ResManager
Software for managing NHS staff residential accommodation

Powerful, affordable and easy to use

1. Background

The ResManager software was originally developed in 1997 prompted by our experience advising NHS Trusts on staff accommodation issues. Several enhanced versions including a rent accounting version have been released since then.

2. Users

There are now some 40 users of the ResManager software managing around 8,000 units of NHS accommodation. In some cases these are stand-alone systems, in other cases the system is fully networked and covers several hospitals.

Users range from small district general hospitals to large teaching hospitals in London such as Kings and Guys, and specialist hospitals like Great Ormond Street. In addition several housing associations use the software to manage NHS accommodation.
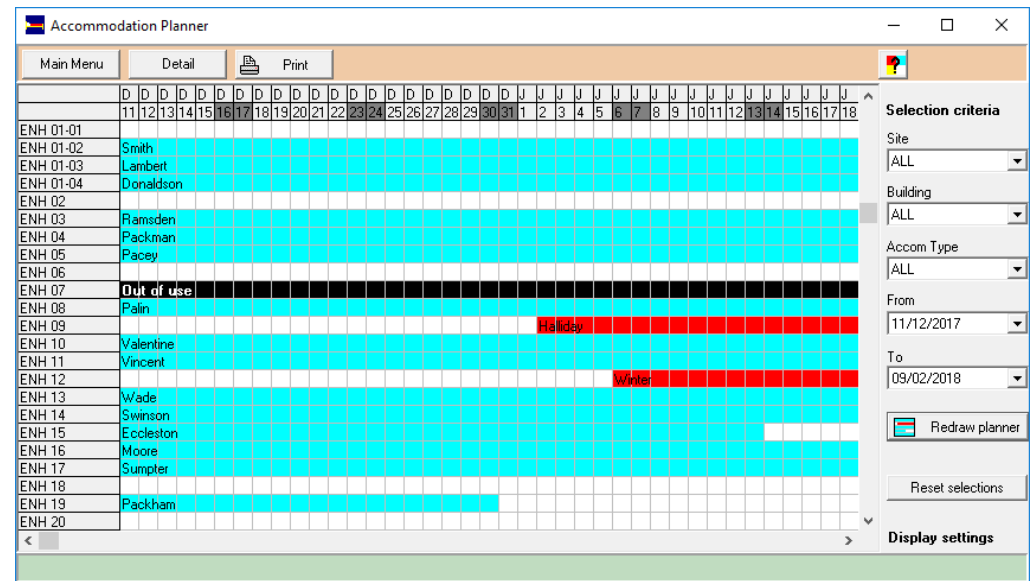
3. Description

The purpose of the software is to enable accommodation management staff to store and retrieve information on units of accommodation and on residents (past, present and booked). Importantly it enables future residents to be booked in easily and rent and income to be accurately calculated and reported on.

There is a wide variety of standard and user-defined reports analysing accommodation usage, breakdown of residents, void rates, occupancy charts, diaries, reminder lists, waiting list, automatic rent calculation, income reports, printing of standard letters etc. Data can be quickly exported to Excel, Word etc. The system can be networked easily by storing the common data files on a network drive.

4. Ease of use

Ease of use is of prime importance and we have applied our knowledge of accommodation management to fit the software to the user - not the other way round.

The system runs under Microsoft Windows up to Windows 10 and is highly graphical. It makes the most use of buttons and mouse-clicks for navigation, drop down lists for data selection and filtering of data, pop up calendars etc. Very little actual typing is required.

Minimal training is needed and therefore new or temporary staff should be able to operate the system virtually from 'cold' particularly if they are familiar with Windows. We believe that this ease of use is a major strength of the software and also a financial saving on training costs.

6. Licence fee and support arrangements

There is no initial capital cost to purchase the software. The software is supplied under a licence/maintenance/support package renewable annually in advance. The annual licence fee ranges from £800 to £1200 pa plus VAT (with annual inflationary increases) depending on number of rooms, users etc. Only one licence fee is required i.e. there is no additional charge for multiple users.

The fee includes free email/telephone support, maintenance, any general software upgrades. The licence is renewable annually but there is no obligation to renew if you do not wish to continue using the software.

7. Installation and initial setup

We can load the basic initial data on residents and rooms onto the system from your existing computerised data (eg MS Word, MS Excel or legacy system). The software can be up and running on your computer within a few days of our receiving the data.

8. Further on-site training and support

Users find that they pick up the software very easily and that little training is needed. In addition the free email/phone support enables users to ask if they are not sure how to do something. Nevertheless if at any stage further training or support on-site is required we will be happy to provide it.

9. Upgrades and enhancements

We are continuously reviewing and improving the software, its usability and functionality and we welcome suggestions for additional features. Subject to an enhancement being practical we endeavour to incorporate it in future versions.

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Occupancy Rates

Analyse by: Building   Period: October 2017

	Units	Occupied	Closed	Avail
Doctors Flats	68	73%	0%	27%
Blue Block	22	90%	0%	10%
Red Block	57	0%	100%	0%
Nurses Home	40	67%	0%	33%
New Street Flats	60	77%	0%	23%
TOTAL Hospital site	247	58%	23%	19%
TOTAL ALL SITES	247	58%	23%	19%