAGE YOUR SERVICE



Carps is an easy to use task management system but it goes far beyond that, with a whole host of reports to enable you to quickly get the best performance out of your organisation.

INCREASING SERVICE LEVELS

Tasks can be easily allocated to the most appropriate operative with out them returning to base, improving the level of service offered to clients at the same time as optimising staff utilisation.

Provision for the inclusion of all task requirements (medical records, wheelchair/oxygen, etc) provides support staff with all of the information to undertake tasks in an efficient manner resulting in a better client experience.

Tasks can be issued against specific service level agreements and warnings generated when those service level agreements are close to being breached. In the event of a breach Carps provides facilities to allow a task to be mitigated where the breach is caused by events beyond the control of your organisation.



INCREASED PRODUCTIVITY

Figures suggest that organisations that use Carps experience up to 30% increase in productivity of support services staff.

Demand patterns from departments can be easily identified and analysed. This empowers management to supply support staff to meet demand, which has not previously been possible. For the first time, tasks can be allocated fairly and accurately to all support staff, reducing errors and time wasting.

Valuable client time is reclaimed as clients are no longer required to telephone tasks through, to wait on hold for the controller to become available or try to locate local support staff.

The controller's time is also spent more efficiently without the constant Interruption of the telephone, allowing them to focus on allocating and tracking tasks from booking to completion.

Staff breaks are easily allocated and evenly distributed using the Carps system. Staff receive notification of their breaks via their two-way radio or android smart device which automatically makes staff available when their break is finished.

Improvements in the way that the controller communicates with each support staff member means that many of the delays associated with traditional task management are removed. The use of the two-way radio and android smart devices provides a real-time communication between controller and staff, allowing staff to receive immediate notification of their task.

The task of rostering is substantially easier and quicker with Carps, using data from the comprehensive reporting suite to ensure that the appropriate staff numbers are allocated as required.



PERFORMANCE ANALYSIS

Using the powerful Carps Reporting Suite, reports are easily generated regarding the provision of support staff to departments. The performance of controllers and support staff is detailed in reports that are easy to read and analyse.

This enables management to provide clients, controllers and support staff with regular and accurate feedback. The CARPS Reporting Suite can assist you with:



The feedback from CARPS users has been overwhelmingly positive. All Carps users have reported benefits in both time and resources, acknowledging that management is given the opportunity to achieve more. The efficiency afforded by Carps results in substantial cost savings for any organisation.

■ BENCHMARKING

Reports on performance at a departmental level assist management to benchmark internally and externally, nationally and internationally, ensuring that standards are maintained and improved where required.

■ SERVICE LEVEL AGREEMENTS

Service level agreements can be easily monitored and services charged out (if required) using accurate and precise data.

■ COMPLAINT RESOLUTION

Accurate audit trails are provided, and include name of the support staff member, time stamping of all relevant stages of the task, equipment used and number of staff involved.

■ ACCURATE FORECASTING

Management can confidently forecast future demand and develop SLA's. Support staffing levels can be easily matched to forecast demand levels.

■ DETAILED REPORTING

Reports are detailed yet easy to interpret and include graphical summaries where appropriate. Filters may be applied to zero in on specific details within the different report types. For example, a report can show an analysis of daily (hour by hour) demand from each department easily identifying peaks and troughs in demand and service delivery. This information enables management to provide appropriate support staff levels across the entire organisation for any given period.

■ REDUCING RISK

The management and control of tasks is completed professionally, resulting in a reduction of the risks associated with the performance of support services. For example collecting the wrong patient or not knowing that staff need protective clothing. Accurate audit trails are provided, as the name of the support staff member and time stamps are recorded for each task.

INSTALLATION

The sheer power, ease of use and effectiveness of Carps is proven by its installation in numerous locations both in the UK and internationally.

Its client list is impressive, boasting locations such as Great Ormond Street Hospital, Edinburgh Royal Infirmary, University College Hospital London and Leeds NHS Trust to cite just a few.

Each installation of Carps is tailored to suit its unique environment, be it a single building or an extensive campus. We only require the following information to configure the Carps software:

- A list of all locations that staff will be required to visit and departments that are authorised to book work through the system.
- A list of all tasks that operatives may be asked to perform and items that may need to be collected, cleaned, repaired etc.
- A list of all operatives that will be working with the Carps software, this to include controllers and operative staff for each department.



CUSTOMER SUPPORT

Purcell Radio Systems have a dedicated team working on Carps full time, direct access to the software engineers and full in house expertise to deal with any problems that may arise. Helpdesk facilities have been in place for many years with remote access as a standard tool to accommodate our outlying customers.



What Our Clients Say

Introducing computerised dispatching to Leeds ten years ago, revolutionised the way we organised and managed our resources. Carps allowed us to dispatch tasks directly to our staff wherever they were, instead of getting them to return to a central dispatch office. Not only did this reduce time-wastage, but it improved the number of tasks we could handle and the time taken to complete these tasks. This helped our achievement of performance against service levels.

Sean Dodsworth, Senior Facilities Manager (Operational Services)
The Leeds Teaching Hospitals NHS Trust

Basically, with Purcell, nothing goes wrong! They've worked for us for more than six years now, and I can't think of any problems in all that time. They are nice guys who deliver what they promise. We went onto Purcell's Managed Maintenance cover - essentially because our systems are operationally critical. In all the time they have worked for us, we have had no system failures or any need for ad hoc repairs. That means a lot to us.

Steven Packer
Assistant Director of Facilities, The Whittington Hospital NHS Trust

The UCLH HelpDesk is really busy. We handle hundreds and hundreds of calls, and dispatch tasks 24/7. Using the CARPS system makes our life easier - I know that I can rely on the system day-in and day-out. That level of reliability is important when you get the number of urgent and emergency calls that we get. And its also good that I can pull off reports as and when I need to.

Paulo Camacho
Helpdesk Supervisor at UCLH

Knowing that Purcell are at the other end of the phone when needed is reassuring. This is a really busy unit. We depend on Carps to manage the thousands of tasks which come through this section every day. Often, if a problem occurs, it is down to interference from work being done elsewhere, human interference or with computer malfunctions - but Purcell are always happy to help out or give advice. They are always prompt to respond to call-outs.

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