

An overview of System C's G-Cloud service for BadgerNet

Author: System C Healthcare Limited

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1 An overview of System C's BadgerNet solution

1.1 Product description

System C is the UK's only dedicated provider of software solutions for Healthcare, Social Care, and Education. With unrivalled expertise, a commitment to transformation, and future focussed, Artificial Intelligence (AI)-powered innovation, we partner with organisations to improve outcomes and enhance community wellbeing.

BadgerNet is the UK's leading perinatal care record platform, supporting maternity, neonatal, and paediatric pathways. This paperless system enables real-time event recording across hospital, community, and transport settings, creating a complete electronic health record that enhances safety, continuity, and efficiency throughout the perinatal and paediatric journey.

Function	Description
BadgerNet Maternity: minimum deployment	
BadgerNet Maternity	BadgerNet Maternity is the UK's market-leading, fully paperless system for pregnancy and maternity care. It provides a complete solution for documenting a woman's obstetric journey – from pregnancy and first booking visit through birth and up to four weeks postpartum. Key capabilities include: • Support of all aspects of labour management, postnatal care, and discharge. • Tailored workflows for each stage of pregnancy and type of assessment. • Records that are not limited to a single Local Maternity System (LMS) and can link to any BadgerNet Maternity unit nationwide, subject to Information Governance approvals and permissions. As a centrally hosted national system, any Trust a woman visits can access her full record digitally, eliminating delays caused by paper-based transfers. • Break-glass access that allows the choice to write in the record (as well as read), ensuring a complete record. • The Badger Notes app empowers women to view and interact with their own notes, access appointments, and manage their health and wellbeing throughout pregnancy and beyond. BadgerNet seamlessly connects multiple systems within the wider digital ecosystem, enabling clinicians and maternity teams to work collaboratively and deliver safer, more efficient care. By providing a complete electronic health record, BadgerNet improves continuity, enhances decision making, and supports better outcomes throughout the maternity journey.
Hosting	BadgerNet Maternity is hosted on the Microsoft Azure UK cloud platform, delivering exceptional resilience and service continuity. Deployed across multiple Azure UK South data centre zones, the solution is designed for high availability – able to withstand component or server failures without impacting end-user access.
BadgerNet Maternity: optional integrated functions	

BadgerNet Early Pregnancy and Gynaecology Unit (EPAGU)	BadgerNet Early Pregnancy and Gynaecology Unit (EPAGU) extends the paperless BadgerNet platform to capture early pregnancy and gynaecology interactions, linking seamlessly with the BadgerNet Maternity system. This function enables real-time recording of events for both outpatient and inpatient care, ensuring clinicians across women's health have shared access to documentation, e.g. a summary of the early pregnancy contact is available in the maternity record. EPAGU provides clinicians with integrated views between early pregnancy and maternity, detailed call summaries, alerts, and task lists to support safety, and rich real-time data for research and quality improvement.
Closed-loop milk tracking	MilkTrac is a mobile app that delivers closed-loop breast milk tracking through an intuitive, user-friendly interface. It manages the entire process – from collection to feeding – while monitoring volumes, fractions, and shelf life. By ensuring the right milk reaches the right baby and preventing cross-contamination, MilkTrac supports safety and quality in neonatal care.
BadgerNet Maternity: optional integrations	
Third-party interfaces	Third party interfaces enable integration with departmental systems and patient monitors, including but not limited to: laboratory systems, ultrasound, and cardiotocography (CTG) machines. This interoperability ensures critical information flows seamlessly across clinical workflows – reducing duplication, improving accuracy, and supporting co-ordinated patient care.

Function	Description
BadgerNet Neonatal: minimum deployment	
BadgerNet Neonatal Summary	BadgerNet Neonatal is currently in use in nearly every neonatal unit in the UK. The BadgerNet Neonatal Clinical Summary provides a single, continuous record of care for all babies, supporting statutory data collection, reporting, and daily event recording. It forms part of a complete care record that improves safety, continuity, and efficiency. Key features include: • Tracks the entire course of neonatal care, including hospital, community, and transport settings. • Links automatically with BadgerNet Maternity to create a continuous record from pregnancy through neonatal care. • Provides intelligent reminders, discharge letter generation, and data quality prompts to improve safety and efficiency. • Delivers comprehensive unit, network, and national reporting, updated regularly, and provides rich data for audits, research, and quality improvement. • The Baby Diary offers parents secure, real-time access to photos and updates during their baby's stay, with content managed by clinical staff – helping families stay connected and informed throughout the neonatal journey. BadgerNet seamlessly connects neonatal services within the

	wider digital ecosystem, enabling clinicians to work collaboratively and deliver safer, more efficient care. By providing a complete electronic health record for babies, BadgerNet improves continuity, enhances decision-making, and supports better outcomes throughout the neonatal journey.
Hosting	BadgerNet Neonatal is hosted on the Microsoft Azure UK cloud platform , delivering exceptional resilience and service continuity. Deployed across multiple Azure UK South data centre zones, the solution is designed for high availability – able to withstand component or server failures without impacting end-user access.
BadgerNet Neonatal: optional integrated functions	
BadgerNet Neonatal Electronic Patient Record (EPR)	The BadgerNet Neonatal Electronic Patient Record (EPR) is designed to support full paperless working within neonatal units, enabling real time, contemporaneous recording of all daily events. All information entered during a baby's stay is instantly accessible, improving data quality and supporting networked care across regions. In addition to the features in the summary version, the EPR includes: • Ad-hoc event forms for all unit activities. • Fluids charting and full line management. • Nurse charting and cot management. • Clinical and nurse handover documentation. • A detailed iPad app with interactive whiteboards. BadgerNet Neonatal EPR delivers a comprehensive, connected solution that enhances safety, efficiency, and collaboration across neonatal care.
Closed-loop milk tracking	MilkTrac is a mobile app that delivers closed-loop breast milk tracking through an intuitive, user-friendly interface. It manages the entire process – from collection to feeding – while monitoring volumes, fractions, and shelf life. By ensuring the right milk reaches the right baby and preventing cross-contamination, MilkTrac supports safety and quality in neonatal care.
BadgerNet Neonatal: optional integrations	
Third-party interfaces	Third party interfaces enable integration with departmental systems and patient monitors, including but not limited to: laboratory systems, ventilators, and infusion pumps. This interoperability ensures critical information flows seamlessly across clinical workflows – reducing duplication, improving accuracy, and supporting co-ordinated patient care.

Function	Description
BadgerNet Paediatrics: minimum deployment	
BadgerNet paediatric high dependency	BadgerNet Paediatric High Dependency Unit (PHDU) supports the recording of admission, discharge, and daily summary data for patients receiving high-dependency care. The Daily Summary Data Form captures a set of information, including:

	• Interventions. • Treatments. • Drugs received within a 24-hour period. This information is then used to calculate the patient's Healthcare Resource Group (HRG) level for each day of their stay. The result is a transparent, reliable picture of each patient's care needs, supporting better decisions, improved outcomes, and smarter resource planning.
Hosting	BadgerNet Paediatrics is hosted on the Microsoft Azure UK cloud platform, delivering exceptional resilience and service continuity. Deployed across multiple Azure UK South data centre zones, the solution is designed for high availability – able to withstand component or server failures without impacting end-user access.
BadgerNet Paediatrics: optional integrated functions	
BadgerNet paediatric intensive care	BadgerNet Paediatric Intensive Care Unit (PICU) is designed to capture all clinical events within a paediatric intensive care or high dependency unit, ensuring accurate and timely documentation. Integrated with BadgerNet Neonatal and BadgerNet Maternity, it forms part of a single care record for babies and children, supporting continuity of care across services. BadgerNet PICU offers a comprehensive set of features for contemporaneous recording including: • Ad hoc event forms for unit activities. • Fluids charting and full line management. • Nurse charting. • Bed management tools. • Clinical and nurse-based handover documentation. • An interactive iPad app with whiteboard functionality. BadgerNet PICU includes a variety of charts and real-time trend monitoring from cot-side monitors, blood and pathology results, ventilator data, and centile charts. These features enable paperless working and reduce dual-data entry, improving efficiency and accuracy across the unit.
BadgerNet Paediatrics: optional integrations	
Third-party interfaces	Third party interfaces enable integration with departmental systems and patient monitors, including but not limited to laboratory systems, ventilators, and infusion pumps. This interoperability ensures critical information flows seamlessly across clinical workflows – reducing duplication, improving accuracy, and supporting co-ordinated patient care.

1.2 Our other solutions

Please see our separate submissions for standalone CareFlow products on the Digital Marketplace, these include:

- CareFlow Patient Administration System (PAS).

- CareFlow EPR.
- CareFlow Emergency Care.
- CareFlow Clinicals.
- CareFlow Electronic Prescribing and Medicines Administration (EPMA).
- CareFlow Pharmacy
- CareFlow AI.
- ChemoCare.
- CarePlus (Child Health).

1.3 Standards

System C solutions are purpose-built for the UK Health and Social Care sectors and fully comply with NHS standards and best practice guidelines, including NHS Information Security Standards and Information Governance standards (e.g., NHS IM&T Security Manual, the NHS Confidentiality Code of Practice, and Caldicott Principles).

Our credentials include:

- **ISO certifications:** ISO 9001 for Quality Management and ISO/IEC 27001 for Information Security across all business functions.
- **NHS compliance:** Data Security and Protection Toolkit (DSPT) compliance, plus Cyber Essentials and Cyber Essentials Plus accreditation.
- **Digital health standards:** BadgerNet meets the Digital Technology Assessment Criteria (DTAC), the national baseline for NHS and Social Care digital solutions.
- **Sustainability commitment:** Carbon Reduction Plan published annually since 2022 and participation in NHS England's Evergreen Sustainable Supplier Assessment since 2023.

In summary, System C combines rigorous compliance with a strong commitment to sustainability, ensuring secure, high-quality solutions for the NHS and Social Care.

2 Implementation

2.1 Interoperability

During the initial phase of the project, System C works collaboratively with the Trust to define the current integration architecture, based on documentation supplied by the Trust. To achieve this, we:

- Provide detailed message specifications, including examples of the messages that will be exchanged.
- Conduct a mapping and gap analysis to identify any missing content or potential issues.
- Agree responsibilities. The Trust will supply a detailed plan for any Trust Integration Engine (TIE) development work, including agreed milestones, to support effective project management within this workstream.

2.2 Configuration

System C has developed a standardised, collaborative, and iterative approach to configuration, designed to ensure the solution meets customer needs and maximises benefits. This approach includes:

- **Business process alignment:** Supporting customers to align or realign workflows to optimise outcomes.
- **Compliance:** Ensuring all configurations meet NHS data standards and data dictionaries.
- **Localisation:** Providing customer-definable reference tables, which can be mapped internally to national codes (e.g., CDS returns).
- **Access control:** Setting up Role-Based Access Control (RBAC) rights for individuals or groups to ensure permissions match roles and sensitive data remains secure.

2.3 Data migration

Most implementations require migration of patient and activity data from legacy systems. System C's Data Migration Team works closely with the Trust to:

- Define individual and joint responsibilities within the workstream.
- Agree the scope of data migration.
- Plan activities and determine the optimal phasing of migration tasks.

Our team has successfully migrated over one billion records for numerous NHS organisations, ensuring accuracy and continuity of care.

2.4 Deployment

System C's deployment methodology – refined through successful implementations in over 200 Acute NHS Trusts – is designed for a safe, controlled, and predictable go-live with minimal disruption to patients and staff. Key principles of our approach include:

- **Joint planning:** System C and Trust teams work together on an integrated plan, fostering transparency and early risk management.
- **Clinical engagement:** Essential for success; we collaborate closely with clinicians throughout.
- **Flexibility:** Our methodology is pragmatic and adaptable to Trust-specific needs.
- **Remote capability:** We pioneered remote deployments during COVID-19, completing three fully remote EPR go-lives.

The benefits of our deployment methodology are:

- Reduced risk through structured stage-gate readiness criteria.
- Contingency planning for critical supplier exit dates.
- Smooth transition from go-live to Business as Usual (BAU).
- Fully trained staff and a solution that meets clinical and organisational requirements.

2.5 Training

System C partners with the Trust's Training Team to provide guidance, training, and support. Our standard approach includes:

- **Train-the-Trainer model:** Working closely with the Trust's Training Team to plan and deliver training.
- **Comprehensive training materials:** Covering all aspects of the deployed solution.

2.6 Testing and acceptance

Testing is critical to success, and System C adopts a structured, collaborative approach tailored to the solution being implemented. We assist the Trust by providing:

- **Testing collateral:** Including a Test Strategy, Test Plans, and Test Reports.
- **Guidance and support:** Ensuring effective testing is undertaken to maximise solution benefits.