SEE HOW YOU CAN CREATE, DEPLOY AND MAINTAIN ANALYTIC APPLICATIONS THAT ENGAGE USERS AND DRIVE REVENUE. SEE A LOGI DEMO

CASE STUDIES

Hants & Berks 4x4 Used Embedded Analytics 5 Ways to Face COVID-19

BY LOGI ANALYTICS

As emergency workers in the UK took to the front lines of the COVID-19 pandemic, Hants & Berks 4x4 Response—a regional branch of 4x4 Response UK—was right behind them. During lockdown, this volunteer team of 4x4 vehicle owners took additional calls to transport medical workers and deliver food, prescriptions, and medical supplies. See how they met the pandemic head on to support their communities using their application's Logi Analytics dashboard.

Dashboard customization to meet new demands

Hants & Berks 4x4 Response volunteers are available at a moment's notice—any time, day or night, year-round—to travel over rough terrain to assist with rescue efforts in severe weather or emergencies. The Logi Info dashboard in their application was designed to track these types of rescues, but not for the deliveries needed during the pandemic.

So, Axel Seedig, the group's Chief Team Controller, created a list of requirements to add to their Logi Info dashboard:

- Import requests securely from the National Health System (NHS).
- Give 4x4 volunteers authorization to travel during lockdown.
- Create a delivery profile that can track each request from start to finish.

Seedig knew Logi Info had the essential customization capabilities so he could build a dashboard specific to the COVID-19 service.

Novel ways to secure information and track deliveries

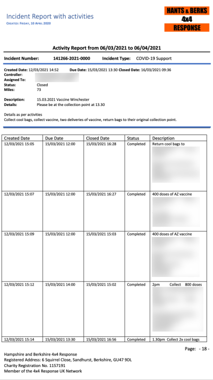
In just two weeks' time, Seedig created a new dashboard that would keep their information secure, provide government-approved travel authorization, and track their deliveries.

1. Secure custom portal for customers to make requests

To enable the hospitals, care homes, and other healthcare providers to make pandemic-related delivery requests, Seedig developed a secure self-service portal for them. Through their application dashboard, Hants & Berks 4x4 controllers auto-generate an email with a secure code that links a customer to their unique portal so they can create a request. After a customer creates a request, an email automatically goes to the controller who assigns a responder to it.

2. Auto-import of NHS requests for PPE delivery

During the pandemic, the team has also taken on requests from the NHS to transport personal protective equipment (PPE) to hospitals and clinics. From their dashboard, controllers can now import the daily list of PPE transport requests they get from the Hampshire resilience forum—a combination of the Red Cross, the UK government, and the NHS. Then, they create a case for each PPE request with the details autofilled into the corresponding record. To help their customers keep track of completed requests, they send an "Incident Report with activities" (see the following example).



Incident Report with activities
CREATED: FRIDAY, 10 APRIL 2020

HANTS & BERKS
4x4
RESPONSE

Activity Report from 06/03/2021 to 06/04/2021

Incident Number: 141266-2021-0000 **Incident Type:** COVID-19 Support

Created Date: 12/03/2021 14:52 **Due Date:** 15/03/2021 13:30 **Closed Date:** 16/03/2021 09:36
Controller: [redacted]
Assigned To:
Status: Closed
Miles: 73

Description: 15.03.2021 Vaccine Winchester
Details: Please be at the collection point at 13.30

Details as per activities
Collect cool bags, collect vaccine, two deliveries of vaccine, return bags to their original collection point.

Created Date	Due Date	Closed Date	Status	Description
12/03/2021 15:05	15/03/2021 12:00	15/03/2021 16:28	Completed	Return cool bags to [redacted]
12/03/2021 15:07	15/03/2021 12:00	15/03/2021 16:27	Completed	400 doses of AZ vaccine [redacted]
12/03/2021 15:09	15/03/2021 12:00	15/03/2021 15:03	Completed	400 doses of AZ vaccine [redacted]
12/03/2021 15:12	15/03/2021 14:00	15/03/2021 15:02	Completed	2pm Collect 800 doses [redacted]
12/03/2021 15:14	15/03/2021 13:30	15/03/2021 16:56	Completed	1.30pm Collect 2x cool bags

Page: - 18 -

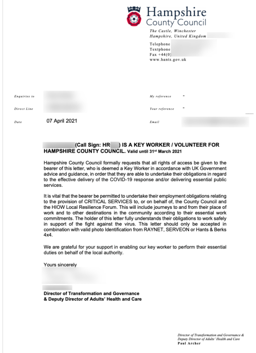
Hampshire and Berkshire 4x4 Response
Registered Address: 6 Squirrel Close, Sandhurst, Berkshire, GU47 9DL
Charity Registration No. 1157191
Member of the 4x4 Response UK Network

3. More efficient responder mapping

To locate the nearest available responder for a delivery, the Hants & Berks 4x4 Response controllers use the Google Maps plug-in in their dashboard. By hovering over a pin on the map, a controller can see the responder's name, location, and type of vehicle in a pop-up.

4. Government-approved travel authorization

During national lockdowns, the UK government allows only essential travelers on the road. To provide COVID-19 response and essential public services, the Hants & Berks 4x4 responders must carry a letter of authorization that identifies them as key workers and explains their reason for travel. From their dashboard, controllers generate the required letter (in the following example) that includes the responder's name and a validation date.



Hampshire
County Council
The Castle, Winchester
Hampshire, United Kingdom [redacted]
Telephone [redacted]
Textphone
Fax +44(0)
www.hants.gov.uk

Enquiries to [redacted]
Direct Line
Date 07 April 2021

My reference -
Your reference -
Email [redacted]

[redacted] (Call Sign: HR [redacted]) IS A KEY WORKER / VOLUNTEER FOR HAMPSHIRE COUNTY COUNCIL. Valid until 31st March 2021

Hampshire County Council formally requests that all rights of access be given to the bearer of this letter, who is deemed a Key Worker in accordance with UK Government advice and guidance, in order that they are able to undertake their obligations in regard to the effective delivery of the COVID-19 response and/or delivering essential public services.

It is vital that the bearer be permitted to undertake their employment obligations relating to the provision of CRITICAL SERVICES to, or on behalf of, the County Council and the HIOW Local Resilience Forum. This will include journeys to and from their place of work and to other destinations in the community according to their essential work commitments. The holder of this letter fully understands their obligations to work safely in support of the fight against the virus. This letter should only be accepted in combination with valid photo Identification from RAYNET, SERVEON or Hants & Berks 4x4.

We are grateful for your support in enabling our key worker to perform their essential duties on behalf of the local authority.

Yours sincerely

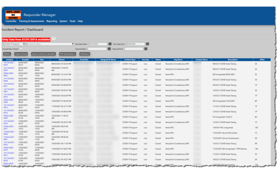
[redacted]

[redacted]
Director of Transformation and Governance
& Deputy Director of Adults' Health and Care

Director of Transformation and Governance &
Deputy Director of Adults' Health and Care
Paul Archer

5. Complete delivery tracking

From the time a Hants & Berks 4x4 Response controller creates a request, the information is tracked in the case record. The record includes the request details, responder information, and proof of delivery. From the dashboard, the controllers can also view a summary of all deliveries as shown in the following example.


HANTS & BERKS 4x4 RESPONSE
Responder Manager
Controller Training & Assessments Reporting System Tools Help
Incident Report / Dashboard
Only Data from 01/01/2016 available!
Refresh
Export to Excel
Export to Excel incl. Activities
PDF Activity Report
Dashboard
Incident Created Due Closed Controller Assigned To Name Incident Type Severity Status Org Name Contact Name Description Miles

New possibilities

Seedig says, "Before the pandemic hit, our system was intended only for transporting individuals, such as healthcare workers, not for deliveries. The Logi Analytics dashboard made it easy for us to create a new system to track deliveries, from intake to proof of delivery."

Learn how Hants & Berks 4x4 Response optimized their volunteer service 36X by embedding Logi Analytics in their application.

Read the Case Study

Originally published May 5, 2021; updated on May 10th, 2021

About the Author

Logi Analytics is the leader in embedded analytics. We help team put business intelligence at the core of their organizations and products.

You May Also Like...

CASE STUDIES

How Lima Memorial Unlocks the Operational Value of Embedded Analytics with Logi

Learn how Lima Memorial Hospital used embedded analytics to create a custom bed management system.

Youmanage®
CUSTOMER CASE STUDY

CASE STUDIES

Customer Spotlight: Youmanage Reduces Development Time by 75 Percent with Logi

Learn how Youmanage improved win rates and increased deal size after partnering with Logi.

symbox®
CUSTOMER CASE STUDY

CASE STUDIES

Customer Spotlight: How Symbox Cut Costs and Increased Value with Logi

Learn how one customer experienced great success by partnering with Logi to embed analytics in their applications.

DRC Insurance technology. Thoughtfully engineered.

CASE STUDIES

Embedded Analytics in Action: DRC Adds Value to Its Applications

Learn how Decision Research Corporation recently embedded new dashboards and reports to help users unlock new insights without learning a new application.

MGMA®
CUSTOMER CASE STUDY

CASE STUDIES

Success Story: Adding Value to Applications with Embedded Analytics

Learn how Logi customer MGMA increased product revenue by 12 times with embedded analytics.

Logi ANALYTICS

Call: 1-888-564-4965
Email: salesteam@logianalytics.com

Product

- Logi Composer
- Logi Report
- Logi Info
- Demo

Why Logi

- Analytics Expertise
- You're in Control
- Works With Your Stack

Resources

- Visual Gallery
- Research Library
- Case Studies
- Customer Stories
- Webinar & Events
- BI Encyclopedia

Tools

- Documentation
- Knowledge Base
- Release Notes
- Samples
- Elements

Company

- About Us
- Careers
- Leadership
- Blog
- Partners
- News

Community

- Developer Network
- Forums

Support

- Submit a Ticket
- Manage Your Licenses
- Download the Product
- Work with a Consultant
- Video Training

Contact

United States
7900 Westpark Drive Suite
A500 McLean, VA 22102
1-888-564-4965
salesteam@logianalytics.com

United Kingdom
Scott House, Suite 3.10
The Concourse
Waterloo Station, SE1 7LY
020 3103 0306
emea_sales@logianalytics.com

Ireland
20 Harcourt Street Suite 10
Dublin D02 H364
353 1 400 7506

Logi Analytics Confidential & Proprietary | Copyright 2021 Logi Analytics | Legal | Privacy Policy | Site Map