

Innovating Insight Healthcare



“ We’ve worked with Sandyx for years and always found them forward-thinking, reliable and willing to go the extra mile to ensure the project is successful ”

What was the challenge?

Insight Healthcare is a not-for-profit organisation that brings together healthcare professionals, clients and treatment venues across the UK. When pairing up practitioners and clients, the Insight team need to analyse a variety of different factors to ensure the right individuals are meeting up and in a location suitable for both parties. Given the many different aspects to consider and sheer amount of bookings being made daily, the process had begun to consume a lot of the staff members' time.



John Slator

Head of IT and informatics, Insight Healthcare

In order to manage their time more effectively, the system urgently needed streamlining. Insight Healthcare chose to partner with Sandyx to develop a user-friendly patient management system on Salesforce. They needed to be able to create appointments that considered multiple factors, quickly and easily. It was important to ensure that clients with particular mental health needs met with medical practitioners possessing the right skills, in a location with the right facilities. After considering the detailed requirements identified by Insight, Sandyx quickly realised these could be partly met by one of our existing custom Salesforce applications.

The product is a savvy appointment booking app called AnyCal, which Sandyx developed on the Salesforce platform.

Introducing [AnyCal](#)

AnyCal is our proprietary smart booking system, built on the Salesforce platform. It simplifies the online booking process and has an incredibly user-friendly interface.

Proudly developed by



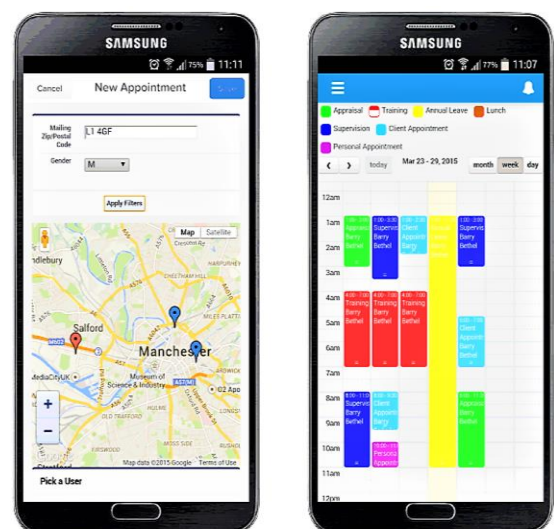
What was our solution?

AnyCal provides a colour coded, drag and drop calendar with daily, weekly or monthly viewing options. It allows calendars to be available for contacts and venues without additional license costs. AnyCal functionality was implemented for Insight and then developed further to allow additional functionality to select various criteria including customer preferences and location. These preferences are then combined with the search results to produce a shortlist of matching practitioners and venues within the reach of the client, all shown on a map view. The interactive calendar we made through AnyCal has proven to be incredibly helpful to Insight and their clients. It allows clear visibility of appointments via calendars for each venue and each Practitioner. Not only does it save time and effort pairing up clients with the right practitioners, AnyCal also updates the calendar in real-time, as bookings are made to ensure that appointments never overlap. Other attractive features of the system is that all parties involved in the booking can be notified via email and practitioners can view their calendar in real-time on their mobiles.

What was the outcome?

There are also SMS reminders which can be automatically sent to clients (those who have agreed to notifications). This results in better utilisation of scarce resources while at the same time providing an enhanced and more personal service for the client, which has naturally resulted in higher rates of attendance. The original system was rolled out to an individual Service in 2014. Since then, Sandyx and Insight have maintained a close relationship and we've completed many projects in multiple Salesforce instances, with more projects planned for the future.

The main Salesforce instance now has over 20 Services and over 500 licensed users.



Above: what AnyCal looks like in action

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