

DigPacks helps NHS trust improve efficiency, clinical care with Power Platform



Focus on customer success and value

DigPacks, a Microsoft Gold Partner, has seen its low-code and automation practice grow quickly since deciding to build its business exclusively around Power Platform just over two years ago. Originally working with multiple low-code tool sets, DigPacks saw Power Platform's unparalleled integration capabilities and vast range of connectors to both on-premises and cloud systems as a way to deliver bespoke solutions with greater speed and robustness for its customers.

"Power Platform is a game-changing technology that allows us to differentiate our services from the competition," said Bill Irvine, Founder and Power Platform Specialist at DigPacks. "Its integration with the whole Microsoft product stack and simpler licensing ensures that we can tackle business challenges and drive impact very quickly."

Since reorienting its business around Power Platform, DigPacks has quadrupled its services team and expects to double it again by the end of 2023. Power Apps and Power Automate sit at the core of its solution portfolio, which focuses heavily on both robotic process automation (RPA) solutions and enabling citizen development initiatives. To demonstrate the power of these low-code solutions, the partner built [Asset Booker](#), a comprehensive app for reserving desks, meeting rooms, parking spots and other spaces that it offers as a free download to customers. DigPacks also offers personalized, outcome-based training sessions for clients to kickstart their success with Power Platform. "We work closely with customer teams to capture requirements and collaborate with them to build a custom solution," said Irvine. "This hands-on approach ensures that users walk away with a fully-functional, production-ready solution and a team that has the skills to sustain it."



About DigPacks

DigPacks is a Microsoft Gold Partner that specializes in consulting, development, support, and training services around Power Platform.

Highlighted practice

Power Platform

Industries

Healthcare, Public Sector, Finance, Legal

Headquarters

United Kingdom

Microsoft partner since

2019

Key customer outcomes

- RPA reduced referral processing time from 20 minutes to 2 minutes 20 seconds
- Saved 226 work days that can be repurposed for more valuable clinical support
- Reduced risk of errors by eliminating manual data entry



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Founder and Power Platform Specialist, DigPacks

Supporting improved patient care with automation

Through multiple engagements with National Health Service (NHS) trusts, DigPacks has developed expertise in using low-code solutions to improve efficiency in healthcare organizations. One of its most successful collaborations is with Berkshire Healthcare NHS Foundation Trust, whose 4,500 staff members provide a wide range of services to Berkshire residents.

As one of the first of seven community and mental health NHS trusts in England to achieve the Global Digital Exemplar (GDE) accreditation, Berkshire Healthcare understands the power of digital transformation. As part of these efforts, the healthcare provider wanted to spin up an RPA program to introduce efficiency and productivity improvements that would return time to clinical care. The health organization had already used Power Apps to rapidly develop an app to track COVID test results, so when they investigated the RPA capabilities of Power Automate, there was a strong case for moving forward with Power Platform.

"With Azure and Microsoft 365, Microsoft is a major technology partner for us, so when we realized that Power Automate Desktop had the capabilities we needed, it made a lot of sense. All of our data and integrations would be enabled through the Microsoft stack, and DigPacks experience and expertise would help us develop our program much faster than we could do on our own," said Jon Burton, Head of Intelligent Automation at Berkshire Healthcare Foundation Trust.

To prove the capabilities of the Power Platform solution, DigPacks initiated POCs to automate several inefficient business processes, the first of which focused on patient referrals. Berkshire Healthcare had a large team of people dedicated to manually processing patient referrals, and each referral took about 20 minutes because of highly complex business rules that included 38 separate possible referral pathways. DigPacks used Power Automate Desktop to digitize every step of the referral process, using a "robot" to take each action. The solution, which has since been moved to production, has reduced the average time to process each referral to just two minutes and 20 seconds. With hundreds of referrals submitted each week, this saves Berkshire Healthcare an average of 226 days of work annually. "With this Power Platform-enabled automation, we are providing patients much more immediate service, helping us improve overall clinical care," said Burton.

Driving long-term impact with Power Platform

After several successful POCs, the newly formed Berkshire Healthcare intelligent automation team began evaluating business scenarios where automation could help introduce further clinical efficiency. In the first year, the team implemented multiple successful automation projects, including an RPA process that automates the



Berkshire Healthcare
NHS Foundation Trust

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onboarding of new hires and an automatic process for updating separate electronic patient record (EPR) systems for short-term, crisis, and long-term care at once. “Empowering our clinicians to update separate EPRs with a single click of a button has been transformational,” said Burton. “We are directly giving back clinical time that can be better spent directly on patient health, while also reducing risk of manual error in entering this data.”

Berkshire Healthcare is growing its team of developers to address the many automation opportunities the organization identifies, but DigPacks continues to play an important role in providing guidance and development support to tackle the approved projects. “The organization has seen the benefits of using Power Platform automation to free up Berkshire staff to do more productive, valuable work,” said Sanjay Tailor, Founder and Power Platform Specialist at DigPacks. “There is already a backlog of more than 100 processes that stakeholders have submitted as candidates for automation—so there is so much impact that we can still help them achieve.”

Expanding Power Platform footprint

Many of the projects DigPacks delivers for NHS trusts can be shared directly with other trusts who have similar needs, which increases the return on investment (ROI) for each trust that invests in Power Platform. “We built an eObservations app for one trust that allows clinicians to input observations on newly-admitted patients that replaced a very manual, paper-based process,” said Irvine. “We were able to share that code with a few additional trusts who needed a similar solution—helping them with immediate ROI and gaining a wider footprint for Power Platform at the same time.” In just a short period of time, this Power App has enabled the recording of over 65,000 observations in a handful of patient wards. “This has significantly improved the accuracy of the logged data and resulted in time back to the service,” continued Tailor.

DigPacks is always looking at ways to further leverage Power Platform to deliver value to its healthcare clients. This includes using the recently launched Power Pages to create a portal where patients can book and manage their own outpatient appointments, as well as investigating how Power Virtual Agents, including new Copilot features, can answer free-form search inquiries on NHS websites with more accurate, relevant information. “The development time that we can save customers in using the new innovations released by Microsoft are just another cog in the Power Platform engine that gives us opportunity to expand our offerings,” said Tailor.

“We see a lot of growth for our business being driven by new customers, but a big part of it is increased work with existing customers as these new capabilities like Power Pages become available,” continued Tailor. “As the tool set expands, so does our workload. The future is very bright with Power Platform.”



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