



OPTIMIZING HOSPITAL SERVICES WITH A LOW-CODE POWER APPS APPLICATION



Optimizing Hospital Services with a Low-Code Power Apps Application

WHO WE ARE

“ UB Technology Innovations is a Microsoft Power Platform delivery partner offering no/lowcode solutions, virtual bots, RPA, and data insights. We help clients on their digitalization journey by automating tasks, optimizing workflows, and providing a competitive edge through quick app deployment ”

WHAT WE DO

- Compliance and Security
- Enhance Productivity
- Improve Time to Market
- Reduce Operational Costs
- Maximize Profits
- Customer Experience



THE CLIENT

The client is one of Abu Dhabi's pioneering hospitals, committed to compassionate, high-quality care. Built on values of service, integrity, excellence, and community care, the hospital has established a strong legacy, particularly in obstetric and pediatric services. It is recognized for being among the first private hospitals accredited by Joint Commission International (JCI) and for setting global benchmarks with certifications for specialized clinical programs.



CHALLENGES

Hospitals rely heavily on straightforward communication and efficient workflows between departments to maintain patient safety, facility readiness, and high-quality service. When support teams operate in silos, it often leads to missed, delayed, or misrouted service requests – forcing staff to rely on phone calls, emails, and manual tracking.

The client experienced similar challenges directly impacting their day-to-day efficiency and patient coordination.

- Facility Management Services (FMS) tracked tasks manually, leading to delays and overlooked safety checks.
- Biomedical Engineering lacked a centralized inventory, making equipment maintenance hard to track.
- Information Technology (IT) managed support tickets through scattered channels, delaying resolutions.
- Chaplaincy had no structured way to schedule or log spiritual care visits.
- Management could not monitor performance across departments due to fragmented data.





SOLUTION

To address these gaps, we developed a centralized Service Management System (SMS) tailored to each department's operational needs, using Microsoft Power Platform as follows:

- **Centralized Requests:** Service requests across Facility, IT, Biomedical, and Chaplaincy teams were centralized for smoother handling.
- **Faster Response:** Automated alerts and reminders improved response times and ensured no tasks were missed.
- **Real-Time Insights:** Power BI dashboards provided management with visibility into departmental performance.
- **Reduced Manual Work:** Manual tracking and paperwork were minimized, cutting delays and errors.
- **Improved Collaboration:** Staff collaboration was strengthened through consistent, system-driven communication.



SOLUTION BENEFITS

The hospital-wide performance saw measurable improvements following the rollout of the new system:

- **Department-Specific Impact and Optimization:** Each department maximized the value of the Service Management System, integrating it seamlessly into their daily workflows:
- **FMS:** Tracked maintenance requests, scheduled inspections, and managed safety compliance documentation more efficiently.
- **Biomedical Engineering:** Enabled easy logging of equipment maintenance schedules, repair requests, and device inventory management.
- **IT:** Facilitated IT support ticket management, performance monitoring, and seamless coordination for software updates.
- **Chaplaincy:** Scheduled spiritual care visits, documented patient interactions, and coordinated with clinical teams for holistic support delivery.
- **Stronger Inter-Departmental Coordination:** Staff collaboration improved as all updates and task assignments were immediately communicated through automated notifications.
- **Secure, Centralized Storage:** SharePoint in the backend eased retrieval, version control, and departmental segregation of sensitive information.
- **Actionable Insights for Decision-Making:** Interactive dashboards provided real-time insights into departmental performance, enabling leadership to make informed decisions and allocate resources effectively.



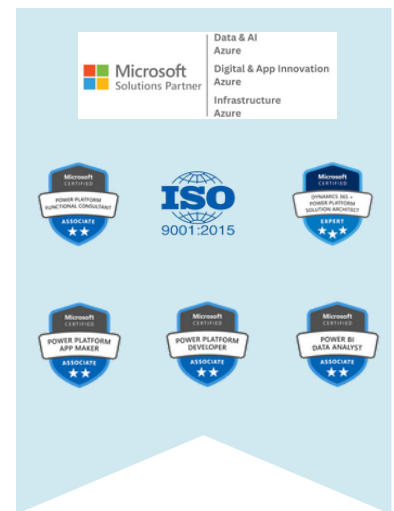
Conclusion:

The hospital streamlined service requests and inter-departmental collaboration using Microsoft Power Apps for the interface, SharePoint for backend management, Power Automate for notifications, and Power BI for reporting. The client was extremely pleased with the outcome, as it dramatically improved operational workflows and redefined how their teams coordinated and delivered services. With UB Technology Innovations, Inc.'s specialized healthcare solutions, hospitals can strengthen internal processes, drive better inter-departmental communication, and deliver premium-quality patient care.



ABOUT US

UB Technology Innovations, Inc. (UBTI) is a leading global technology solution provider with over 3 decades of experience across all industries, specializing in Capital Markets (Asset Management), Logistics, and Healthcare. We are the preferred Microsoft Solutions Partner backed by a world-class team of Microsoft Certified experts with rich experience in Azure Cloud Platform and Data Analytics.



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