



Cognizant Services for Health & Social Care

G-Cloud Service Definition Document

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Reimaging Healthcare - Cognizant Overview

Cognizant is headquartered in New Jersey, US and operates in 50 countries. It has more than 345,600 employees across 162 global offices. In FY22, the company generated \$19.4 billion in revenue, with Financial Services as its largest segment and Healthcare the second largest segment at \$5.4 billion. Cognizant employs dedicated initiatives to grow its business in key international markets, diversify its leadership position through dedicated Diversity and Inclusion programmes and enhance its capabilities and local delivery footprint. It operates several delivery centres in the UK including London & Leeds and partners with several local UK SMEs to extend its client services.

Within the UK, 9,000 associates are employed locally with Cognizant's international headquarters, Cognizant Worldwide Ltd, based in London. Cognizant's Public Sector & Health business has been delivering services across numerous government departments since 2016: HMRC, Home Office, MoD, DEFRA, DfE, FCA and DHSC/NHS with a dedicated delivery team focused on public service. Through Cognizant's Outreach program, its associates have mentored, trained and upskilled thousands of people to prepare them for a career in tech. Over the last 2 years alone, 2,000 of their UK associates have volunteered 12,000 hours of their time to help improve the lives of the people in their communities. Cognizant continues to invest in skilling with the recent announcement of Cognizant Synapse, their training initiative to upskill 1 million people across the globe and enhance future employability. Locally within the UK, Cognizant has pledged in December 2023 to adopt 50 schools in partnership with LetsLocalise to support thousands of students as they embark on their journey toward a career in tech.

Cognizant Health & Social Care

Cognizant focuses on streamlining healthcare operations and enhancing patient engagement through digital technologies. Cognizant specialises in cloud-based solutions, digital health records and enterprise integration solutions. It focuses on improving care delivery through better data management and analytics, providing tools for more informed decision-making in patient care. During COVID, Cognizant helped to build the NHS COVID Pass with its teams of Service Designers and workflow experts. It runs the critical national NHS Secondary Uses Service (SUS) which is the single, comprehensive repository for healthcare data in England that enables a range of reporting and analyses to support the NHS in the delivery of healthcare services. SUS is used nationally for healthcare planning, commissioning of services, National Tariff reimbursement and development of national policy.



Cognizant has also been appointed to assist NHS England in developing the national NHS API program with NHS England to interconnect organisations in a more secure way with central NHS services and has assisted over the past two years in the integration of OHID from the former Public Health England into DHSC.

At NHS Trust level, Cognizant has been involved supporting the Transformation Directorate with the Automation Accelerator Hub providing automation adoption, development and support across numerous NHS organisations. Cognizant is also helping to modernise an NHS Patient Administrative System used by NHS Trusts, working on a Virtual Wards program for numerous organisations and building a Digital Front Door program that will support over 30 hospitals. As part of Cognizant's growing Healthcare practice, it supports all aspects of patient care and has been recognised by ISG research as a Leader within the UK Healthcare market for 2024.

Supporting the Pivot to AI – can I use this?

Cognizant is an active member of the APPG AI group that is Co-Chaired by Lord Clement-Jones CBE and Stephen Metcalfe MP that helps feature insightful discussion around the disruptive potential of Artificial Intelligence (AI) driven innovations to transform healthcare accessibility, quality, and efficacy. Cognizant's Global Head of Generative AI gave evidence how Cognizant's "design pattern" were used to recreate NHS 111 for a Middle East Government to model human dialogue, with layers to gather supporting evidence, understand user intention, retrieve relevant information, derive knowledge to potentially inform a diagnosis, and responsibly present the next best action to users. Within the UK, Cognizant suggests that investments in UK MHRA's AI airlock could enable the provision of regulated spaces to foster AI innovation for healthcare.

Cognizant in Health – Reimaging Healthcare

- Cognizant have a proven Digital and Data transformation methodology; we work with healthcare organisations to map out areas of clinical ineffectiveness, siloed data, aging infrastructure and poor digital skills, to create a road map for improving clinical workflow and digital skills, across all areas of a Healthcare setting. This can be done for a singular trust, or part of a regional approach to data and transformation across health and social care data.
- Tangible wins are identified and longer-term strategic gains, mapped against budget and OBC approval, to showcase resource optimisation, both financial and people and risk mitigation.
- We are passionate about joining up healthcare data to provide insights, to help Trusts transition to predictive modelling and automated workflow, across clinical and operational settings.
- Cognizant provides NHS Trusts access to an experienced pool of Digital and data skills that are aligned to the DDaT Capability Framework, to support digital and data transformation projects, ensuring that knowledge transfer and mentoring are ingrained in the approach. We work with healthcare organisations to augment and guide, effecting change and through risk mitigate techniques associated with change projects.

ICS Convergence & Data Sharing

- ICS transformation and planning services that will deliver recommendations and an approach on enabling the use of data and analytics to drive outcomes-based working, improve resource allocation to allow staff to work outside of traditional silos. Showcases how a rationalised ICS operating model can be achieved with particular focus on support, data and security services.
- Defining and designing experiences, services and products, that improve patients and service providers lives, through innovative user-centric methodologies and evidence based tangible outcomes.
- Provision of NHS Integration services to enable a connected systems model across multiple care settings, to improve interoperability and improved clinical workflow and pathways. Cognizant provides capabilities across various aspects of API program from API blueprinting, design and development, governance, testing, support and administration for Healthcare customers.
- Working with both technical, clinical and business leadership to define, design, plan and deliver business convergence covering all elements of the business and technology stack to unify process, rationalise technologies and simplify architectures.

Data Engineering Experts

- Cognizant provide end to end Healthcare consulting and delivery services to strategise, build and run an NHS Customer Data Platform. Our matured CDP practice and global team of data and analytics specialists deliver and de-risk in an agile model – at Healthcare settings, in studio, or virtually. We have partnerships with all the leading product vendors as well as cloud partners (for any custom solution) and bring in our expertise to build a seamless CDP for our clients. It helps in enabling a true 360-degree view of a citizen.
- NHS Application Implementation Support – Cognizant provides technology implementation planning and support services for different clinical and administrative systems including Allscripts (Altera Patient Administrative System), Induction Health (Patient Portal) and Access Group (Rio EPR software).
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- Digital and Data Maturity Framework, work with clients to assess current state of digital maturity, identify the areas of highest value, and define a strategy for benefits realisation through digital investment.
- Complete backoffice integration built on Oracle technology with proven results in the US Market, that has provided a 35% TCO reduction and entails a comprehensive suite of services, built by Healthcare industry experts.

Microsoft Cloud for Healthcare

'Microsoft Cloud for Healthcare is enhanced with industry-specific capabilities and customisable solution templates to support healthcare organisations. Cognizant have deep knowledge of creating healthcare specific blueprints and aligning to customers specific need, to accelerate the uptake of technology and allow healthcare data to be accessible and usable for insights and integration.

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Analytics for Healthcare

NHS Data warehouse modernisation Framework by Cognizant enables a Trust to assess current as-is processes and establish a modernisation framework using a range of tools, platforms to drive integrated data and automated statutory returns. The mature framework enables Trusts to reduce the manual burden of traditional data warehouses and showcase a roadmap for modernisation and milestones to achieve tangible outcomes and strategic goals.

Benefits of using Cognizant for the Healthcare

- Improves access to clinical and operational data and drives efficiencies around workflow optimisation
- Drives accuracy, consistency and agility and maps against TCO
- Embeds an automated clinical and operational workflow approach
- Improves access to integrated clinical data to drive clinical insights
- Reduces data processing time; minimises duplication and manual intervention
- Improve everyday lives through redesigned patient-centric care outcomes
- De-risk investment in service resign and technology upgrades
- Patient-centric design
- Functional design and proven UCD methodology.
- Sustainable clinical strategy by future-proofing
- Insight driven design
- Frees up precious clinical and operational resource to spend more time on deliver insights
- Scalable solution with cloud only and hybrid cloud options
- Controlled investment on data storage, compute, advanced analytics and BI
- Optimised solution to manage data
- Integrated support for newer data types, including Social, IoT, etc
- Faster processing and analysis of complex archived data
- Loading data through Dynamic code generation
- Prepares data for real time availability
- Enables automated reporting for NHS Statutory contractual returns, CDS, SUS, ACS, HRG, Commissioning

- Providing pathways for convergence and modernisation towards a strategic solution, surfacing options and risks
- Activating stakeholders and mobilising advocates network to secure engagement and buy-in
- Preparing the case for change and underlying business case (Financial case) to inform investment decisions
- Creating compelling narratives using techniques such as Wardley mapping to explain and visualise the journey (strategic case) towards the target solution
- Providing clarity on options to support scenario planning and analysis
- Creating transparency of the technology estate to understand areas of risk (obsolescence, commercial, performance, security, resilience) and areas of duplication
- Enables access to talented pool of Digital and data skills that are aligned to the Digital and Data Professional Capability Framework

Cognizant Overview

Cognizant engineers modern businesses. As one of the largest global professional services companies we help clients in the UK modernise technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life.

We focus on IoT, AI, software engineering and cloud—the technologies that are changing the nature of business. Our global presence enables us to serve you locally.

What we do

- We **transform experiences** so our clients reach new levels of growth and brand loyalty
- We **reimagine processes** with automation and capabilities that instill insight, precision and speed.
- We **modernise technologies** that help our clients remain relevant and ready for the future.

We work with our clients to:

- **Deepen User Understanding:** We research user needs, preferences, and behaviors so that we can deliver more personalised, proactive, and responsive services.
- **Meet Evolving Expectations:** We implement solutions that mirror the speed, convenience, and accessibility that citizens expect from modern digital experiences, fostering increased satisfaction and trust.
- **Improve Service Efficiency:** Cognizant helps streamline processes, automate tasks, and optimise resource allocation for improved service delivery with reduced costs.
- **Strengthen Leadership Capabilities:** We offer analytics driven insights and tailored training to empower data-driven decision-making and equip public sector leaders for the digital age.
- **Innovative Policy Solutions:** Our teams bring experience and technological expertise to help identify and implement creative, effective digital approaches to complex policy challenges.

Our People

Our 8,000+ UK team bring both technical skills and experiences, and deep domain knowledge of the public sector landscape. We can provide staff that cover all SFIA roles and grades.

We have employees across the UK, our major hubs include a dedicated Public Sector Centre of Excellence in Leeds, our Head Office in London, including an Advanced AI Lab and an AI public sector co-innovation lab, and a large design studio in Bristol specializing in DesignOps.

We can also draw on 280,000+ nearshore and offshore professionals for reduced cost options where you can take advantage of these.

Our Credentials

We have a rich portfolio of successful digital and cloud transformations across Central Government, Government Agencies, NHS, Local & Regional Government, Transport, and Utilities.

Awards and Recognitions

					
Analyst Accolades					
	Cognizant Named a Leader in the MedTech Operations PEAK Matrix® Assessment 2023	Cognizant Named a Leader in the Everest Group Next-generation Quality Engineering Services PEAK Matrix® Assessment 2023	Cognizant recognized as a Leader in the Everest Group Data and Analytics Services PEAK Matrix® Assessment	Cognizant Named a Leader in the Everest Group Life Sciences Operations PEAK Matrix® Assessment 2023	Cognizant Named a Leader in the Everest Group Property & Casualty Insurance BPS PEAK Matrix® Assessment 2023
	Cognizant Recognized as a Leader in ISG Provider Lens™ Salesforce Ecosystem Partners 2024	Cognizant Recognized as a Leader in the 2023 ISG Provider Lens™ Oracle Cloud and Technology Ecosystem	Cognizant Recognized as a Leader in the 2023 ISG Provider Lens™ Finance and Accounting Outsourcing Services	Cognizant Recognized as a Leader in ISG Next-Gen ADM Services 2023	Cognizant Recognized in ISG Future of Work Provider Lens Services Study, 2023
	Cognizant Recognized by Avasant as a Leader in Tech-enabled Sustainability Services RadarView 2023-2024	Cognizant Recognized by Avasant as a Leader in Data Management and Advanced Analytics Services, 2023	Cognizant Named by Avasant as Leader for End-User Computing Services, 2023	Cognizant Recognized by Avasant as a Leader in Digital Workplace Services, 2023	Cognizant Recognized by Avasant as a Leader in Banking Process Transformation, 2023
	Cognizant Recognized as a Leader in the Inaugural HFS Horizons, 2024	Cognizant Recognized as a Leader in Generative Enterprise™ Services by HFS, 2024	Cognizant Recognized as a Leader in Services for the Platform Economy by HFS Research, 2023	Cognizant Recognized as Market Leader in Travel, Hospitality, and Logistics Service Providers by Analyst Firm HFS, 2023	Cognizant Recognized as a Market Leader in Automation Services by HFS Research, 2023

Our Culture & Vision

Every choice we make aligns to our vision: to become the pre-eminent technology services partner to the world's top companies. Our values form the bedrock of our culture and define how we work together to serve our stakeholders.

- Start with a point of view
- Seek data, build knowledge
- Always strive, never settle
- Work as one
- Create conditions for everyone to thrive
- Do the right thing, the right way

Next Steps and Contact Details

Please send your requirements to inquiryPSandHealth@cognizant.com

Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will contact you:

- The name of your organization.
- Your name and contact details.
- A brief description of your business situation.
- The service that you are interested in.
- Your planned timescales for the work.



About Cognizant

Cognizant (Nasdaq-100: CTSI) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast changing world. Together, we're improving everyday life. See how at www.cognizant.com or [@Cognizant](https://twitter.com/Cognizant).

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