

Putting Patient Safety First With Numara FootPrints

When Datapharm needed to install a new service desk system to ensure that problems and queries are answered quickly and accurately, and up-to-date information on medicines is provided to healthcare professionals and the general public, it turned to Numara FootPrints for help.

Business Driver

The need for a more robust and advanced solution with a web-based, adaptive architecture to better support the organisation's evolving business.

Industry Sector

Online Publishing / Pharmaceutical

Why Numara Software?

Customisable templates, flexibility, an easy to use interface and competitively priced.

Business Benefits

With thousands of queries every month, Datapharm can confidently meet its entire customer SLAs with Numara FootPrints.

Background

Datapharm is a leading provider of online information about prescribed medicines. It is a not-for-profit company funded by subscriptions from over 150 UK pharmaceutical companies. Its mission is to improve public health and safety by providing comprehensive, accurate and up-to-date information about prescribed medicines to health professionals and the general public.

Datapharm currently provides four key sets of resources offering medical information. Three are provided for the general public and include Electronic Medicines Compendium (eMC) which is the largest and most comprehensive source of summaries of medicine characteristics and Patient Information Leaflets (PILs) supplied with UK medicines. The X-PIL service makes the Patient Information Leaflets accessible to everyone, including those with sight problems. Leaflet formats include large font, audio and braille, and the website is designed to work with screen readers. Medicine Guides are written for patients, to give more information about medicines.

For the pharmaceutical industry, Datapharm, in partnership with the NHS Business Services Authority's (NHSBSA), Prescription Pricing Division, has developed 'In-Demand'. This service enables companies to submit new and updated product information directly to the NHS' Dictionary of Medicines and Devices (dm+d).

DATAPHARM

healthcare communication

Numara FootPrints really stood out. It did everything that the product claimed to do and more!



Meeting legal obligations

Pharmaceutical companies are required by law to provide regulated information about their products to healthcare professionals and patients, when they have been prescribed a medicine. Through its online services Datapharm provides the pharmaceutical industry with a channel through which to deliver this information and effectively reach an incredibly wide-ranging audience. Pharmaceutical companies publish and update the information about their products via Datapharm's public facing website (www.medicines.org.uk).

Up until early 2008, Datapharm was using an internally developed home-grown service desk system. However, as the needs of the business grew, so Datapharm found it required a more robust and advanced solution to better support its evolving business. Providing a wealth of electronic medicines information services, Datapharm was looking for a web-based, adaptive architecture that didn't have complex coding but provided highly intuitive features so that it could easily align itself with Datapharm's initial and future changing needs. Paul Stack, Software Developer for Datapharm takes up the story:

"Our aim is to improve public health and safety by giving information on medicines that is up-to-date, accurate and comprehensive. Our service desk is extremely busy and in any given month deals with literally thousands of queries. Getting information back to our pharmaceutical industry colleagues and end-users of our websites quickly and efficiently is of critical importance to us."

A rigorous selection process

Paul Stack and his team set about drawing up key requirement documents and determining what they needed the new service desk to do. After researching the market, Datapharm had a short-list of eight suppliers that it had cut down from about 30 companies, all of whom appeared to have comparable products.

Following a rigorous selection process which involved face-to-face meetings, product demonstrations, and a SWOT analysis, as well as various conversations and a tender submission, the eight competing products were finally whittled down to one, and Datapharm chose Numara FootPrints.

Numara FootPrints, a market-leading, 100 percent web-based service management solution, was selected over and above seven other service desk solutions because it was deemed to be a highly intuitive, cost effective service desk that would help Datapharm streamline and automate its IT operations and provide an excellent service to both internal and external customers. Paul Stack continues:

“Numara FootPrints really stood out. It did everything that the product claimed to do and more! The customisable templates, flexibility and easy-to-use interface were all very impressive and we realised how quick and easy this product would be to deploy.”

Implemented in less than five days

Implementation ran very smoothly. Numara’s pragmatic approach meant that it was on hand to help with training and administration needs but in reality support was minimal because the solution was so simple to deploy.

Today, Numara FootPrints supports Datapharm’s online data management systems, as well as three public facing websites providing online medicines information to healthcare professionals and the general public, offering efficient and timely support to all. Paul Stack continues:

“As a not-for-profit organisation it was important that we found a product that had all the functionality we needed, but was also competitively priced. Numara FootPrints was absolutely the right solution for our business.”

We completed phase one of the Numara FootPrints implementation in less than five days and the product was so intuitive and easy to install that we actually needed very little help from the Numara Software Professional Services Team to configure it to go live”

Additionally, Numara FootPrints is also being utilised in-house for software tracking and asset management, enabling Datapharm to keep track of its software estate.



Datapharm is in the process of implementing ITIL Best Practice Processes for Service Management and it is using Numara’s customisable templates to help the organisation implement this best practice framework.

“When dealing with information that needs to be accurate and up-to-date, it is clearly important that we can respond quickly to queries. Numara FootPrints helps us to respond to issues efficiently because everything is automated and the management reports provide all the information necessary to ensure we meet our customer commitments effectively.”

Numara FootPrints has also been developed in line with ITIL and offers a range of best practice features, which has proved to be extremely useful as we are partway through implementing an ITIL framework. With Numara FootPrints, we are now firmly in control of our business.”

Paul Stack,
Software Developer, Datapharm



About Numara Software

Founded in 1991, Numara Software is a global provider of service desk management solutions. Its flagship products, Numara Track-It! and Numara FootPrints, support over 50,000 customer sites worldwide making it the leader in this market for small to mid-sized enterprises.