

# TeleSchedulerCare

## Curb Remote Workers' Travel Claims and Deliver Immediate ROI



### Challenge

Spectrum Care & Support Service is an established provider of care and support services within Dumfries and Galloway. Their aim is to help people live as independently as possible in their homes, which means that their care workers are heavily reliant on their cars in the process of delivering care.

Operating a home care agency in a rural area added to the already high mileage claims that Spectrum's remote care workers were submitting. Typically these bills were in the region of £10,000 per month and involved many hours of administrative checking and validating. Spectrum Care managers approached Amor Group once more to see how the existing TeleSchedulerCare+ technology could be extended to streamline the cost of their mileage claims process as they were already using the product to plan which care workers to send to a particular service user at regular times each day.

### Solution

To reduce the costly mileage claims and streamline the entire travel expense administrative process, Spectrum Care started to utilise Microsoft's MapPoint plug-in, which worked together with TeleSchedulerCare+ to provide automated distance calculations of the care workers' visits.

The new process meant that care workers were now issued with rotas that detailed the pre-approved mileage they were expected to claim between visits. The calculations, based on the Microsoft MapPoint routing, are considered to be very accurate and the pre-approved mileage was a true reflection of the mileage that the care workers should be claiming.

### Results

The employee work plans within TeleSchedulerCare+ immediately provided significant savings for the business as the implementation of the pre-approved mileage on the care workers' rotas resulted in an annual saving of £40,000. Monthly mileage claims of £10,000 were slashed by almost 30%, meaning that the project was cost neutral within just 1 month.

As all workers were already familiar with the TeleSchedulerCare+ solution, integration and adoption of the new reporting was seamless and the care workers can now also see the benefit of the new system as they no longer need to waste time filling in mileage claim forms.

“**Amor Group's TeleSchedulerCare+ solution has allowed us to make enormous savings. Not only have we directly cut the costs of our travel expense claims, but the whole process has been streamlined, which gives our employees more time to concentrate on providing excellent customer care rather than wasting time on administrative tasks.**”

Russell Meddins, Director, Spectrum Care

### Benefits

- £40,000 reduction in annual mileage expense bills
- ROI achieved 1 month post implementation
- Savings in excess of £5,000 per month
- Less form filling for the Care Workers
- Reduction in time spent on administrative process for Care Co-ordinators

### Solution Highlights

- Microsoft's MapPoint plug-in used to enhance organisation's use of existing TeleSchedulerCare+ solution
- Care workers no longer have to keep track of their mileage and submit expense claims
- Management no longer have to spend time checking and verifying expense claims



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