

Smart Allocation – Transforming Facilities Resource Management

Efficient resource deployment has always been one of the hardest problems in NHS facilities management. Synbiotix is addressing it head-on with Smart Allocation, a significant evolution of the platform’s existing auto allocation capability that goes far beyond simply assigning the next available member of staff.

The limits of rule-based automation

For estates and facilities teams operating in fast-paced hospital environments, current task assignment methods, even automated ones, fall short. Assigning work based on availability alone ignores the full picture: how far away is that team member? How urgent is the task? How much are they already carrying?

Smart Allocation has been designed precisely to bridge that gap. Building on the foundations of Auto Allocation, which has already helped many healthcare organisations move away from manual task assignment, it introduces a multi-dimensional scoring algorithm that evaluates real-world operational conditions in real time.

“Rather than assigning the next available resource, Smart Allocation scores every possible task-resource pairing simultaneously — identifying the most efficient allocation at any given moment and continuously adapting as conditions change.”

More than 20 configurable scoring factors

The algorithm considers a wide range of factors that reflect how work actually flows in a hospital environment:

- Proximity and travel time between locations
- Task urgency and priority level
- Estimated completion times
- Current workload and task status of staff
- Zone-based working preferences
- Idle time and resource utilisation

Crucially, every Trust can configure and weight these factors to reflect local priorities and operational goals. Smart Allocation is applicable across portering, cleaning, and wider facilities services — adaptable to the way your organisation actually works, not a generic template.

20+

Configurable scoring metrics evaluated in real time

3+

Service areas: portering, cleaning, and wider FM

100s

Of daily tasks where small time savings compound fast

Real outcomes for NHS teams

The expected benefits are tangible and measurable. Even modest per-task time savings when multiplied across hundreds of daily activities, quickly compound into meaningful operational improvements:

What Trusts Can Expect

- ✓ Reduced travel time between tasks
- ✓ Faster response times for urgent and emergency activities
- ✓ Improved utilisation of existing resources
- ✓ Increased task throughput across FM services

A seamless upgrade — not a disruptive change

Smart Allocation is available as a premium enhancement within the Synbiotix platform. It complements rather than replaces existing Auto Allocation functionality, meaning organisations can continue to benefit from current capabilities and choose to upgrade when ready, with no disruption to existing workflows.

This is an important distinction. There is no requirement to start from scratch or retrain teams on an entirely new process. Smart Allocation layers additional intelligence on top of what is already working.

Smart Allocation forms part of Synbiotix's broader vision for Intelligent Hospital capabilities. Future opportunities for AI integration and machine learning will position the platform to support predictive and proactive resource management - helping NHS facilities teams stay ahead of demand rather than simply responding to it.

Interested in how Smart Allocation could improve resource efficiency across
your facilities services team?

Find out more at www.synbiotix.com
