UBook

The state-of-the-art Room and Hot Desk booking system, designed for NHS organisations

- Book rooms and hot desks in seconds
- Add in car parking spaces
- Control availability
- Manage low desk-to-staff ratios
- Quick, reliable, no limits
- Works great on desktop, iPad, smartphone
- Designed by the NHS for the NHS
- In use at twenty NHS organisations and growing.
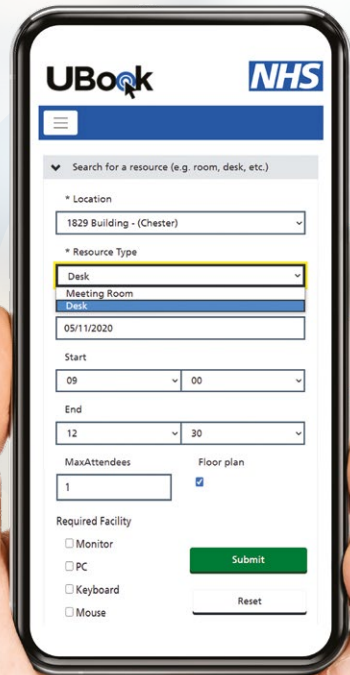
UBook is a state-of-the-art resource booking system, developed by NHS Midlands and Lancashire Commissioning Support Unit. As an NHS organisation itself, MLCSU understands the value of efficient, easy to use administrative systems which can be deployed at sensible cost.

30,000 people are using UBook every day, across twenty NHS organisations, from PCNs to large Acutes

(May 2022)

UBook allows staff at your organisation to book meeting rooms, treatment rooms, hot desks, parking spaces, bike racks, projectors, pool vehicles and any other physical 'resource' which you wish to publish.

With its specification informed by twenty NHS organisations across Acute, Community and Primary Care, UBook is perfectly designed to facilitate return to work, particularly in the context of reduced desk availability and hybrid working.

"The service we have received from MLSCU with regard to the implementation of UBook has been exceptional. We contracted with them after looking at several commercial companies as we found them to be the most cost effective and flexible in meeting our needs."

Jenny O'Donnell
Infrastructure, Capital and Estates Programme Lead, Lancashire and South Cumbria ICS. May 2022

Consolidating multiple organisations into an ICB?

UBook has already been installed with great success at one ICS/ICB in 2022. **If you need similar, ask us for a demonstration.**

Single Sign-In

UBook integrates with:

- NHSMail sign-in
- Azure Active Directory

Rich space usage data:

UBook includes a live dashboard for Estates leads and site administrators. See charts and tables of current bookings, Did Not Arrives, peak usage, most used sites and assets and drill through for the detail.

Monitor current occupancy, see usage over time, highest consuming teams and more.

With a separate Report Builder, which will export any or all data into Excel or PDF for your further analysis.

All staff, whether central admin team, PAs or any staff making a booking, will save significant time by completing the transaction with a few mouse clicks. Changes or cancellations are just as easy, with no need to contact anyone else.

- Manage no-shows
- Significant admin time saving (we can give you real figures to illustrate this in your business case)
- No more double-bookings
- Book several rooms at once
- Book a parking space with a desk
- Check in by QR code or e-mail link

Scan with your smartphone to tell UBook you've arrived.

UBook Check-In tags in use at Cambridge & Peterborough NHS Foundation Trust.

See current occupancy across your estate on the live UBook dashboard.

| Number Bookings	81
% Occupation	9.07%
% Unavailable	21.77%

Ubook Check in

Rm 139 Desk 27

Return to Work / Hybrid Working:

UBook will provide two clear benefits in regard to your organisation's new working arrangements:

1 Provide simple and reliable space booking, avoiding conflicts and competition

2 Provide real, rich data to evidence your changing footprint and rationalisation of your estate.

Almost every organisation which has taken on UBook post-pandemic is adopting agile working and great value is attached to the usage data behind the UBook dashboard. Many Estates and Space leads have never had access to these metrics before UBook.

Click to book: your desks and rooms on interactive floor plans

Hybrid 01

Ready to be booked
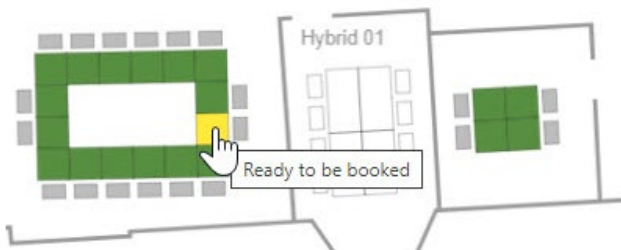
"MLCSU have been exemplary in their commitment to making the system work for our needs. Their response time to queries is excellent and at no point have I had to chase any updates/actions. I've not had any negative feedback about UBook. The admin staff find it extremely useful and easy to use and the ward staff are all positive too. I've learned so much from working with CSU and I'm extremely grateful, I couldn't recommend them highly enough. I think that UBook is phenomenal and will benefit any organisation that uses it."

Amanda Tierney,
Project Manager, Birmingham and Solihull Mental Health Foundation Trust.
July 2021

Read the full Case Study

Admin Features:

- Access from any browser, desktop, tablet or smartphone.
- Your own administrators can set up any room or other resource and make it bookable.
- Lock out sequences of hot desks to maintain social distancing.
- Restrict particular rooms to only certain staff groups.
- Have bookings instantly processed, or set certain resources, e.g. clinical rooms, to require approval by a central person/team.

- Optionally require users to check in on arrival by scanning a QR code with their smartphone. If they don't within a set time, the room is automatically freed up for booking again.
- Confirmation e-mail to booker includes 'Add to your Outlook calendar'.
- Confirmation e-mail to booker includes link to Cancel or Edit.
- Links to Active Directory or NHSMail, so users are automatically logged in.

- **and lots more ..**

Avoiding wasteful administration, unshared Outlook calendars and spreadsheets, UBook is hugely popular with its many thousands of users and is available to your organisation now.
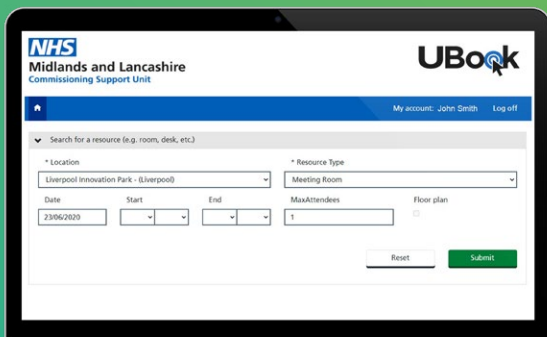
Integrations:

- UBook integrates with PAS / EHR systems, to pull data into your UBook bookings.
- UBook integrates with the latest MS Teams-equipped devices, e.g. passing details of your booking to the actual TV and audio equipment in your meeting room.

NHS
Midlands and Lancashire
Commissioning Support Unit

UBook

My account: John Smith   Log off

Search for a resource (e.g. room, desk, etc.)

* Location
Liverpool Innovation Park - (Liverpool)

* Resource Type
Meeting Room

Date   Start   End   MaxAttendees   Floor plan
23/06/2020   1

Reset   Submit

Technology:

- Connects to NHSMail and Active Directory for single sign-on.
- UK-hosted in state-of-the-art Microsoft Azure Cloud Data Centres.
- SLA-backed 99.5% uptime.
- 24/7 availability.
- Your bookings backed up nightly.
- Advanced anti-malware.
- 256-bit SSL/TLS encrypted.

Support:

- Full technical support included.
- Our own UK-located Service Desks.
- All calls ticketed and trackable.
- Resolution times governed by our UBook Service Level Agreement.

Governance:

- We'll fill in the DPIA for your IG team.
- GDPR-compliant out of the box.
- UBook is annually security tested / penetration tested, by independent testing companies. The latest report is always available for inspection by clients.

Training:

- We train your nominated UBook administrators live over Teams.
- For all staff there are lots of quick 'How to' tutorials and full User Guides in the on-line Help.

Ready to be booked
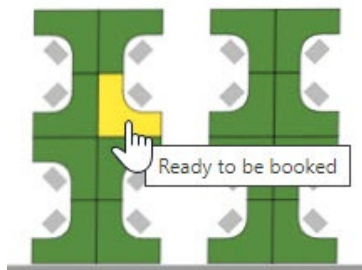
- Click to book
- Live visibility of availability
- Receive Outlook invitation seconds later.

Pricing:

Recognising fellow NHS organisations' cost pressures, we have designed a tiered pricing structure for UBook. Pricing is by band and bands relate to the number of rooms you plan to make available on the system. Up to 10 rooms is the lowest cost band, followed by 11-50, 51-250, and so on. That way you only pay for the extent to which you'll use the system and you can understand and plan your outlay. As a fellow NHS organisation, we gladly accept Purchase Orders and SBS or local payments.

Demand for UBook in 2022 is high as many organisations return to work, so please allow as much lead-in time as possible for implementing a booking system. But if you only have a limited timeline please contact us: we will always try our utmost to help.

Online Demonstration

To arrange an on-line demonstration of UBook, or for a quote, please contact:

Bill Douglas

Applications Development Business Manager, Midlands and Lancashire CSU.

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www.nhsubook.info

UBook