Overview

Utilise the experience of Agile Workforce Services (Agile) and our market leading IT recruitment platform, LMS Recruitment Systems (LMS), to ensure an integrated approach to managing your temporary staffing requirements.

Features

- **End to end solution** – bank, collaborative bank, agency, direct engagement
- **Web based system** – best run on Chrome
- **Unlimited users** – no costly software packages or licences
- **Remote access** - from any device
- **Candidate APP -** for self-booking, compliance, timesheets – and job digest emails
- **Extensive security and access controls** – set to different staff types and functions
- **Automated processes and checks** – including compliance, duplicate jobs/candidates, job cascading, approvals
- **Matches skill set to candidates; and filtering on compliance, availability, rates etc.**
- **Fixed rates and commissions** – with automated break glass procedures for pay rates
- **Online timesheets and approval** – with *all payment processes accommodated*
- **Out of hours** booking
- **Real time reporting, dashboards and MI** - and *budget/overspend alerts*
- **NHSI compliance and reporting** – full audit trail and Framework agency use only
- **Meets interoperability requirements** – standard APIs *(and part of NHSI working party)*
- **ISO27001 accredited**

Benefits

- **Designed specifically for healthcare workforce management**
- **A single system – for full visibility and control** of your temporary workforce
- **Experienced project management team** for a quick turn-around (typically 3-4 weeks)
- **Maximise back office efficiencies and streamline processes**
- **Multiple workforce planning tools** – MI, reporting, dashboards
- **Regular governance updates and other enhancements –** NHSI, IR35, COVID-19 etc.
- **Full training and 24/7 support** – including refresher and new starter training
- **Full audit trail** - documentation (compliance, training, appraisals etc) all held on LMS
- **Supported by all leading recruitment agencies**– ensuring fill rates and continuity of care
- **Supplier with presence on multiple Frameworks** – to tailor the best solution for each client
- **Tried and tested – LMS in place at 10% of NHS Trusts**

Proven results

Agile and LMS currently support a variety of workforce solutions across numerous NHS Trusts, with over 100 agencies actively using the system.

Customer Portal

The customer portal is easy to use and offers full visibility on the status of all jobs with a range of functionality: it enables the client to quickly add jobs, operate internal banks as well as shared collaborative banks effectively, cascade jobs to tiered agency suppliers automatically, provides clear status of job status, real time MI and dashboards, and much more. As nearly all communication is carried out within LMS, the number of calls and paperwork associated with management of your temporary workforce is dramatically reduced. For example, if a job is amended, booked or cancelled, an email goes out automatically to update all agencies.

Candidate APP

Bank Candidates have their APP through which they can upload their preferences and availability for work, apply for jobs, receive job digest emailers, upload timesheets, check when they will receive payment, if timesheets have been approved etc. They can receive notifications via email and text – no need to log in. In addition, when a job is sent out through LMS, Trust specific information can be attached (such as induction arrangements, departmental policies, breaks' policy).

Agency Portal

Each agency has their own secure portal in LMS designed for ease of use with drag and drop functionality. All correspondence is conducted within the portal, significantly reducing administration time and keeping all parties informed. LMS also provides a full audit trail, time and date stamped.

Compliance

Key compliance requirements for each candidate are recorded on LMS – with a traffic light system showing any elements not present, out of date, or due to expire. The system uniquely provides the ability to centrally hold a candidate's compliance documentation which is accessible to authorised logins. This removes the requirement for emailing and printing the documents multiple times. The system tracks activity on these records by user for additional security. Data within the system is standardised to mitigate risk, highlight gaps and speed up the compliance check process and ultimately save time booking candidates. Should an element of compliance be due to go out of date, LMS automatically sends reminders to the candidate, Trust and agency.

Service Implementation - *working in partnership with you*

The time taken at the beginning of the project to understand your objectives and requirements in more detail will be vital. We will work closely with your team to build a sustainable partnership – providing full support as we roll out your preferred solution.

We will provide a detailed draft Project Plan for your review, as well as a Training Plan and Risk Register. One of our experienced Projects and Implementation Managers will have overall responsibility for the project, seeing implementation through step by step, reviewing progress and performance with you, liaising with team members and implementing any necessary changes. You will have the assurance of our extensive, tried and tested, experience rolling out the IT solution across a range of workforce management options – all within agreed timescales (typically 3-4 weeks).

Ongoing Management – *including service levels and KPIs*

Ongoing Contract Support

All contract implementation and ongoing support will be overseen by our experienced Projects and Implementation team as well as the LMS Support Team. Key Performance Indicators are included in our service level agreement, and regular reviews take place. LMS is also supported by an experienced team of IT developers who continue to make enhancements to the system in line with both market development, legislation and NHSI requirements, and user feedback.

Training and Help Desk Support

LMS is simple to use and intuitive with users quickly learning to use LMS effectively with minimal training.

However, we have a dedicated training and support team in place to ensure your team is confident on how to use the system, and which is provided in variety of formats during and after implementation. Users will also receive a comprehensive training manual as well as videos to access. For any LMS changes/upgrades, release notes are issued, the training manual updated, and training provided for users as appropriate. We also provide refresher and new starter training.

Technical Requirements

To access LMS you require at least 2mb upload/download internet service, and a browser. Supported browsers are currently Chrome, Edge and IE11 and above, on any device on which they work. There are no licence user fees.

Technical Architecture – *including back up, restore and disaster recovery*

Back Up and Restore

LMS' uptime in 2019 was 99.99% and all downtime in that time was planned. **Downtime for maintenance and upgrades is minimal and done out of hours** – it is communicated in advance to all users by email, with key users confirmed by phone. Regular fortnightly releases with upgrades.

Security and Access Controls

You can have full confidence in the security and access controls for LMS and our ability to set it to a range of data levels. *Our system is also accredited to ISO27001, providing you with further assurance.*

Disaster Recovery, Fault Reporting and Support

You will have 24/7 access to our LMS support team – we log all calls, responses and resolution times, and the service levels we commit to will be agreed within a Service Level Agreement. As regards fault reporting, we will determine the priority of any defect using set criteria and respond and provide a resolution within pre-agreed timescales.

LMS is an ISO27001 business and has full business continuity in place as required by the standard. The system has no single points of failure and a failover to secondary services is available with public RPO and RTO measures. Our detailed Disaster Recovery Plan (which is regularly tested) would be approved by customer at call-off stage (or a customer specific Contingency Plan may be developed according to their requirements).

LMS and Reporting

LMS, designed specifically for the healthcare sector, provides complete visibility and control of your temporary workforce with detailed MI and valuable data to help deliver further savings and efficiencies; provided in the format and at intervals you require.

Although there are numerous standard MI reports available, we work together with clients to ensure you have all the reports in place to help you achieve your specific targets.

During implementation our data analyst will sit with relevant stakeholders and identify how MI should be split (e.g. divisional) and specific information required, including any board reports.

Once live, relevant Trust authorised users click on LMS 'Reporting' tab to see reporting dashboard, and view/download reports for accruals, savings, MI and shifts – providing real time reports 24/7 that allows the Board to analyse data and present in local management reporting systems. By clicking 'Budget' tab in LMS, relevant authorised users can also view/monitor spend by directorate.

Access to data including bank and agency candidate data, shifts, bookings and invoices are available via an SSL, IP restricted connection to a dedicated data warehouse. This database will only hold data for each client and updates nightly. The database schema is designed in accordance with data warehouse design standards and is compatible with public reporting tools such as PowerBI. Your data warehouse is a copy of the live system data and runs on dedicated resources. Any custom report or query will have no impact on the live operation of your LMS deployment.

On Boarding – Ordering Process

If you are interested in this service, please contact us by email to discuss which elements of the system you require and when you would like to go live with the system. We will send you a data set request and requirements and provide you with an implementation plan up to and including your go live date to ensure each party understands actions and responsibilities. We provide a spreadsheet format for bulk data to be uploaded, which is then handled by the LMS support team, alongside our projects and implementation team.

Off boarding – Termination

We will, on termination of a contract with any client.

- Maintain continuity of the services for the customer for a minimum of three months (up to date of termination), and to ensure smooth transition to a new supplier if applicable.
- Deliver a planned withdrawal of the services in consultation with the client and ensure customer can continue to meet the Technology Code of Practice.

Our exit strategy will encompass treatment of assets, ownership of intellectual property, including rights to use, handling of third party contracts, statement of responsibilities and obligations, transfer back of each party's confidential information (unless required to be retained by law), and any dispute handling processes required.

Specifically with regard to customer or supplier data held within the software platform, we will ensure such data is transferred to the customer or supplier (as relevant) within 30 days of the date of termination and such data will be in .csv format. The data will subsequently be deleted from our servers (and where terminating a contract with a client, those of the agency suppliers) and the software platform – on written request by the customer, or where no such notification received, 12 months after end of the contract (unless required to be retained by law).

An agreed exit plan and costs for the exit strategy will be agreed with the customer at call off-stage – dependent on the customer's specific requirements.