

Webinar

One less task: Outsourcing the management of your workstation assessments



Katharine Metters
MCSP C.ErgHF MCIEHF
CMIOSH CREE
Head Consultant, Posturite



Matthew O'Sullivan
Regional Manager
and Head of Managed
Services, Posturite



Suzie Monk
Case Manager,
Posturite



Managed Service – what and why



Outsourcing the management of your workstation assessments

- Administration
- Specialist expertise



Topics and challenges

Topics we've been asked to help with:

- Hybrid working
- Hot desking
- Multiple locations:
 - UK
 - EMEA
 - Global
- Delivery methods:
 - Online systems (WorkRite)
 - Existing platforms
 - Manual / paper based

Topics and challenges

Challenges we've seen:

- New / changing requirements with hybrid working
- Takes time
- Not enough resource
- I can support staff in my office (London), but struggle with staff in Manchester, Edinburgh, Paris, Frankfurt and Dubai
- Implementation of best practice for workstation assessments for all staff, regardless of where they are based

Managing workstation assessments

A requirement and desire to roll out or improve workstation assessment process:

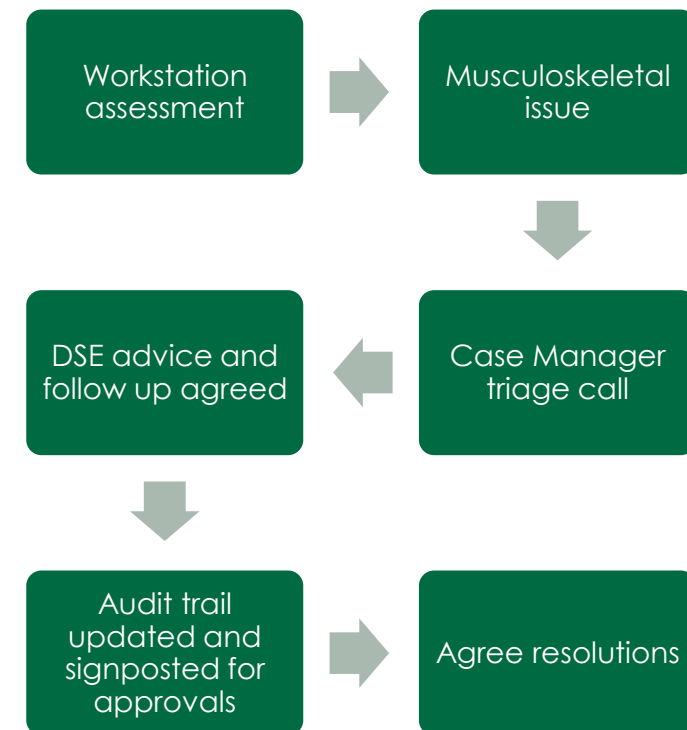
- DSE audit
 - Online system – new or existing process
 - Manual process
 - Priority cases
- Implementation and roll out
- Issue management
- Reporting
- Ongoing management
 - Starters and leavers
 - Day to day issue management



How Managed Service can be implemented

Implementation

- Understanding unique drivers (e.g. we have lots of reported issues; we need to improve DSE stats; global best practice)
- Culture
 - Tone and delivery of messaging
 - Signposting
 - Bespoke workflow
 - Lead Case Manager
- Extension of internal processes and team
- Understand / knowledge of existing systems, including furniture and equipment
- Stakeholders for escalations – Health & Safety, Facilities, IT, HR and Occupational Health
- Advice and guidance; approved product lists; agree reporting; ordering





The support provided to AXA XL...

- AXA XL required support to roll out their new workstation assessment program (WorkRite Agile) to 2,000 staff in the UK
- Implementation and workflow set up
- Open issues directed to team of Case Managers
- Bi-weekly client calls with all key stakeholders: Health & Safety / Facilities, IT and internal DSE support teams
- Triage calls and agreed resolutions including the management of agreed homeworker furniture



**XL Insurance
Reinsurance**

...and the results



Between June and December 2021:

- 34% (759) of AXA XL users completed the online training and self-assessment
- Of those who completed, 33% (248) received a triage call
- Average triage call time was 24 minutes
- Total hours billed in 2021: 151 (or just over 20 days)



**XL Insurance
Reinsurance**

"We have worked with Posturite for many years now and their service is fantastic - they are very responsive and have the skills and expertise that we require."

Rebecca Ratman
Workplace Partner, AXA XL

What is a triage call?



Core service

Follow up on those initial issues that are raised with a user's workstation



DSE advice



Issue resolution

Enables the team to qualify any major risks and assign a suitable level of service to resolve the issue



Webinar

What is a triage call?



Audit trail

All notes and follow-up actions following the triage call are recorded



Simple solution

To provide a positive outcome



Time/cost effective

An average triage call takes around 25 minutes in total

The role of Case Managers

What kinds of workstation issues and health conditions do Case Managers assist with?

- Musculoskeletal issues at home and the office
- New starter requirements / pre-medical screening
- Disability support from a DSE, Health & Safety and ergonomic perspective
- Pregnancy support from an ergonomic perspective





What are the next steps?

We are offering all webinar attendees a free half day with our implementation team:

- DSE audit – discussing your current setup, and how we can improve it
- Sample triage calls – 2-3 calls so you can see exactly how our triage process works
- Reporting and audit samples – anonymised samples of reporting for our existing customers

Any questions?



- Thanks for watching!
- Contact matthewo@posturite.co.uk to arrange your free half day trial
- Visit posturite.co.uk/services/managed-service to find out more



Webinar

posturite.co.uk/subscribe

Sign up to our emails to hear about future webinars and much more



@posturiteltd



/posturiteltd



@posturite



posturiteltd



/posturite