

RESEARCH AND INNOVATION SUPPORT BY GLOBAL INITIATIVE

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1. Service overview

Global Initiative provides research and innovation support for cloud-based digital, data, and software platforms operating in public sector and regulated environments. The service focuses on enabling technical exploration, experimentation, and iterative development to support research and innovation programmes in evaluating new approaches, validating feasibility, and reducing delivery risk.

The service supports organisations at early- and mid-stages of innovation, where requirements are evolving and outcomes are uncertain. Global Initiative works collaboratively with client teams to explore architectures, data flows, integrations, and platform capabilities in a controlled and proportionate manner, without transferring ownership of infrastructure, systems, intellectual property, or research outputs.

Research and Innovation Support is delivered as cloud support and technical advisory services, enabling experimentation within governed environments while maintaining appropriate security, data protection, and regulatory alignment. The service may be delivered as a standalone engagement or alongside related cloud support, delivery, or operational services.

2. Service scope

The Research and Innovation Support service provides technical support for organisations exploring, designing, and evolving innovative cloud-based digital, data, and software platforms.



In-scope activities include technical feasibility assessment, architecture exploration, prototyping and proof-of-concept development, experimentation with data flows and integrations, and advisory support to evaluate new technical approaches. The service supports innovation activity across a range of contexts, including research-led initiatives, applied innovation programmes, and early-stage platform development.

Support may include experimentation within cloud environments, development of prototypes or reference implementations, evaluation of scalability and operational considerations, and preparation for transition into live service delivery. Activities are delivered as technical support and advisory services rather than end-to-end product delivery.

The service supports public cloud, private cloud, and hybrid environments, including systems operating within regulated or restricted network contexts. Global Initiative has experience delivering Trusted Research Environments and federated data architectures to support data access, governance, and more complex data sovereignty requirements where data cannot be centralised. All services are delivered in support of buyer-owned infrastructure and third-party cloud services.

Unless otherwise agreed, data is hosted and processed in the UK.

3. Case Studies

NHS-integrated clinical research and innovation platform

Global Initiative supported the design, development, and evolution of an NHS-integrated clinical research platform used to enable large-scale, data-driven research across multiple NHS Trusts. The platform was developed in close collaboration with researchers, clinicians, and data governance stakeholders to support real-world research workflows within complex NHS environments.

The engagement involved significant research and innovation activity, including iterative platform design, experimentation with data ingestion and linkage approaches, and development of flexible architectures capable of supporting diverse research use cases across multiple organisations. Global Initiative worked closely with dozens of NHS Trusts to ensure the platform could adapt to differing data sources, governance models, and operational constraints while remaining usable for research teams.

Ongoing support included technical advisory input, platform evolution, and operational assurance to enable the research programme to respond to

emerging requirements and new research questions over time. This work demonstrates Global Initiative's capability to support research-led innovation within highly regulated, multi-stakeholder public sector environments.

Research platform for digital trials and intervention innovation

Global Initiative provides ongoing research and innovation support for a cloud-based research platform designed to enable the design, delivery, and evaluation of digital trials and interventions. The platform has been developed iteratively in collaboration with academic researchers, clinical trial units, and public sector partners to support a wide range of research methodologies and study designs.

Research and innovation activities have included experimentation with trial workflows, randomisation approaches, digital intervention delivery models, and data capture techniques. Global Initiative has supported the continuous evolution of the platform to address emerging research needs, regulatory expectations, and methodological advances, while maintaining operational stability and data governance.

Support includes technical advisory input, prototyping, evaluation of new approaches, and controlled introduction of innovative features into live research environments. This work demonstrates Global Initiative's ability to support research-led innovation over time, balancing experimentation with the rigour required for real-world research delivery.

Safety critical, airport-based Raman spectroscopy data ingestion and monitoring platform

Global Initiative supported the design, build, and ongoing evolution of a cloud-based data ingestion and monitoring platform used within airport environments to collect, process, and analyse data from Raman spectroscopy security scanning units.

The platform was designed to ingest high volumes of scan and detection data from distributed scanners, coordinate secure data transfer, centralised backup, and operational monitoring, and support reporting and oversight activities. This included handling flagged substance detection data and providing controlled access for technical, operational, and analytical users.

Research and innovation activity focused on developing robust ingestion pipelines, reliable data synchronisation across constrained and security-sensitive environments, and monitoring tools capable of supporting both operational assurance and analytical insight. The work required close



collaboration with domain specialists and careful consideration of safety, reliability, and regulatory constraints.

Global Initiative provided retained technical oversight, DevOps support, and platform monitoring to ensure reliable operation and to support iterative improvement of the system over time. This engagement demonstrates the ability to support applied research and innovation in safety-critical, data-intensive environments, balancing experimentation with operational rigour.

4. Key features

This service supports innovation through structured technical exploration and experimentation, applied proportionately to the needs and maturity of each initiative. Key features include:

- Technical feasibility assessment for innovative digital, data, and software platforms
- Trusted Research Environment and federated data architecture support for governed access and data sovereignty requirements
- Architecture exploration and option analysis for emerging systems
- Prototyping and proof-of-concept development in cloud environments
- Applied technical experimentation to evaluate new approaches and capabilities
- Exploration of data ingestion, processing, and integration models
- Advisory support for regulated and high-assurance innovation contexts
- Support for innovation involving research, clinical, or safety-critical systems
- Evaluation of scalability, operability, and transition considerations
- Collaboration with client, academic, clinical, and specialist teams
- Preparation for transition from innovation activity into live service delivery

5. Key benefits

Working with Global Initiative means engaging a team with almost three decades of experience supporting innovation across complex digital, data, and software platforms in public sector and regulated environments. We combine deep technical capability with practical delivery judgement, enabling

organisations to explore new ideas confidently while maintaining appropriate governance and control. Key benefits include:

- Reduced innovation risk through experienced technical oversight and early validation
- Ability to explore novel approaches using working prototypes rather than assumptions
- Faster progression from concept to technically viable solutions
- Improved decision-making through evidence-led experimentation
- Support for innovation in regulated, safety-critical, and high-assurance environments
- Clear understanding of scalability, operability, and delivery implications
- Supports data sovereignty constraints through experience with Trusted Research Environments and federated data approaches
- Reduced likelihood of costly rework later in delivery
- Support for collaboration across technical, research, clinical, and operational teams
- Controlled transition from innovation activity into live service delivery
- Development of internal innovation capability without supplier lock-in

6. Service delivery model

Global Initiative delivers Research and Innovation Support using a structured, delivery-led model aligned with Agile principles and proven across complex public sector and regulated programmes. The approach is designed to support technical exploration and experimentation while maintaining clarity, governance, and accountability.

Engagements are structured to support early progress, rapid learning, and controlled iteration. A named Delivery Manager provides coordination and acts as the primary point of contact, overseeing scope, priorities, and day-to-day delivery. Work is managed using established tooling for backlog management, issue tracking, and change control, providing transparency over progress, risks, and emerging findings.

Innovation activities are delivered in short, focused phases to enable learning and validation without committing to full-scale delivery prematurely. Outputs may include prototypes, reference architectures, technical options analyses, wireframes, and documented findings to support informed decision-making.

The service is designed to integrate with client teams and governance structures. Global Initiative works collaboratively with technical, research, and operational stakeholders, supporting knowledge transfer and shared ownership of outcomes. Where appropriate, the service supports transition from innovation activity into delivery or operational support through structured handover and continuity planning.

7. Security, Data, and Compliance

Security and compliance are embedded into Research and Innovation Support and treated as core delivery requirements rather than add-ons. 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.

Global Initiative has developed Software as a Medical Device solutions for NHS, commercial, and research clients, delivering the software and the supporting technical evidence required for regulated use. We have supported NHS organisations and partners in meeting clinical safety requirements under DCB0129 and DCB0160 for specific systems, including hazard identification, clinical safety documentation, and evidence preparation aligned to client governance processes. For SaMD programmes, we contribute to risk management, validation planning, and controlled release practices, working within the client's manufacturer and regulatory responsibilities. All the members of the Delivery Team are trained by the NHS in Clinical Risk Management.

Services are delivered using a security-by-design and compliance-by-design approach. Innovation activities incorporate proportionate risk assessment, secure access control, auditability, and data protection controls as standard. 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 and governance are aligned with UK GDPR and public sector requirements. Where innovation involves healthcare or other regulated data, activities reflect sector-specific governance expectations, including controlled

interfaces, appropriate anonymisation or pseudonymisation strategies, and restricted network access where required. Global Initiative does not assume ownership of client data and operates within agreed roles, responsibilities, and data processing arrangements.

Where data sovereignty requirements apply, Global Initiative can support federated data approaches and Trusted Research Environment patterns, aligned to client governance, access controls, and permitted data access models.

Where required, Global Initiative works with agreed third-party specialists to support independent assurance activities, including security reviews and penetration testing. These activities are coordinated with client governance processes and documented as part of delivery.

Security risks, incidents, and corrective actions are managed through documented processes, with clear ownership, escalation paths, and audit trails.

8. Testing, Validation, and Assurance

Testing, validation, and assurance activities are integrated into Ongoing Support and Service Management to ensure that live systems remain stable, reliable, and fit for purpose as changes are introduced or issues are resolved. Activities are proportionate to risk and aligned with the operational context of the supported services.

Support includes validation of configuration changes, fixes, and updates prior to release into live environments, using agreed processes and environments where available. Changes are coordinated to minimise risk to service continuity and to ensure that operational behaviour remains predictable and controlled.

Peer review is embedded into delivery 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 user-facing content and interactions, where applicable
- Functional review to confirm the solution behaves as intended against acceptance criteria, including edge cases and integration impacts
- Business review to confirm the change meets the intended objective, aligns with scope, and does not introduce unintended operational or governance risk

Where appropriate, Global Initiative supports verification of operational readiness following incidents, platform updates, or environmental changes. This may include functional checks, configuration review, integration verification, and confirmation of monitoring and alerting behaviour.

In regulated or high-assurance environments, testing and assurance activities are aligned with buyer governance processes and documentation requirements. Global Initiative supports the preparation of evidence for audits, inspections, or internal assurance reviews where required, working alongside buyer teams and agreed third parties.

This approach enables controlled change and ongoing assurance for live systems, while avoiding unnecessary overhead and maintaining operational efficiency.

9. Onboarding, Knowledge Transfer, and Handover

Onboarding is structured to ensure that innovation work starts quickly with clear scope, roles, and governance. At the start of each engagement, Global Initiative works with the client to confirm objectives, constraints, success criteria, decision points, and communication channels; these are the Discovery and Definition phases. This includes agreeing access arrangements, tooling, environments, data handling requirements, and any regulatory or assurance expectations relevant to the work.

Knowledge transfer is treated as a continuous activity throughout the engagement rather than a final step. Global Initiative shares practical learning as work progresses, including architectural decisions, prototype behaviour, integration considerations, and identified risks. Knowledge transfer may include walkthrough sessions, technical briefings, paired working, and written documentation such as design notes, technical options analyses, and decision records.

Handover is planned and managed explicitly, with the route agreed based on client preference and the maturity of the work. Common handover pathways include:

1 Handover to internal stakeholders

Where the client intends to take ownership directly, Global Initiative supports structured handover to internal stakeholders through documentation finalisation, repository walkthroughs, decision records, and knowledge transfer sessions. The aim is to enable internal teams to continue development or adopt the outputs without dependency.

2 Transition with embedded or newly formed internal team

Where the client plans to build or expand an internal team, Global Initiative can support transition planning and capability build up. This may include role definition, contribution to job specifications, interview support, onboarding plans, and supported pairing during the early phases of internal team operation. This route is designed to establish continuity and reduce operational risk during capability transfer.

3 Continuation into delivery or operational support

Where the client prefers continuity with the existing delivery team, Global Initiative can support progression from innovation activity into product development, delivery, or ongoing operational support through separate or associated service engagements. This includes structured transition from prototype to deliverable plans, alignment to governance processes, and agreement of support boundaries and service commitments where appropriate.

The aim throughout is to leave clients informed, confident, and able to progress innovation outputs into delivery or operation under a clear and agreed transition approach.

10. Service Constraints

Research and Innovation Support is delivered primarily on a remote basis, with on-site delivery available by prior agreement where required. Delivery depends on timely access to client stakeholders, technical documentation, and relevant systems or environments. Delays or limitations in access may affect delivery timelines.

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 are delivered using UK based infrastructure and data residency. Requests for alternative hosting locations or sovereign environments are subject to feasibility, regulatory review, and commercial agreement. Global Initiative has experience in delivering Trusted Research Environments and Federated Data systems to accommodate more complex Data Sovereignty requirements.

This service is primarily delivered on a project based, advisory, or time and materials basis and does not include formal service level commitments by

default. Where innovation activity progresses into pilot or live operation, any ongoing operational support and associated service levels are agreed separately in the Call Off Contract and apply only to explicitly defined operational components.

All deliverables produced under this service are covered by a 30 day warranty period, where applicable. During this period, defects directly attributable to the supplied work will be remedied at no additional cost.

11. Support Model, SLAs, and Warranty

Global Initiative provides support for Research and Innovation Support through a structured, delivery led support model. Support is provided via email and an online ticketing system, which acts as the primary channel for queries, issue reporting, change requests, and delivery coordination. Phone support is available during UK business hours for delivery coordination, issue clarification, 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 times and delivery cadence are agreed at the outset of each engagement and reviewed as work progresses.

Where innovation activity progresses into pilot or live operation and the client requires ongoing operational support, a Standard or Extended service level agreement may be agreed as part of a separate or associated Call Off Contract. Any service level commitments apply only to explicitly defined operational components of the service.

All deliverables produced under this service are covered by a 30 day warranty period, where applicable. During this period, defects directly attributable to the supplied work will be investigated and remedied at no additional cost.

12. Pricing model

All consultancy and delivery 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.

