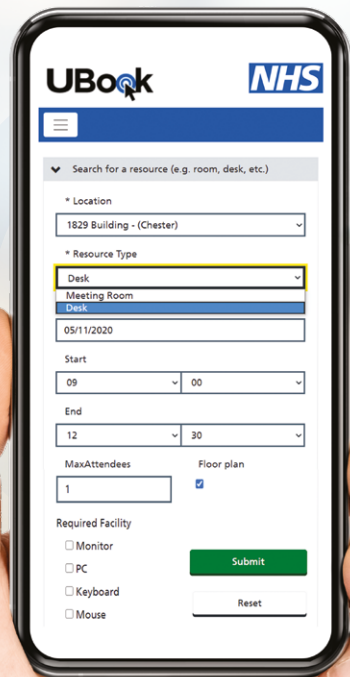


The state-of-the-art Room and Hot Desk booking system, designed for NHS organisations

- 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 20 NHS organisations and growing



Overview
of the
bookings for
any room



30,000 people are
using UBook every
day, across twenty NHS
organisations, from
PCNs to large Acutes
(May 2022)

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.

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'.

With its specification informed by 20 NHS organisations across acute, community and primary care, UBook is perfectly designed to facilitate return to offices, particularly in the context of reduced desk availability and hybrid working.

“The service we have received from MLCSU implementing 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 Integrated Care Board (ICB).
May 2022

Consolidating multiple organisations into an ICB?



UBook has demonstrably proven it is successful when installing it across ICB organisations.

If you need similar, ask us for a demonstration.



Single Sign-In

UBook integrates with:

- NHSmail sign-in
- Azure Active Directory

Rich data on space usage:

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 further detail.
- Monitor current occupancy, see usage over time, highest consuming teams and more.
- With a separate Report Builder, export any data into Excel or PDF for further analysis.

All staff, whether central admin teams, personal assistants 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.
- Save significant admin time (real-life figures available 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 email link.



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



UBook check-in tags in use at Cambridge and Peterborough NHS Foundation Trust.

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

Number Bookings	81
% Occupation	9.07%
% Unavailable	21.77%

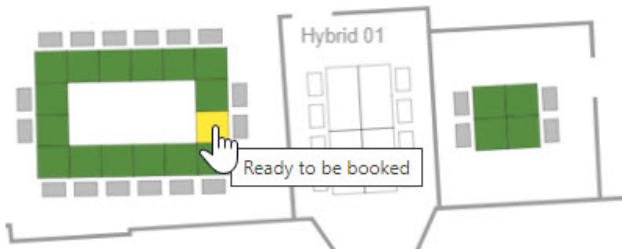


Return to office / hybrid working:

UBook provides clear benefits to your new working arrangements:

- 1 Simple and reliable space booking, avoiding conflicts and competition.
- 2 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.



“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 or actions.

I have 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 have learned so much from working with NHS ML and I am extremely grateful, I could not recommend them highly enough. I think that UBook is phenomenal and will benefit any organisation that uses it.”

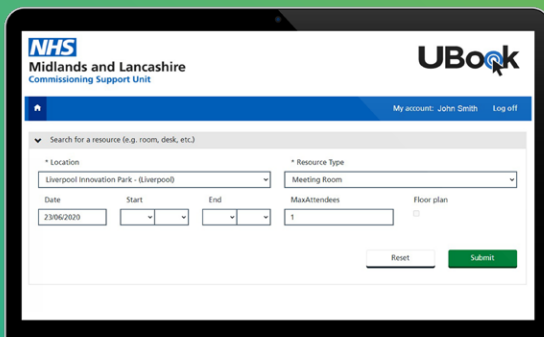
Amanda Tierney,
Project Manager, Birmingham and Solihull Mental Health Foundation Trust.
July 2023

[**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 email to booker includes 'Add to your Outlook calendar'.
- Confirmation email 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.



The screenshot displays the UBook web application interface on a laptop. The header includes the NHS logo and 'Midlands and Lancashire Commissioning Support Unit' on the left, and the 'UBook' logo on the right. A navigation bar shows 'My account: John Smith' and 'Log off'. Below the header is a search bar with the text 'Search for a resource (e.g. room, desk, etc.)'. The search form contains several fields: 'Location' (set to 'Liverpool Innovation Park - (Liverpool)'), 'Resource Type' (set to 'Meeting Room'), 'Date' (set to '23/06/2020'), 'Start', 'End', 'MaxAttendees' (set to '1'), and 'Floor plan'. There are 'Reset' and 'Submit' buttons at the bottom of the form.

Integrations:

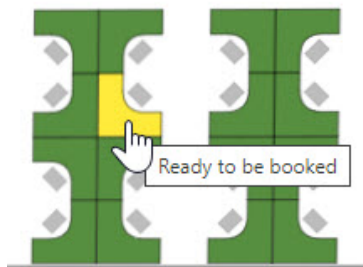
- UBook integrates with Patient Administration Systems and Electronic Health Records to pull data into UBook bookings.
- UBook integrates with devices equipped with Microsoft Teams, including passing details of your booking to the TV and audio equipment in your meeting room.

Technology:

- Connects to NHSmail and Active Directory for single sign-on.
- UK-hosted in state-of-the-art Microsoft Azure Cloud Data Centres.
- 99.5% uptime backed by service level agreement (SLA).
- 24/7 availability.
- Your bookings backed up nightly.
- Advanced anti-malware.
- 256-bit SSL/TLS encrypted.
- Business continuity and disaster recovery planning.
- Outage monitoring and maintenance.
- Fully supported access to data upon service departure.

Support:

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



Governance:

- We will fill in the Data Protection Impact Assessment for your information governance needs.
- GDPR-compliant out of the box.
- UBook's security is annually tested via penetration testing by independent testing companies. The latest report is always available for inspection by clients.

Training:

- We train your nominated UBook administrators live over Microsoft Teams.
- For all staff there are lots of quick 'How to' tutorials and full user guides in the online help.



- 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. You only pay for the extent to which you will use the system and you can understand and plan your outlay. We accept purchase orders and SBS or local payments.



Online Demonstration

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

Corin Hennessy

Applications Development
Team Manager, Midlands
and Lancashire CSU.

☎ **01244 83 50 14**

✉ corin.hennessy@nhs.net

www.nhsubook.info

Demand for UBook in 2024 remains high 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.



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