



NOVIS making more of a difference with vWork

Novis was in search of a platform for its four teams to enhance the management of essential healthcare equipment delivery to patients and supported hospitals. At the time, the Novis team relied on Outlook calendar events for scheduling appointments – lacking the ability to oversee the activities of its in-field workers.

Challenge

Novis needed to transition its nationwide Australian team from Outlook calendar appointments to a system that provided real visibility and accountability for healthcare equipment deliveries.

Solution

Novis implemented vWork's standard tailoring it with dedicated templates, real time visibility and three way communication among its team, customers and dispatch. An API integration with Novis's in-house developed health equipment asset management system (NORM) was also a crucial component.

Outcome

A significant improvement – with Novis consistently meeting 95–96% of its delivery KPIs. Customers praised the efficiency of its delivery service and the level of communication provided.

"It holds people accountable to make sure the job gets done correctly and provides the best service we can for our customers."

ZOHRA BEHAYAR, NOVIS OPERATIONS MANAGER

Novis Healthcare is a family-owned business with a wide range of capabilities. It specialises in offering high-quality care and rehabilitation equipment to a wide range of clients including: hospitals, aged care facilities and allied health professionals. Its national network of partners is supported by teams in Sydney, Melbourne and Brisbane.

Getting everyone onboard

Novis was seeking a platform to better manage healthcare equipment deliveries, moving away from the use of Outlook calendar events.

Despite some initial difficulty in getting the entire team on board with the change, Zohra noted that vWork's user-friendly interface, along with extensive help documents and videos facilitated a smooth transition.

"One of the first things that impressed me was just how user-friendly vWork was," Zohra explains, "for both those setting up the schedule and workers in the field using the mobile app".

Meeting customer needs

vWork has allowed Novis to meet some fairly specific contractual obligations and provided a consistent delivery approach. Custom templates in vWork made it easy to prompt users on necessary information. An integration with NORM enhanced accuracy in matching orders with warehouse information.

Novis achieved a 95-96% delivery success rate, leading to positive customer feedback about improved communication compared to other providers.

More accurate scheduling

Zohra also emphasized the accuracy in initial job scheduling and the benefits of having all information in one place.

While acknowledging Novis is at the beginning of its vWork journey, Zohra highlighted the app's positive impact on teams, ensuring everyone has the right information at the right time.

"We have confidence in being able to meet our customer's expectations - with every delivery - and that's what makes the difference"

ZOHRA BEHAYAR, NOVIS OPERATIONS MANAGER



VWORK IN NUMBERS

- Over 450,00 jobs scheduled each month
- 4,600+ active users
- Customers in 12 countries

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