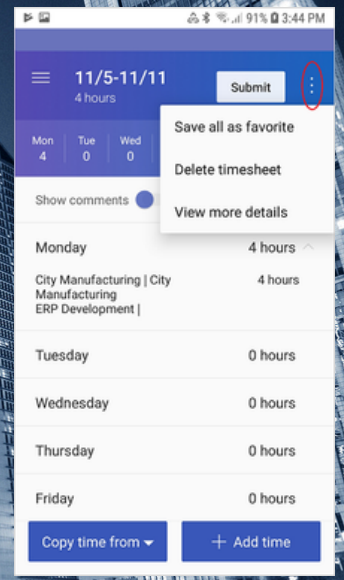# LIGHTRISE

CASE STUDY

Medstrom
Centralising employee experience, process and data

Medstrom is an independent UK manufacturer of hospital beds and is the second largest provider of 'Total bed management' services to the NHS, with over 25% of the UK's acute care beds and mattresses fleet under its management

medstrom+
Improved Patient Outcomes

OBJECTIVES

- Review HCM solution landscape and propose improvement based on investment and value.

- Migrate Dynamics HR to centralised Dynamics platform.

- Reduce total cost of administration by replacing Independent Software Vendor Timesheet with standard.

- Project Plan built on Lightrise values, ensuring no one was over 70% and all vacation modelled in at at start of project.

SOLUTIONS

- Lightrise undertook a **tailored solution review**, visually **presenting findings on investment vs. value**, on screen and in a report.

- **Together** with Medstrom Lightrise planned out and **baselined the project plan up front to ensure people's wellbeing and growth were considered**.

- A new platform provided a path for Medstrom to explore new standard functionality, enabling them to **move away from their ISV to Microsoft's standard** timesheet app functionality to enable their mobile workforce, with a compelling license price point.

BENEFITS

Benefit ❶
Harmonisation of User Experience for Front line and back office workers.

Benefit ❷
Consolidation of technical and licensing estate.

Benefit ❸
Strong approach to project management and success suited for SMBs.

SUCCESS AT A GLANCE

Challenges

- Siloed user creation and time management processes

- Migration deadlines with minimal investment of resource internally due to small HR team

- Disjointed user experience

Results

Satisfaction	ROI	UX
☺	↑	↑

"The confidence we now have in our support is night and day from where we were a couple of years ago.

We are very much looking forward to a successful and exciting collaboration in the years to come."

Claire Walker
HR Director, Medstrom

Identify your path to success!
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LIGHTRISE