

Opus Case Study



NHS Guy's and St. Thomas'

NHS Foundation Trust



Sam Walker
Technical IT Director



“Opus allows us to have a lean content development process, using the SMEs to author the content, then the L&D Teams review, edits and publishes from one screen and all the Opus outputs are updated : the Opus Solution also migrated all our UPK content in bulk in minutes with a high fidelity”



Key Results

3 WEEKS

To Replaced UPK
in 2023

150 / 12K / 5 Months

150 Docs, 12,500
logs ins in the first 5
months

Languages

Multiple languages:
Spanish, Chinese,
French





Highlights at GSTT include

- Opus is now the Oracle end user support platform for all staff
- Replaced UPK in 2023 in under 3 weeks
- IT Applications include E-Business, Salesforce and HCM
- GSTT have all UPK Documents converted
- GSTT have nearly 150 Documents and over 12,500 log ins in the first 5 months of 2023
- GSTT are using Opus Follow Me for live in Application Support
- Opus will support multiple languages include Spanish, Chinese and French

GSTT NHS Trust: Oracle UPK content conversion to Opus in Healthcare



Guy's and St Thomas' NHS Foundation Trust [GSTT] is an [NHS foundation trust](#) of the UK [National Health Service](#), that runs [Guy's Hospital](#) in London Bridge, [St Thomas' Hospital](#) in Waterloo, [Evelina London Children's Hospital](#), and two specialist heart and lung hospitals, Royal Brompton and Harefield and community services in Lambeth, Southwark and Lewisham in the centre of London. It employs nearly 28,000 clinicians and staff, and has partnerships with organisations such as HCA Healthcare, Serco and Johnson & Johnson. One of the 5 Hospitals in the Trust, St Thomas' Hospital, has 840 beds where over 6,000 babies are born per year.

In the autumn of 2022 Fiona Williams, Staff Development Manager at Guy's and St. Thomas' NHS Foundation Trust was planning the professional and user training for the impending migration of Oracle E-Business Suite to a Cloud based Fusion. Knowing that Oracle's UPK was nearing the end of support by Oracle she asked Guy's trusted Content Development Partner CBZ Consulting and Technical Services Provider, BreakPoint Technical Consulting to help her find a replacement user training and performance support system. It was critical that the Trust could retain their substantial investment in content within the UPK environment.

The team at Guy's considered tools such as Ancile uPerform, Datango & WalkMe, but settled on Epilogue Opus and was assisted through the selection process by their System Integrator, CBZ Consulting. During this process, certain critical components required evaluation.



BreakPoint conducted a thorough assessment of the architecture and security plans furnished by Epilogue Systems for the Opus Application. Notably, Epilogue Systems were found to be fully compliant with SOC 2 (System and Organizational Control) standards, and the Opus Application's cloud infrastructure is hosted on AWS, boasting robust end-to-end encryption measures. In essence, security concerns were effectively addressed. Furthermore, the Opus platform exhibited additional advantages, such as seamless integration with numerous internal systems of the Trust, including Citrix.

Catherine Eyre, the NHS Trust Chief Accountant tasked her Team with producing all educational, end user support and change content for their JDE installations across all business units, focusing on having all employees become self-sufficient on support in Finance, Logistics, Materials, QA, and Supply Chain Management. Eyre knew that one of the most important aspects was the ongoing, easy maintenance and consumption of that content for those areas.

Having used Oracle UPK extensively, GSTT were able to implement Epilogue Opus in under 3 weeks in 2023 and have lots of Subject Matter Experts creating content in Opus: a testament to the effectiveness of Eyre's Team in change management and change communications. Looking forward with Opus there are no restrictions to any other IT Application, such as EPIC, Dayforce HCM, Salesforce & QlikView at GSTT.

GSTT also looked at other solutions including Adobe Suite, Whatfix, TTS and Datango, and states "We took advice from our long standing Oracle E-Business' system Integrator and Training Partner, CBZ, and tested all offerings thoroughly, and because of the content was 100% web based with Opus stored in one location via AWS, as well as the ability to use the Opus Content Library as an LCMS, the decision was straightforward". Eyre continues "Opus allows us to have a lean content development process, using the SMEs to author the content, then the L&D Teams review, edits and publishes from one screen and all the Opus outputs are updated : **the Opus Solution also migrated all our UPK content in bulk in minutes with a high fidelity**" Eyre continues "Opus was also the clear choice on UPK conversion, in testing and security. In fact, some of the competitors we looked at to Opus do not have a true UPK converting process, which was a factor for GSTT".

Eyre continues "The GSTT IT Security Team are focused on keeping all the staff and patient data and information safe, and our due diligence for the thousands of end users meant that the IT Teams were heavily involved at every step" GSTT also have planned to utilize Opus throughout other business units.

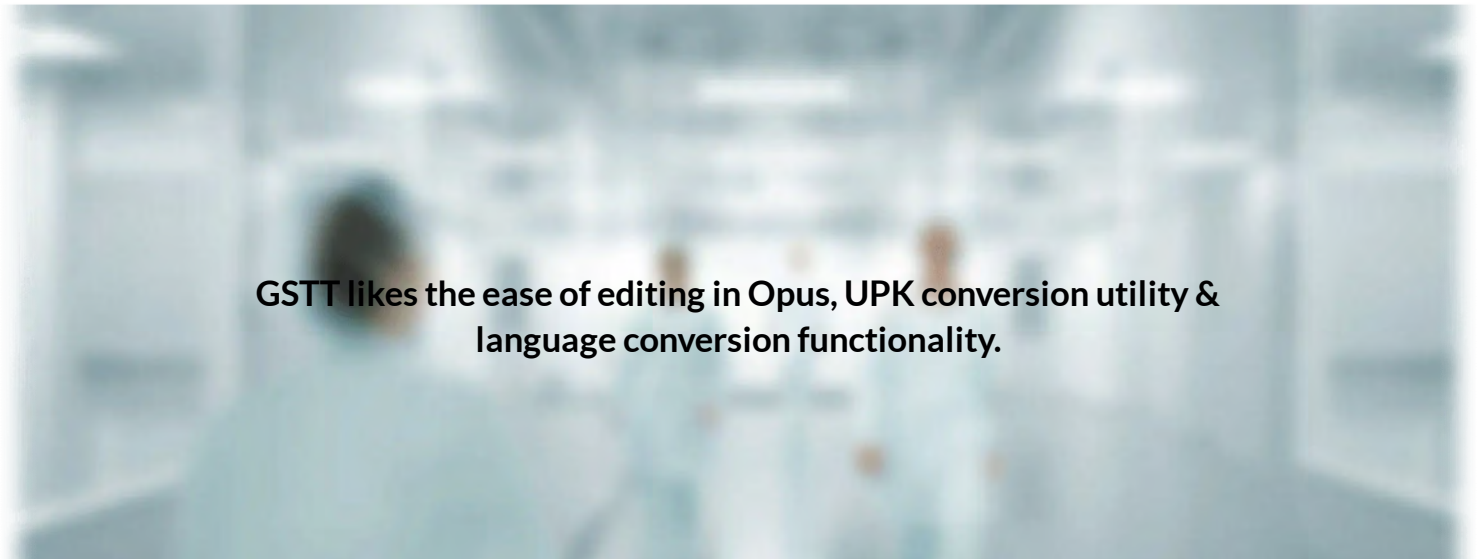
GSTT likes the ease of editing in Opus, UPK conversion utility & language conversion functionality.

Additional training benefits include Quizzes & Tests on competency of manufacturing employees, as well as Sandbox access via Opus Simulations.

Digital Adoption Business Transformation

GSTT had several Key Business Objectives including migration away from Oracle UPK and increase user adoption. These objectives were mirrored in Learning offerings:

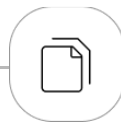
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– GSTT



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Training covers all employees on a variety of Applications



Training material available close to Go Live & Post Go Live Dates



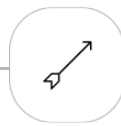
Reduce time to proficiency in employees, both existing and new hires



Self-support in the IT Applications for new employees



Training uses IT Application system screen



No end user disruption in migration from UPK

GSTT evaluated other learning solutions such as ANCILE uPerform, Captivate and Datango but after due diligence settled on Epilogue Opus for a variety of reasons including ease of use, just-in-time training & support, centralized content, and bulk conversion of Oracle UPK.

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Canon medical

**Increase user
productivity**

**Schedule a call with one of our
digital adoption specialists.**

**Reduce business
cost**

**Enable customer
success**