

# CASE STUDY



**NOTTINGHAM  
REHAB SUPPLIES LTD**  
**INDUSTRY: NHS SUPPLIER**  
**LOCATION: LEICESTERSHIRE**  
**EMPLOYEES: 500**

NRS Healthcare (Formerly Nottingham Rehab Supplies) are a leading supplier and the professionals' choice for Daily Living Aids and Services. We have been helping people to maintain their independence and comfort of lifestyle worldwide for 65 years.

## ULTRA EFFICIENT NHS ORDER PROCESS NOW IN PLACE FOR NRS

### The Challenge

To design and develop a comprehensive and efficient website structure which would allow clinicians to order millions of NHS patients essential daily living aids directly. NRS' existing site enabled its contracted trusts to order online, but with many finding it cumbersome, they resorted to traditional and time consuming methods such as telephone, fax and email.

In partnership with its contracted NHS trusts and local authorities, NRS designed a new website and engaged Claritas to develop and commission the new online ordering service to ensure all items were available for quick delivery and therefore installed within a matter of hours, especially critical ones such as pressure care, toileting and bathing equipment.

### The Claritas Solution

Claritas working alongside clinicians at NRS held workshops to ensure all requirements were understood and met. The custom-built web application was designed to resemble an online shopping site and would be familiar and feel comfortable to those who, for instance order groceries this way.

The Claritas approach and development process for delivering software then came to the fore. Utilising regular prototyping sessions, NRS and its end users were able to visualise at a very early stage the look and feel of the site. This approach ensured that both NRS and its clients got exactly what they required, minimising the risk of wasted development time and dramatically reducing both time and cost to create the new site.

Claritas also created a mobile version of the website for use with BlackBerrys, Android, iPhones and iPads which provides another vital aid to those who need to order through the service for patients. This crucial addition to the service allows the clinician to place or authorise an order and track its progress whilst on the move, enabling real-time response for their clients.

### Benefits and Results

Claritas earned the full trust of NRS through its rigorous test standards applied before anything went live on the system. Its total reliability and flexibility formed part of a successful working relationship between the client and IT experts.

### Why Claritas

**John Makin, Finance Director of NRS says:**

"Our relationship with Claritas is based on total trust, which is so essential in our business. We provide a vital lifeline to millions and it is crucial that our site works faultlessly 24/7. The team who handle our IT have fundamentally changed our business by getting our new website to be all functioning and instantly reactive. And its introduction happened seamlessly. The project management, enthusiasm and responsiveness of Claritas continue to be the reason we contract the company."

**Kevin Edwards, Sales Director of Claritas says:**

"From the outset NRS embraced our approach to application development and as a result, we have, through our partnership dramatically reduced the cost and timeframe for the development. Following this successful implementation, we have now worked closely with NRS to enhance the system further, providing a real point of difference over its competitors in the marketplace."

### Claritas Solutions

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Providing transparent and truly independent IT services and solutions is at the heart of Claritas. Clear communication coupled with our desire to listen and understand client issues enables Claritas to deliver against business strategies. Through innovation, tailored solutions are created and delivered with passion in the areas of Security, Connectivity, Hosting and Application Development. All of our solutions are designed to enable clients to gain competitive advantage, reduce cost and mitigate risk.

So when you Think I.T. Think Clearly, Think Claritas.