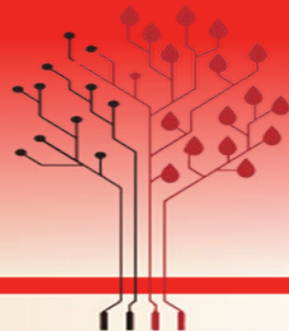


Advantages of Service Process Automation in supporting Blood Transfusion Services

Nico Van Der Walt, Amit Singh



**35th South African
NATIONAL BLOOD
Transfusion Congress**
5-8 August 2019 — Sun City

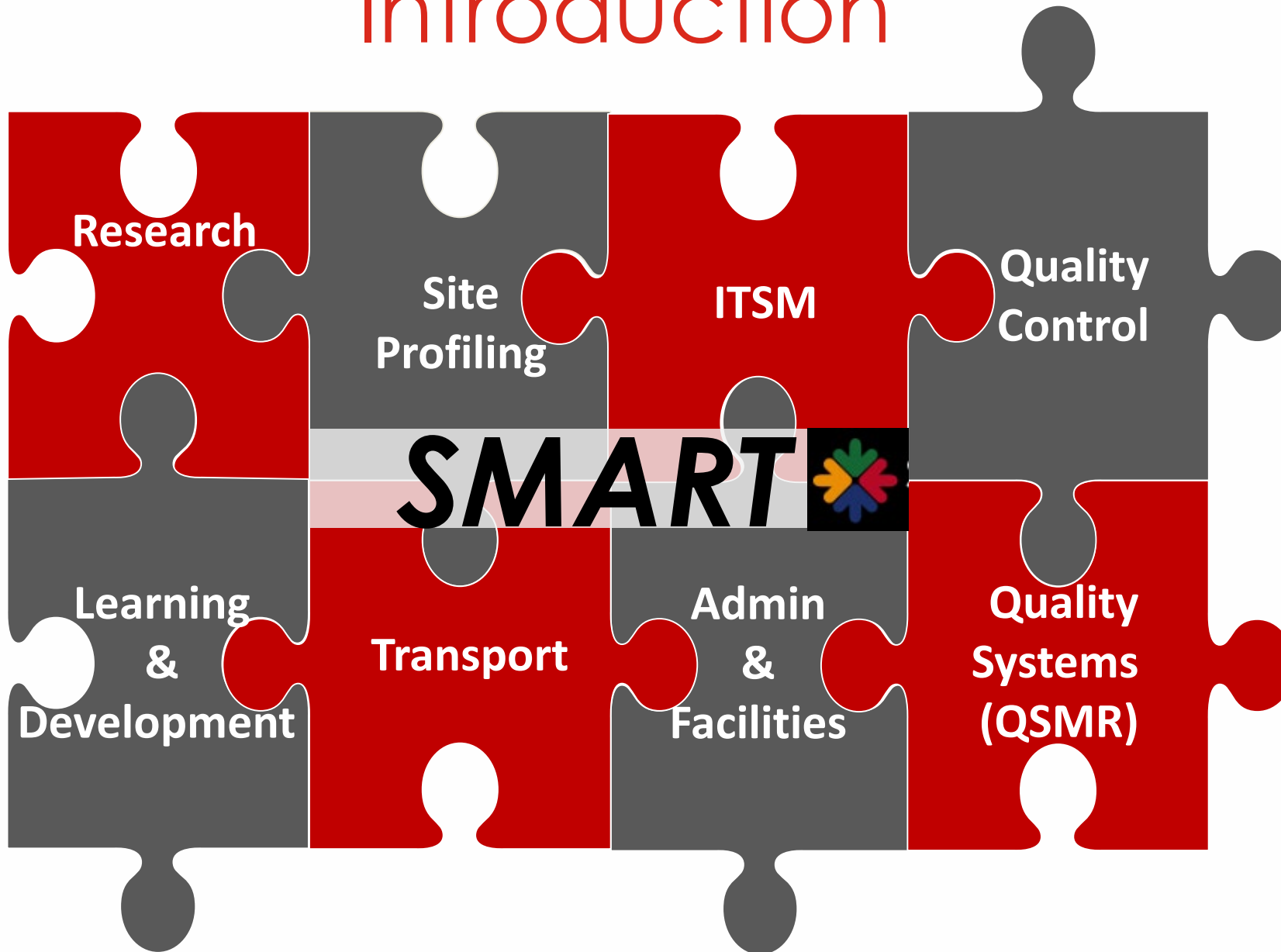
Adapt • Innovate • Advance

Overview

- 01 Introduction
- 02 Nature of the problem
- 03 Solution
- 04 Results
- 05 Demonstration
- 06 Limitations
- 07 Roadmap



Introduction



Nature of the Problem

(Manual)

(F)Time

4 Days – Consolidation
1 Day - Formatting

(A)SLA/Reporting

No Reporting
No SLA's
No Tracking

(E)Cost

4-5 Days salary

(B)Resources

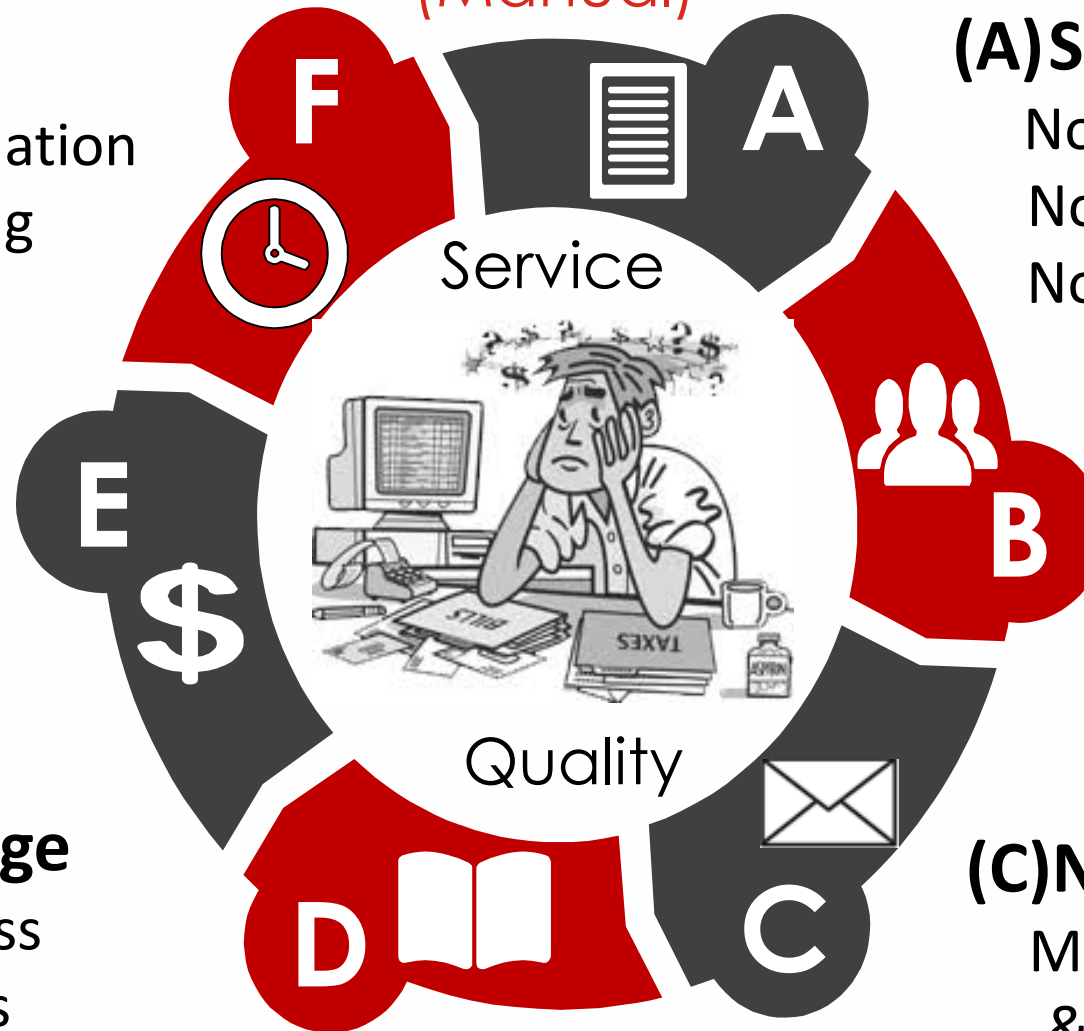
1 Individual
Contributors

(D)Paper Usage

Document Loss
No Signatures
Go Green

(C)Notifications

Manual Notifications
& Reminders



Solution

Service
Requirements

Service
Performance &
Standards



Customer
Expectations

Customer
Experience

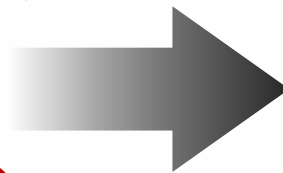
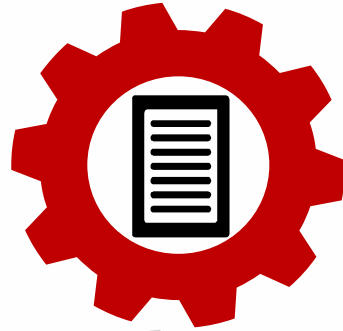
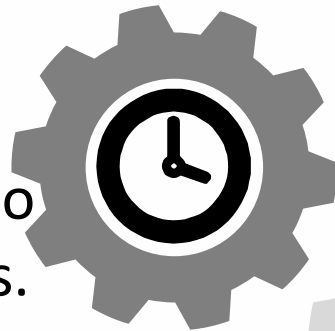


Results

Adapting to best practice,
Service level targets were
set.

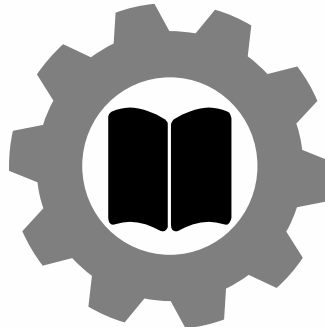
Responsibilities are segregated
between business units.

5 days to 1 click to
formatted graphs.



Workflows to automate
alerts & notifications.

Human Capital
Resources are utilised
more efficiently.



Processes - Automated to
remove paper based systems.





Create Request Fulfilment ↓

Login User	IT ServiceDesk
Contact Person	IT ServiceDesk 🔍 👤
Business Impact	Minor / Localised ▼
Urgency	Low ▼
Source	Web-based Self Service ▼
Equipment	Select Equipment(Optl.) ▼
Assignment Rule	Auto ▼
File Attach	<input type="text"/> Browse...

Common Requests Select Common Service Requests ▼

Service Catalog

Service Team: Quality ▼

Category: Corporate Reporting ▼

Service Type: Quality Report ▼

Service Item: Senior Manager: Quality Control ⋮

Summary: Quarterly Report: Quality Systems Management Review ↑

Font ▼ Size ▼ Color ▼ **B** *I* U ☰ ☰ ☰

Quality Systems Management Review

Details ↑

Submit Cancel

Limitations

- ❖ Resource Availability
- ❖ Multiple Data Sources
- ❖ Automation vs Manual



Road Map

Continuously improve our
Customer Centric
focus



Broadening the Horizon !

- Human Capital Management
- Research
- Quality Control
- Canteen
- Parking Requests
- Employee Onboarding
- Cell Phone Request Management

Our Destination? 2nd Phase - Automation

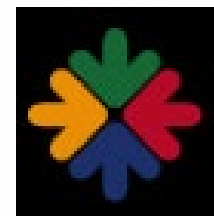
- System Integration
- Excluding Human Intervention
- Real Time Data availability
- Enhancement of system Functionality



Acknowledgements

Bertus Botha:

SMART Service Desk



Mandy Jamieson:

SANBS ICT (BI)



Jannie Du Randt :

SANBS ICT (GRC)





Thank you