

# Our DSE service - reinvented!

From booking to reporting, enjoy a fast, smooth, trackable journey with our brand new, entirely reimagined DSE assessment service.



## What's changing?

We're making some key changes to the way we run our DSE assessment service. Don't worry, you'll still receive exactly the same dedicated, expert service you're used to. The only difference is that it's going to be far easier to manage and track assessments across your entire organisation. Let's take a look at what's new.



### Improved appointments booking system

Our DSE assessors and technicians are located all over the UK so they're never too far from an appointment. In the past our appointments team have had to manually check assessor's calendars and locations to find the most suitable person for each booking. Now, we've built an intelligent online system that collates all of this information in one place to make the arrangement of assessments easier than ever.

#### Our new system:

- Enables our team to make more informed decisions about your appointments.
- Allows faster response times.
- Offers real-time updates from our team on the road so you know we're on time.
- Sends automated appointment dates to the DSE user, which can be confirmed with the click of a button.
- Sends email reminders the day before, when the assessor is on the way, and when they arrive.



### New secure online portal

Manage all your DSE assessments in one place

You'll gain access to our secure online portal where you can manage all of your organisation's DSE information in one place.

#### You will be able to:

- Check who has an appointment and when
- Download reports and quotes
- See appointment histories
- Request new appointments
- Ensure full GDPR compliance with employee data

If you already use our Management System for e-learning then you'll find the same intuitive interface. If you don't, then there's a quick set-up process to go through to gain secure access.



### Revamped assessment reports

We have reworked our assessment reports to be clearer, more visual and easier to interpret. This should help you process the information and conclusions outlined in the report more effectively.

You can now download reports in both Microsoft Word and PDF file formats.

With our intelligent new appointment system, we aim to reduce waiting times for appointments, and make the entire process more transparent to you.



## Restructured DSE Workstation Assessment

Our most popular assessment now comes with a choice of two levels.

We've been delivering DSE assessments for the best part of three decades. This has given us an unrivalled depth of knowledge and expertise in the subject of workstation ergonomics. Over this time we've continued to improve and refine our offering in line with research, technological advancements and of course our clients' own suggestions.

Now, we've remastered our most popular offering - the DSE Workstation Assessment, and added a second, more in-depth version known as our DSE Workstation Assessment Level 2.

Both our original Level 1 and our new Level 2 assessments result in the same conclusions and recommendations. The only difference is that Level 2 records more information. We still offer a fully DSE compliant assessment for those who require specific boxes to be ticked, plus higher-level assessments for more complex cases.

DSE Workstation Assessment	Level 1	Level 2
RRP	£95 Ex VAT	£125 Ex VAT
Approximate assessment duration	20-30 mins	30-40 mins
Musculoskeletal issues	✓	✓
Workstation observations	✓	✓
Changes made during assessment	✓	✓
Recommendations	✓	✓
Helpful hints	✓	✓
Working habits and behaviours		✓
Detailed breakdown of chair functions		✓
User and workstation measurements		✓
Photographs of workstation		✓

### Next steps

You don't need to do anything. We're rolling out the changes on Monday 10 September 2018. This means you will be automatically migrated to the new system and can start benefiting from the improvements right away.

Please speak with your local account manager for further information.