NHS Blood and Transplant
Delivering Digital Transformation

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Digital Transformation
What are the common threads?

Presented by Stuart Watkins
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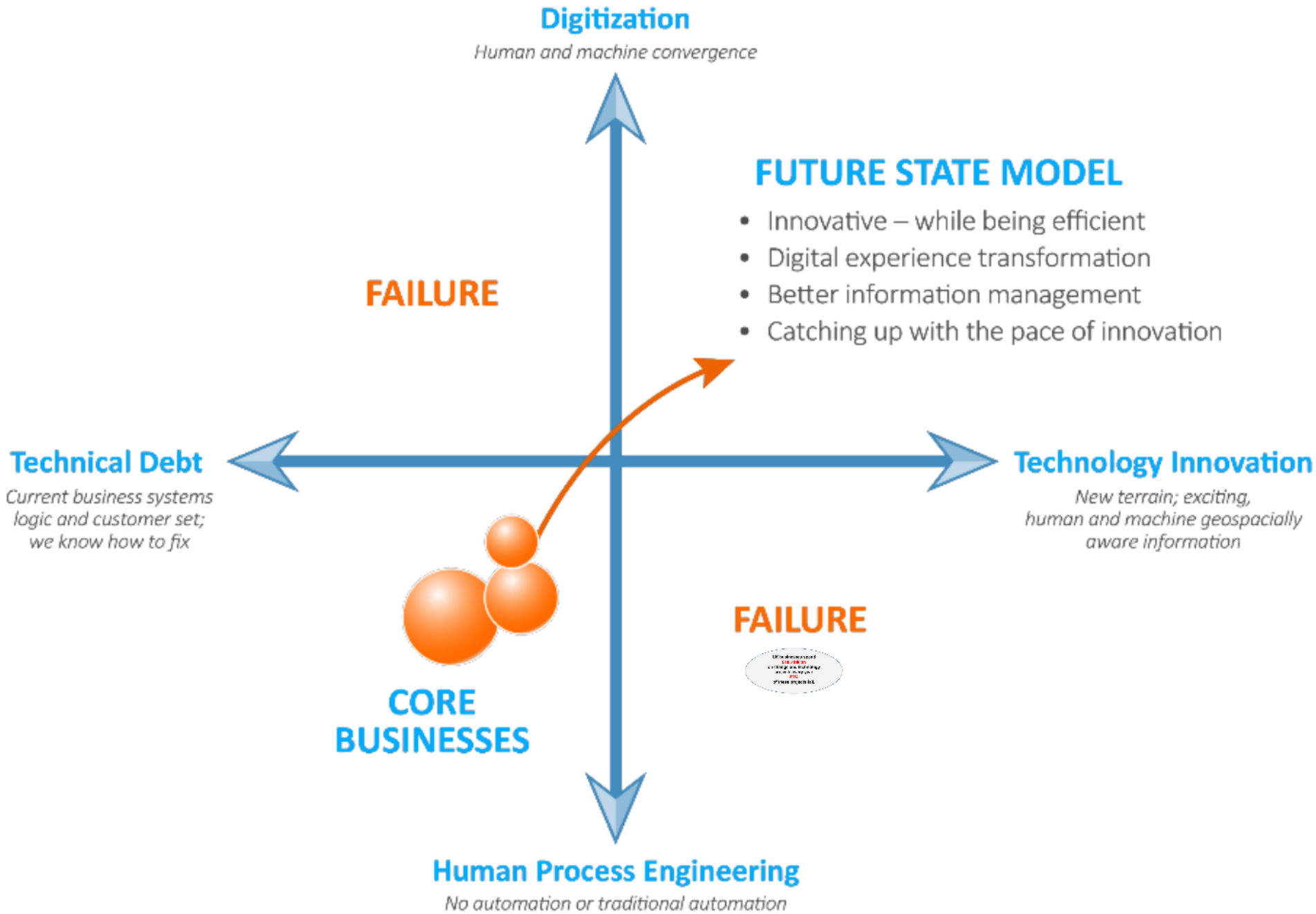

Digitization
Human and machine convergence
FUTURE STATE MODEL
• Innovative – while being efficient
• Digital experience transformation
• Better information management
• Catching up with the pace of innovation
FAILURE
Technical Debt
Current business systems logic and customer set; we know how to fix
Technology Innovation
New terrain; exciting, human and machine geospacially aware information
FAILURE
CORE BUSINESSES
Human Process Engineering
No automation or traditional automation

UK businesses spend
£18.8 billion
on change and technology
projects every year
86%
of these projects fail.

Process 'steps': if each process 'step' has a 5% error rate and there are 100 'steps' in the process, then <6:1,000 patients will receive perfect care

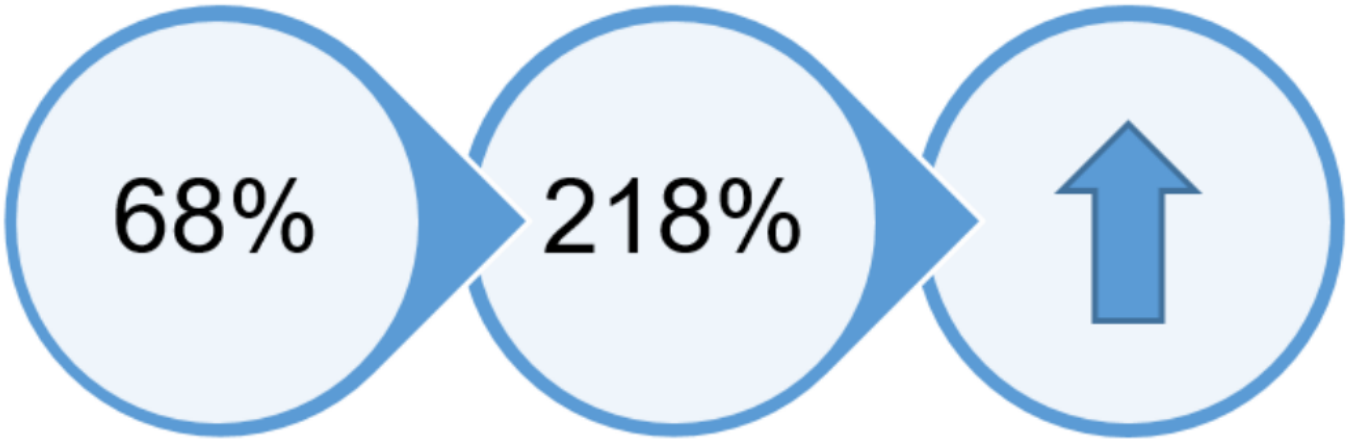
NHS
Blood and Transplant

Worlds First Digital Heart Organ Offering

Outcome:- Process automation in the Cloud of complex organ offering process to make it simpler and safer for all concerned.

"Digital in a sense is how we can take the opportunities that technology provides and the growing pace of change that technology gives us to drive a more personalised and connected service across our organisations "

NHS
Blood and Transplant



Reduction in processing time

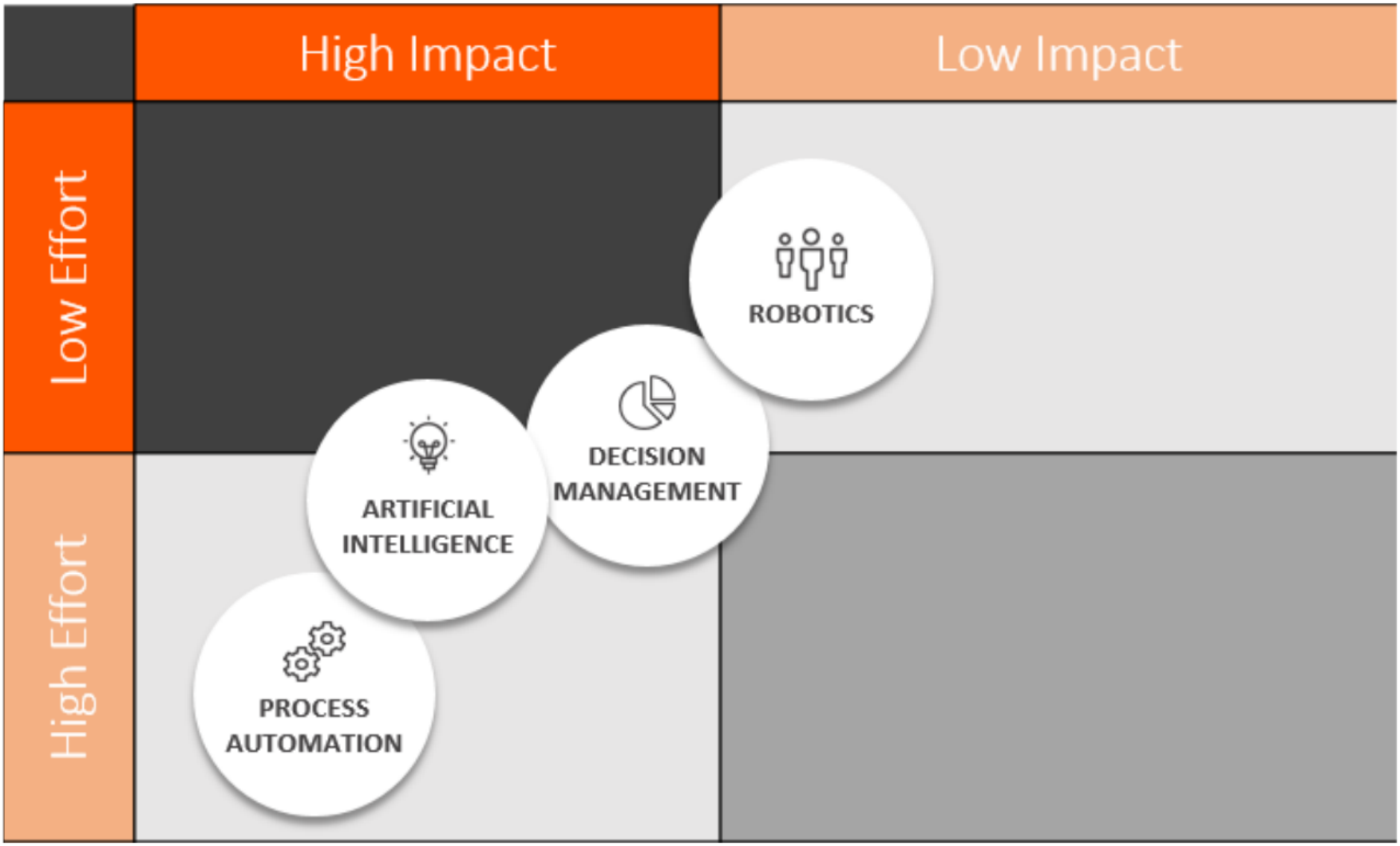
Increase in offers the team can process

Additional lives saved

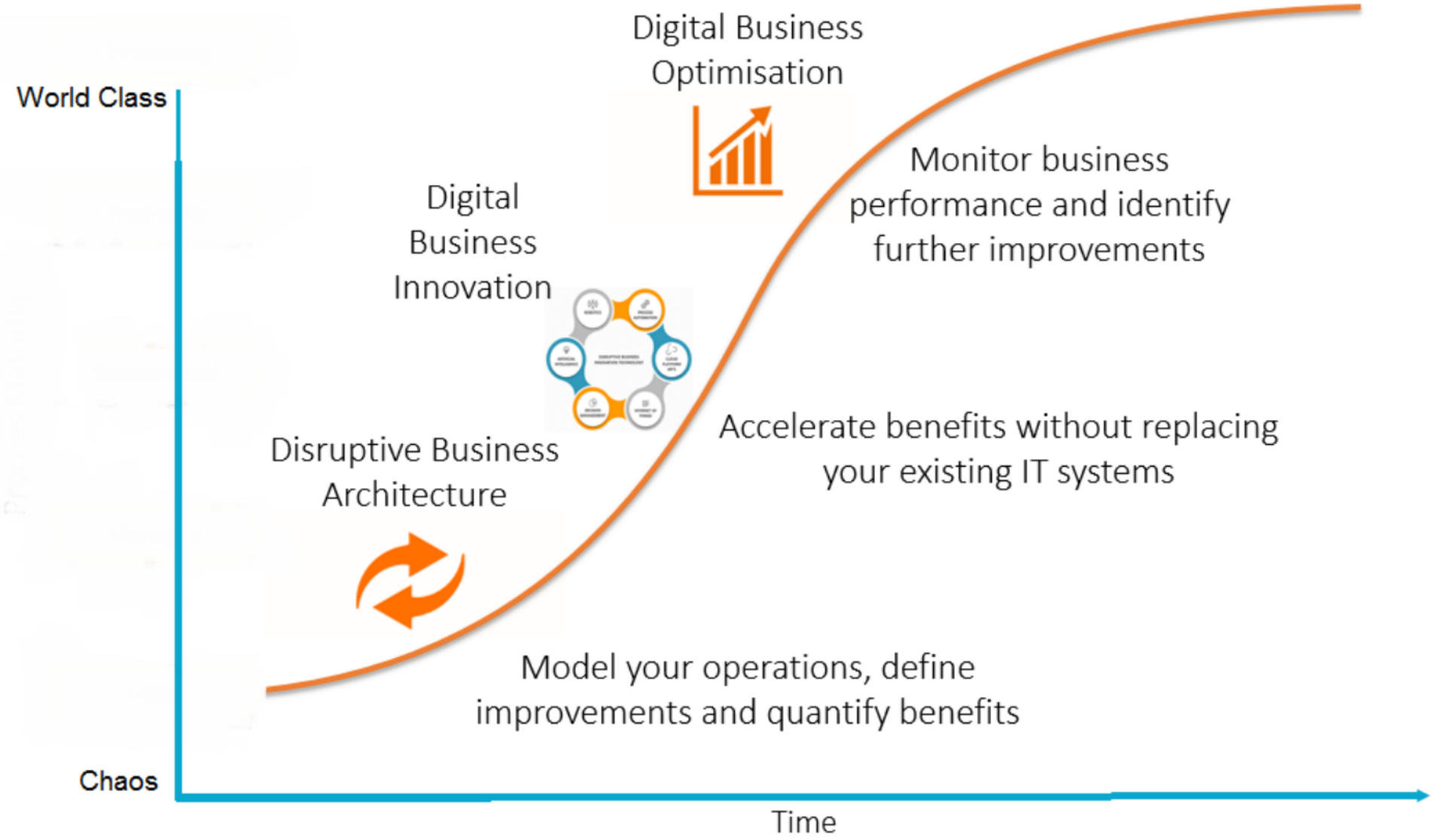
T•IMPACT

The Process Experts

A common sense approach: How to determine the best technology



How T-Impact Customers grow a 'Digital' process-organised enterprise



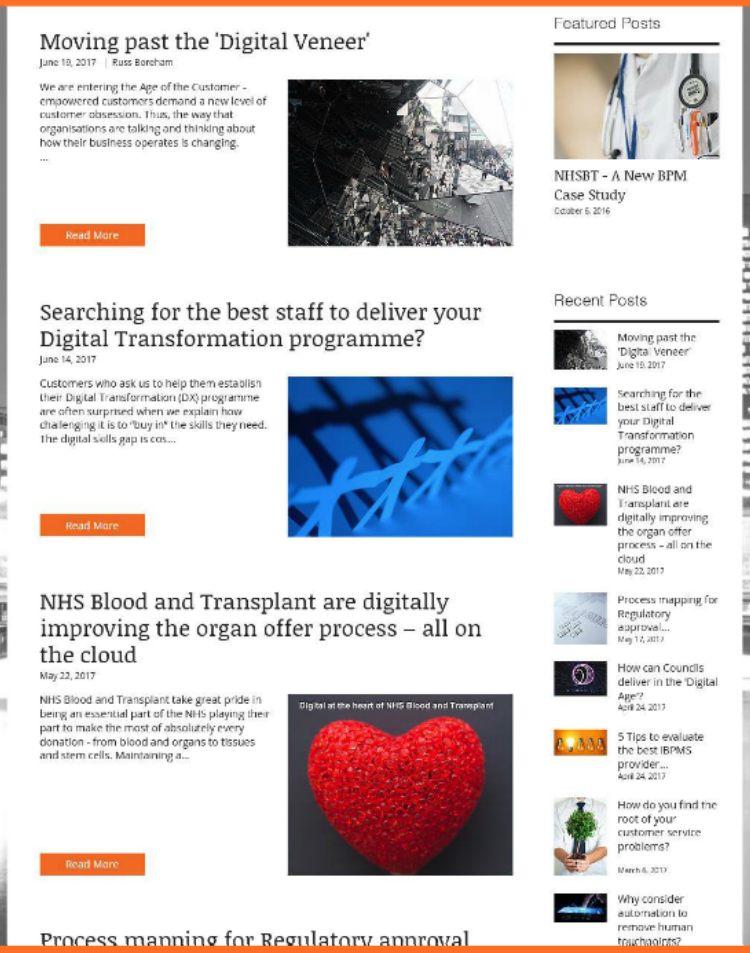
Thankyou

Further resources can be found here

http://www.t-impact.com/blog

Come and talk to us…

Stuart Watkins
Senior Sales Executive



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T-Impact Limited designs, automates and improves business process and workflow, delivering:

- 42% reduction in cost for back-office systems
- 40% efficiency savings for transformation programmes
- 57% reduction in customer touch points for on-boarding journey

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