


## CASE STUDY

### SUPPLYING TIME & ATTENDANCE FOR ISS UK DURING COVID-19 AT THE NHS NIGHTINGALE HOSPITAL



## NHS Nightingale Hospital London

### CAPITA WFM SUPPORTS ISS UK AT THE NEW NHS NIGHTINGALE HOSPITAL SOUTH, EXCEL, EAST LONDON

Capita WFM has established a long-term partnership with ISS UK, dating back to 2004 when Capita's iTime Time & Attendance system was implemented on a major transport contract for ISS.

This close working partnership has most recently resulted in the implementation of Capita's iTime Time and Attendance system at the new NHS Nightingale Hospital, at the ExCel Conference Centre in east London within just 5 days.

ISS Healthcare had been invited to provide the overall soft FM lead, delivering professional healthcare cleaning, portering, hostess services, linen, waste management, pest control, and helpdesk services to the temporary 4,000 bed facility, which potentially could require more than 1,000 non-clinical employees, all of whom need to be rostered efficiently and more importantly paid accurately.

Following the confirmation, an immediate call was put to the Capita team that a Time and Attendance system was required at the new facility.

The Capita & ISS team swung into action, establishing the initial requirements and agreeing that iTime system would fit the bill. Within 72 hours the team were on site to assemble the physical devices and to commence the system configuration, including the creation of over 400 initial employee records.

Throughout the implementation, the Capita support engineers were on-call to provide assistance to ISS, including remotely guiding ISS to install and test clocking terminals.



#### INDUSTRY

Facilities Management

#### SIZE

45,000 Employees

#### SOLUTION

- Time & Attendance
- Self Service
- Scheduling

#### BENEFITS

- Centralised system
- Ensuring employees paid and scheduled correctly
- Supporting a national pandemic response
- Solution installed and operational within four days