

Shared vision.  
**Better together**



Shared Business Services

# E-Commerce and Procurement Bureau

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# 1. About NHS Shared Business Services

NHS Shared Business Services was created in 2004 by the Department of Health and Social Care to deliver the most cost effective and highest quality corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, as well as Consulting services as part of Integrated Health Services we also provide finance & accounting, procurement, workforce, digital and expert advisory services to more than half the NHS in England. Co-created with and for those who use them, our shared solutions are informed by big data and powered by cutting-edge technologies, delivering efficiency, effectiveness and resilience at levels unachievable for organisations working alone.

Our partnership approach to every project is underpinned by our teams' expertise, in-depth understanding of the NHS, and commitment to service excellence. Committed to being a force for good, we are dedicated to acting responsibly and sustainably at organisational, team and individual level, reducing our own, and our customers', environmental footprints and delivering sustainable social impact. We share common values and unity of purpose with the rest of the NHS family, and our employees are empowered to question, test, and solve the challenges the NHS faces as it transforms to meet the needs of the 21st century. For more information, please visit [www.sbs.nhs.uk](http://www.sbs.nhs.uk).

## Our Vision and Mission



"To help the NHS save money and enhance quality so that it can improve health, innovate to save lives, and deliver better outcomes with care and compassion".

"To accelerate the transformation required in the NHS for the NHS. We are delivering some of the country's most important infrastructure deals and scalable enterprise solutions, that make lives easier for those working in and using the NHS, harnessing our capabilities and reach to drive real change and build much needed capability and capacity in the system".

## **Our Capabilities**

We have a strong set of cloud capabilities that combine change and transformation, configuration and implementation and managed services, with functional expertise across HR and workforce, financial management and procurement, and deep NHS sector experience and expertise.

We specialise in supporting NHS organisations, and our team combines experience of working for the NHS with experience from a range of consulting and IT implementation and service delivery organisations.

## **Change and Transformation**

We have expertise in transforming Finance, HR and Procurement and functions whether alongside, in advance of, or post implementation of a cloud solution. Our capabilities span working with organisations to develop, and align leaders around a future vision and blueprint, operating model and organisation design and implementation, policy and process redesign and implementation

These functional capabilities are supported by broader expertise in successful change management and automation. Change management is an essential part of delivering sustainable benefits from cloud implementation. In addition to operating model, organisation and process design, our capabilities include stakeholder management; communications and engagement; cultural and behavioural change and training.

## **Cloud Applications Configuration and Implementation**

NHS SBS provides expertise in configuring and implementing a range of cloud-based automation, AI and Machine Learning, data analytics and reporting solutions including: UiPath product set; Blue Prism; Microsoft Power Platform – either as standalone applications to automate business processes, or alongside a new broader cloud application implementation such as Salesforce, Oracle, SAP. This includes the NHS ESR platform the NHS Integrated Single Finance Environment and other applications used across the NHS.

Our automation capabilities include successfully automating and improving clinical and patient administration related business processes in the NHS.

Our workforce analytics solution offers an innovative approach to tackling one of the most pressing challenges within the National Health Service (NHS) today—staff recruitment and retention. Successfully adopted and tested in NHS organisations, NHS SBS Workforce Analytics Service leverages our position as the largest ESR user, and our deep understanding of NHS workforce data, combined with advanced machine learning techniques and data science methodologies. By integrating these technologies, the

service provides NHS HR teams with precise, predictive insights into workforce dynamics, highlighting specific cohorts or groups of staff at risk of leaving, with 95% accuracy, and explains the underlying reasons for their potential departure.

More broadly, NHS SBS provides corporate services enabled on Oracle, Salesforce and SAP platforms, to the majority of NHS organisations. Ahead of cloud implementation and configuration we advise on functional target operating models and create a vision for the future for finance, procurement and HR, as well as any elements of end-to-end support for cloud applications.

## Managed Services

We provide managed services for cloud-based automation platforms for the NHS. This includes hosting and applications support and maintenance for UI Path products, Microsoft Power Platform and Blue Prism. We are also a software reseller and strategic partner for UiPath and Blue Prism and can provide licenses as part of the managed service.

We are working with the NHS to re-imagine how corporate services are managed, with a next generation platform harnessing best-in-class cloud-based technologies that combines efficiencies with improved user experience. Details on our managed services in Finance & Accounting, Procurement and Employment Services and Workforce Management are set out below.

## Finance & Accounting Managed Services

We are trusted finance and accounting partner to the NHS. We are re-imagining how the NHS manages finance, with a next generation, **“One NHS” finance platform**, harnessing best-in-class cloud-based technologies to combine efficiencies with user experience to delivery leading finance managed services.

## Procurement Services

We are delivering healthcare reform and system-wide efficiencies through **procurement solutions** that support the national procurement target operating model. We provide flexible procurement service options, delivered by experienced procurement professionals to meet your needs.

## Employment Services and Workforce Management

The NHS SBS Employment Services offering Provides an end-to-end portfolio of solutions that helps NHS organisations meet industry targets and initiatives in recruiting. We support workforce **recruitment and retention** with a modern **digital payroll and pensions service**, as a partner of choice for workforce services across NHS integrated care systems.



## 2. E-commerce and Procurement Bureau

### Service Overview

NHS Shared Business Services (NHS SBS) provides a holistic service wrap for cloud-based ecommerce and procurement systems. Our enhanced service support provides flexible resources to support end users utilise systems through service desk, procurement administration and low value, high volume commercial activities.

### Service Description

#### NHS SBS Ecommerce and Procurement Systems Bureau offering

Our Bureau services have been developed to support organisations to successfully adopt eCommerce and Procurement systems and ensure users have a seamless transition between systems.

Systems experience includes:

- Atamis
- Oracle
- GHX Procure

### Bureau Support Services

Bespoke support is based on organisational requirements. Customers can elect to use the full suite of support, or choose their own bespoke options:

#### Stabilisation

- Hypercare support
- System Admin support
- Data assurance tracking and reporting
- Focused change management support

### User Support

- Dedicated bureau activity
- 1st and 2nd line user support – operating as your support for complex scenarios
- Targeted interventions based on needs assessment

### Ongoing Change

- Support product backlog
- System change impact assessments
- User training
- Continuous improvement and functional enhancements

## Data Management

- Ongoing data governance support
- Bespoke report building
- End user training to support reporting

The Bureau Team can also support customers by focusing on strategic value-add commercial activities, undertaking high volume/low value tasks, therefore freeing up capacity:

## Sourcing

- Spot Purchase
- Low value sourcing
- Further competitions

## Active Administration

- Procurement admin
- Commercial assurance
- Audit support

## Suppliers

- Supplier support
- Operational contract management

## User Support

The Bureau team will adhere to any SLAs as agreed for each piece of work. Support requirements.

are discussed and agreed based on a customer's requirements.

User queries are triaged via our service desk and assigned a priority level based on the nature of the query to ensure consistency and appropriate resolutions are provided.

- Priority 1 = 15 minutes
- Priority 2 = 30 minutes
- Priority 3 = 1 hour
- Priority 4 = 1 business day Service request (urgent) – 1 hour
- Service request (normal) – 8 hours

All queries are subject to the availability of support from the Technology provider.

## **Implementation**

We approach implementation projects as change programmes and recognise that business benefits will be realised when people are fully prepared for change. The approach ensures system stabilisation through hyper care support, which is included within project implementation activities.

Our end-to-end project management support is bespoke and uses a proven methodology (either Agile or Prince 2) and includes plan and PID creation, engagement with external providers, relationship management, change management, comms, hyper care support and data management.

## **Training**

NHS Shared Business Services' Bureau services includes bespoke training packages based on customer requirements.

Training is provided using a combination of train the trainer, self-teach (training manuals, webinars, and interactive online modules) and tutor led classroom training. This blended approach to learning ensures all users receive training appropriate to their roles and fully understand the processes, new ways of working and how to use new technology.

We will work with customers to devise and implement a training plan appropriate to local requirements.

## **Exit Approach**

NHS Shared Business Services approaches Exit Management in the same way as other projects, with a structured project framework and appropriate sign off gateways and support. We will work with a customer to agree exit requirements and an appropriate exit plan when notice of intention to exit at contract termination is provided.

Our Transition Team understand each customer's requirements will vary and we use our knowledge and experience to support a customer when exiting the service, ensuring all considerations are considered. Our exit approach will consider the following areas:

- Data retention and transfer
- System transfer requirements
- Knowledge acquisition
- Change management
- Communications
- Commercial implications



## Service Features

- Modularised approach to best support meeting an organisation's requirements.
- Enables optimised implementation of and ongoing use of eCommerce and Procurement systems.
- All services are available to individual organisations as well as collaboratives e.g. Integrated Care Systems (ICSs).
- Trust/ICS enabled solution enabling collaborative working on pipeline activities
- Adherence with NHS data management policies.
- Trust/ICS spend analytics, collaborative sourcing, contract management and SRM.
- Stabilisation including system administration, data assurance, reporting, change management support.
- User support including service desk and targeted interventions following assessment
- Ongoing support including user training, system change and continuous improvement
- Data management including governance, standards compliance, and reporting

## Service Benefits

- Flexible and tailored solution
- Reduces manual processes, increases efficiency, speed and accuracy
- Drives commercial control and sustainability and efficiency from process improvement
- Cost effective solution supporting further savings opportunities
- Provides consistency in approach and governance over inputs
- Delivered by experienced professionals, specialising in procurement systems and support.
- Excellent customer support
- Supports CCIAF deliverables
- ICS collaboration enabled to support collective, informed decision making

## More information

Please contact us if you would like to know more about this service or any of our listings on G-Cloud.

Email: [sbs-b.bidmanagement@nhs.net](mailto:sbs-b.bidmanagement@nhs.net)

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us:

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A brief summary of your requirements or problem statements that you would like support to address.

### **3. Pricing**

Please refer to the Pricing Document for this Service.

## 4. Our Values



**RESPECT** – We respect others and value their views and contributions.

Treating everyone fairly, with courtesy.

Inviting all team members to contribute to discussions.

Actively listening to others and valuing different viewpoints, even if different to your own.

Fostering an environment of openness and honesty.

Recognising and rewarding people consistently and fairly.

Challenging behaviours in yourself or others that do

**CUSTOMER FOCUS** – We are focused on our customers; we understand their needs and do everything in our power to help them succeed.

- Understanding what is important to our clients
- Focussing on what matters most to help our customers succeed.
- Recognising our colleagues as customers and providing them with the same level of service as we would to our external clients.
- Seeking customer feedback to allow us to continuously improve our standards of service and working practices.
- Ensuring the information I share with my customers is useful and relevant but most importantly appropriate.
- Understanding what is happening in the wider organisation and the NHS to anticipate my customers needs.
- Suggesting improvements to our products and services that will support our customers' needs.





## Teamwork

**TEAMWORK** – We work collaboratively applying a can-do-attitude, we inspire each other to deliver great results and exceed expectations.

- Trusting and empowering each other to get the job done.
- Supporting each other to achieve our full potential.
- Working together to achieve shared goals.
- Providing feedback to support our colleagues development.
- Actively sharing ideas and good practices with colleagues across the business.
- Offering support when there are deadlines or in challenging times.
- Recognising the opportunities to learn from inside and outside your immediate teams.

**EXCELLENCE** – We consistently deliver high quality outcomes for our clients and our people

- Delivering high standards of service and recognising and rewarding our colleagues for doing so.
- Share knowledge and ideas to deliver best practice.
- Seeking continuous feedback to improve everything we do.
- Delivering improvements on a continuous basis.
- Discussing and sharing lessons learned to a broad audience to get maximum benefit.
- Having a clear understanding of what 'best in class' means.
- Ensuring high standards are maintained.



## Excellence



## Innovation

**INNOVATION** – We will innovate to achieve our strategy and support the NHS in delivering its vision

- Viewing processes and procedures as something to be continuously improved.
- Seeking out and applying new knowledge and learning from the experience of others.
- Putting forward new ideas or suggestions, to drive better products, services and processes to improve our customers business and our own.
- Keeping an open mind to new ideas and avoiding the 'not invented here' attitude.
- Staying connected with my colleagues in other business areas and following what they are doing that's new or different.
- Putting time aside to learn about new concepts, ideas and approaches.
- Being prepared to try something new, even if I am not sure it will work.



## 5. Our Credentials and awards

### Winners



#### **'Best Employee Voice Initiative for Business Culture (Large Organisation)'**

For the notable steps taken and the strides made to create a stand-out business culture. As judges observed, a thoughtful, inclusive approach to our 'Future Ways of Working' – rebuilding culture post-pandemic after such a difficult time for employees, engaging them fully, avidly listening during the process, and with great measurable impact.



#### **'Finance Team of the Year – Enterprise'**

Awarded in recognition of the work our Finance Projects Team delivered to support the NHS successfully operate after the biggest change in 20 years. The team led the work to close the existing 106 CCG financial ledgers, create 42 new ones for the new Integrated Finance Boards enabling ICB finance managers to work from Day 1.



#### **'Best Application of Tech – Public Sector'**

Our bespoke Robotic Process Automation solution built for Lewisham & Greenwich NHS Trust has unlocked and enabled new ways of working at the Trust, increased process efficiency and is enhancing staff experience – enabling them to redirect their expertise to more value-added tasks and in turn, making a difference to the delivery of



#### **'Unsung Hero'**

Awarded to Elaine Alsop, Head of Category, Framework Agreements (Health) in recognition of her being a trusted colleague, mentor, one who is respected by clients and suppliers for her knowledge and going the extra mile so the NHS gets the value possible – always.



## 6. Next Steps

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- A brief summary of your requirements or problem statements that you would like support to address.

### More Information

More information about our services and capabilities can be found on our website [here](#).

## **NHS Shared Business Services Limited**

Registered in England, No. 5280446

Registered address: Three Cherry Trees Lane, Hemel Hempstead, Hertfordshire, HP2 7AH

### **ABOUT US**

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