



Save money and time – use pen and paper

FACTS

Customer: Leeds City Council, UK

Challenge: Reducing the amount of time care workers need to spend on paperwork, and increasing the amount of time they can spend with patients. Allowing care workers to send information directly back to the office from the patients' homes.

Solution: DP&P solution developed by Destiny Wireless, incorporating Anoto technology. Employs digital pens, forms using paper with special dot pattern, Destiny Wireless's service platform and GPRS technology.

Benefits: Ease of use for the care staff, instant incorporation into council databases and an increase in the amount of time care staff can spend with patients.

Slashing bureaucracy

If you ask many public sector workers what they hate most about their jobs, they cite the amount of paperwork that prevents them spending the time they need to do their 'real work'.

This is particularly true for care workers, who after visiting patients in their homes need to go back to the office to complete and submit forms.

In Leeds, England, the city council was looking for a way to minimize bureaucracy for its 2,000 care workers. The answer was a digital paper and pen solution developed by UK company Destiny Wireless using Anoto technology.

Speedy and good value

The solution that Destiny offers Leeds City Council is surprisingly simple to use. Care workers fill in all the necessary forms using a digital paper and pen while they are with the patient. They then transmit them using GPRS, via Destiny's service platform to the council's database.

As well as reducing the amount of paperwork for the care workers, this system

ensures that records are updated immediately.

"This is faster than a fax for less than the cost of a stamp," says Destiny CEO Edward Belgeonne.

Simplicity and utility

According to Belgeonne, the system saves his clients an average of 60 pence (about \$1) for every form processed.

"But cost is not everything for our clients. One of the key advantages to this solution is that there is no change to working practices."

"It's so easy to use – the carers need minimal training," Belgeonne says.

After running a trial of the technology, Leeds City Council decided to implement the solution for all the council's care workers. The reduction in bureaucracy means that workers can see five or six people a day, rather than the three or four that was possible before.

Meeting targets

The system that Destiny has delivered in Leeds can be seen in the context of a wider drive in the UK to improve electronic communications in the public sector. The national

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government's e-GIF project is an attempt to encourage initiatives which enable information to flow seamlessly across the public sector. Mark Harris, deputy leader of Leeds City Council, says that the alliance with Destiny helps ensure that people in Leeds are provided with the best and most efficient services "in ways that were previously undreamed of."

Customer profile:

Organisation: Leeds City Council, UK
No of inhabitants: 715,000
www.leeds.gov.uk

Partner Profile:

Company: Destiny Wireless plc, with group headquarters in Guildford, UK, and subsidiaries in Australia and South Africa.
www.destinywireless.co.uk