

CUSTOM SOFTWARE DEVELOPMENT AND SYSTEMS INTEGRATION BY GLOBAL INITIATIVE

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1. Service overview

Global Initiative provides custom software development and systems integration as cloud support services for organisations operating in public sector and regulated environments. The service focuses on delivering bespoke components, integrations, and data flows that extend or connect existing systems, enabling organisations to meet operational and governance requirements without disruptive replacement.

Work is delivered collaboratively, scoped to buyer needs and constrained by agreed governance, security, and value for money expectations. The service is suitable where requirements are evolving, third party dependencies exist, or integrations must be delivered safely in complex environments.

Custom Software Development and Systems Integration is delivered as cloud specific professional services for a clearly defined period. It can be delivered as a standalone engagement or alongside related cloud support, assurance, training, or operational services.

2. Service scope

This service provides structured support to design, implement, and integrate bespoke software components within cloud and hybrid environments.



In scope activities include extension and customisation of existing platforms, development of bespoke services and workflows, secure integration using documented APIs and standards, and implementation of data pipelines including transformation and automated processing. Work can include integration with legacy systems, third party platforms, and public sector services where access and constraints allow.

The service supports public cloud, private cloud, and hybrid deployments, including environments with regulated or restricted network constraints. Activities are delivered in support of buyer owned infrastructure and third party cloud services, with clear boundaries agreed in the Call Off Contract.

Unless otherwise agreed, services are delivered using UK based infrastructure and data residency.

3. Case Studies

1 NHS integrated clinical research platform (CRIS)

Global Initiative supported the design, development, and ongoing evolution of an NHS integrated clinical research platform operating across multiple NHS Trusts. The work required secure integration with diverse data sources (including all major EPR systems), differing local governance models, setup and integration of NLP systems, and operational constraints across a multi organisation environment.

We delivered bespoke platform components, secure data ingestion and transformation pipelines, and integration patterns to support controlled access and reliable processing at scale. Work included iterative enhancement of platform capabilities in collaboration with clinical, research, and governance stakeholders, with a focus on maintainability and long term operability.

This engagement demonstrates our ability to deliver complex systems integration and data pipeline work in regulated public sector contexts, balancing delivery pace with security, governance, and operational assurance. This project led to the creation of one of the largest and most broadly interrogable mental health datasets in the country, and potentially globally.

2 NHS talking therapies pathway application (SaMD development and integration)

Global Initiative developed a digital application with an NHS partner and PPIE to support patients on the talking therapies pathway, progressing the system

from proof of concept through staged validation into regulated use. Delivery required bespoke software development alongside secure integration and data handling practices appropriate for a governed clinical environment.

We delivered the application, supporting services, and required integrations (including with two EPRs), aligned to client governance, security requirements, and delivery controls. The solution was implemented in a way that supported safe iteration, controlled releases, and operational readiness, with clear boundaries agreed around responsibilities and assurance activities.

This engagement demonstrates our ability to build and integrate patient facing systems in regulated environments, delivering practical value while maintaining robust controls and maintainable architecture.

3 Leading private members ecommerce platform (large scale custom development and integrations)

Global Initiative built and scaled a high volume private members ecommerce platform, delivering bespoke software development across the transactional website, back office workflows, and supporting data services. The platform required reliable performance under load, resilient operations, and integration with multiple third party services.

Work included secure integrations with payment providers, logistics and fulfilment partners, marketing and analytics tooling, and internal operational systems, alongside data pipelines supporting reporting and business insight. The solution was developed with a focus on modularity, maintainability, and the ability to evolve rapidly as the business scaled.

This engagement demonstrates our ability to deliver complex, integration heavy platforms at scale, including performance sensitive and operationally critical environments.

4 Oxford University CBT application (prototype to operational platform and integration readiness)

Global Initiative supported Oxford University to develop and mature a digital cognitive behavioural therapy application from early prototype through feasibility and longitudinal studies, delivering bespoke software components and platform capabilities to support secure operation and ongoing development.

As the programme progressed toward commercialisation, we supported technical transition activities to ensure the platform was operationally ready and integration capable, including documentation, environment setup, and delivery controls. We also supported recruitment and onboarding of senior technical leadership to enable sustained in house ownership.

This engagement demonstrates our ability to deliver bespoke digital health platforms and support controlled transition from research led development into long term operation and growth.

4. Key features

Global Initiative delivers testing, validation, and assurance as a practical delivery discipline, embedded into real cloud and software programmes rather than treated as a separate compliance exercise. Our approach combines automated testing pipelines with risk based validation planning and auditable evidence, tailored to the regulatory and operational context of each system. Work is scoped proportionately to risk, supporting confidence at milestones without creating unnecessary overhead.

Key features include:

- Automated unit, integration, and regression testing pipelines
- Security focused testing integrated into delivery pipelines
- Risk based validation planning aligned to regulated environments
- Assurance and evidence design suitable for audits and inspections
- Synthetic data testing in controlled environments
- Operational readiness testing prior to go live milestones
- Performance and scalability testing for data intensive systems
- Deployment pipeline validation including rollback and version control checks
- Coordination of independent penetration testing activities
- Evidence driven testing outputs for assurance, audit, and inspection review

5. Key benefits

Working with Global Initiative means engaging a team with almost three decades of experience delivering and supporting complex platforms in regulated and high assurance environments. Buyers value our ability to translate assurance expectations into workable testing activity, producing evidence that stands up to audit and inspection while maintaining delivery momentum. The result is earlier risk visibility, fewer surprises at release time, and clearer decision making at critical approval points.

Key benefits include:

- Accelerates regulatory readiness without disproportionate process
- Translates assurance requirements into practical testing activities
- Reduces sponsor and funder risk through credible, inspectable evidence
- Supports SaMD validation aligned to client responsibilities
- Exposes systemic weaknesses before critical release milestones
- Enables confident scale up from pilot to wider deployment
- Reduces risk in regulated cloud and hybrid architectures
- Shortens delivery timelines through automated testing pipelines
- Strengthens security posture while maintaining delivery momentum
- Improves decision making at critical approval and release points

6. Service delivery model

Global Initiative delivers Testing, Validation, and Assurance Services using a structured, delivery-led model aligned with Agile principles and established assurance practices. Engagements are designed to embed testing and validation into delivery workflows, providing clear visibility of progress, risks, and evidence as work develops.

A named Delivery Manager provides coordination and acts as the primary point of contact, overseeing scope, priorities, and delivery cadence. Work is managed using established tooling for backlog management, issue tracking, and change control, supporting transparency and auditability. Testing activities are planned around system risk, delivery stage, and regulatory context, with outputs produced incrementally rather than as a single end stage exercise.

The service can be delivered as a standalone assurance engagement or integrated into broader delivery and operational support arrangements. Where independent assurance is required, Global Initiative coordinates client appointed or mutually agreed specialists, ensuring activities are planned, executed, and evidenced in line with client governance and delivery timelines.

7. Security, Data, and Compliance

Security and compliance are embedded into Testing, Validation, and Assurance Services and treated as core delivery requirements. Global Initiative is certified to ISO/IEC 27001 and ISO 9001 and is compliant with the NHS Data Security and Protection Toolkit (DSPT). The organisation also holds Cyber Essentials certification.

Testing and assurance activities are delivered using a security-by-design approach. Access to client systems and environments is controlled through role-based access controls and least-privilege principles, aligned with client policies and governance requirements. Where appropriate, access is time-limited and reviewed regularly.

Data handling is aligned with UK GDPR and public sector requirements. Testing is designed to avoid unnecessary exposure of sensitive data, using synthetic or representative datasets and controlled environments where appropriate. Where healthcare or other regulated data is involved, assurance activities reflect sector specific governance expectations, including auditability and secure handling of credentials and logs.

Where required, Global Initiative coordinates independent security assurance activities such as penetration testing, working with client appointed or mutually agreed specialists. The service does not provide certification. Responsibility for regulatory submissions and certification remains with the client organisation and its appointed assurance bodies.

All members of the Delivery Team are trained by the NHS in Clinical Risk Management.

8. Testing, Validation, and Assurance

Testing, validation, and assurance are the core of this service and are delivered in a proportionate, risk based manner aligned to the system context and stage of delivery. Activities are defined against agreed objectives and acceptance criteria, with clear outputs and evidence suitable for assurance review.

The service may include test strategy and planning, implementation or improvement of automated testing pipelines, validation of deployments and configuration changes, performance and scalability testing where appropriate, and operational readiness testing prior to pilot or go live milestones. Evidence is produced throughout delivery to support auditability, including test records, validation notes, and traceability to requirements where required by client governance.

Peer review is embedded as a standard quality control step. Work is reviewed at three levels before it is considered complete:

- Creative review to confirm clarity, usability, and consistency of evidence and documentation
- Functional review to confirm the system behaves as intended against acceptance criteria
- Business review to confirm alignment with intended objectives, scope, and governance expectations

Where independent assurance is required, Global Initiative supports planning, coordination, and evidence consolidation, including support for remediation of findings in line with client delivery plans.

9. Onboarding, Knowledge Transfer, and Handover

Onboarding is structured to ensure assurance activity starts quickly with clear scope, roles, and governance. Engagements begin with discovery and definition phases to confirm system context, risk profile, assurance objectives, target evidence outputs, environments, and delivery milestones. This includes agreement of access arrangements, tooling, data handling approach, and communication channels.

Knowledge transfer is continuous throughout the engagement. Global Initiative shares practical learning as work progresses, including test strategy, automation patterns, validation approach, and interpretation of findings. Knowledge transfer may include walkthrough sessions, technical briefings, paired working, and documentation such as test plans, evidence packs, and decision records.

Handover is planned explicitly to ensure clients can sustain assurance outcomes beyond the engagement. Handover activities may include documentation finalisation, automation pipeline handover, training in test execution and evidence maintenance, and structured walkthroughs of assurance artefacts. Where the service supports a milestone such as a pilot,

audit, or inspection, handover includes consolidation of evidence and support for readiness reviews aligned to client governance.

10. Service Constraints

Testing, Validation, and Assurance Services are delivered primarily on a remote basis, with on-site delivery available by prior agreement where required. Effective delivery depends on timely access to stakeholders, technical documentation, and relevant systems or environments. Delays or limitations in access may affect delivery timelines and assurance schedules.

Where work involves regulated environments, legacy systems, restricted networks, or third party platforms, Global Initiative's ability to deliver may be influenced by dependencies outside its direct control, including third party change processes, security approvals, and contractual constraints.

Unless otherwise agreed, services support UK based infrastructure and data residency. Requests for alternative hosting locations or sovereign environments are subject to feasibility, regulatory review, and commercial agreement.

This service is delivered on a project based, advisory, or time and materials basis and does not include formal service level commitments by default. The service does not provide certification and Global Initiative does not certify client organisations or systems. Where required, we support certification and assurance efforts through testing activity, documentation, and knowledge transfer aligned to client governance processes. Responsibility for achieving and maintaining any certifications remains with the client organisation and its appointed assurance bodies.

Any code based artefacts produced under this service are covered by a 30 day warranty period. During this period, defects directly attributable to the supplied code will be remedied at no additional cost. Warranty does not apply to advisory outputs, documentation, test results, evidence packs, or third party assurance activities.

11. Support Model, SLAs, and Warranty

Global Initiative provides support for this service through a structured, delivery-led model. Support is provided via email and an online ticketing system, which acts as the primary channel for queries, issue reporting, and delivery coordination. Phone support is available during UK business hours for coordination and escalation where required. A named Delivery Manager provides continuity and oversight throughout the engagement.

This service is delivered on a project based or time and materials basis and does not include formal service level commitments by default. Response expectations and delivery cadence are agreed at the outset of each engagement and reviewed as work progresses.

Any code based artefacts produced under this service are covered by a 30 day warranty period. During this period, defects directly attributable to the supplied code will be investigated and remedied at no additional cost. Warranty does not apply to advisory outputs, documentation, test results, evidence packs, or third party assurance activities.

Where a client requires ongoing operational support following assurance activity, this can be provided through a separate or associated service engagement with agreed support boundaries and, where required, an optional service level agreement applying only to explicitly defined operational components.

12. Pricing model

All services are provided on a time and materials basis unless otherwise agreed.

Global Initiative operates a deliberately simple and transparent charging structure, reflecting a senior, multi-disciplinary delivery model.

Day rates are fixed by level of seniority and applied consistently across applicable roles listed in the framework.

- Directors / Heads of Department / Department Lead - £1320+VAT per day
- Senior Staff - £1144+VAT per day
- All other staff - £920+VAT per day

Third-party hosting, infrastructure, and service costs are charged at cost, with an agreed administrative fee where applicable.

