

St. Michael's House

St. Michael's House, located in Dublin, Ireland, provides a range of specialized day and residential healthcare services in 110 different locations to approximately 1,500 people.

Challenge

To efficiently and effectively manage their many employees and the infrastructure that supports their day-to-day operations, it was necessary to put in place a web-based solution that would ensure:

- that information is captured only once in the organization
- only the relevant participants are involved in handling the form, and that information is intelligently routed throughout the organization
- captured information is immediately available
- reduced/zero error rates - no re-entering of information and logic built into the form
- changes may be made to forms without the need for reprinting and distributing paper based forms, reducing costs
- correct procedures are always followed
- an audit trail is available

Solution

WorkflowGen is used throughout the organization, supporting operations in:

- Finance (submission and approval of mileage forms, petty cash, and invoices)
- HR (Human Resources)
- IT (Creation and maintenance of security profiles and access rights for all employees)
- Health Services (creation and updating of patient records)
- Training (request and approval of training courses)
- Health and Safety (Incident/Accident Reports)

WorkflowGen runs on Windows 2000/2003 based servers with clients running Windows 2000 and XP Pro. Database is SQL Server 2000 SP3a.

WorkflowGen has been tightly integrated with several core solutions within St. Michael's House, including Microsoft Great Plains/Dynamics, Business Objects Crystal Enterprise 10, and several inhouse databases.

Benefits

Feedback from the users at St. Michael's House has been very positive. The technology is so transparent that users rarely ask about the underlying technology and focus on the benefits that the solution delivers to them - a testament to the ease of use and design of the WorkflowGen solution. Many of the challenges of managing their operations have been automated with WorkflowGen, and once fully operational it is expected that they will process tens of thousands of electronic forms every year. The solution will therefore pay for itself within a matter of months.

“We had developed our own in-house solution which highlighted the benefits of having a web-based workflow solution but quickly realized that the cost of developing a scalable and robust solution that was as powerful as WorkflowGen was not realistic. We found that WorkflowGen offered the best combination of functionality, ease of use and critically low costs both in the short- and long-term.”

Neil Kelly , IT Consultant
St. Michael's House