

Reporting Informatics

Service Definition

Service Overview

Stalis provides specialist reporting and informatics services to NHS and wider public-sector organisations, underpinned by decades of experience working with complex healthcare data. Our service combines a robust in-house data warehouse with proven methodologies to deliver accurate, timely and actionable insight across clinical, operational and financial domains.

We focus on transforming raw data into meaningful intelligence that supports performance management, regulatory reporting and continuous improvement. Working closely with clients, we design and deliver reporting solutions that align to local priorities, national standards and evolving integrated care requirements. The service enables advanced analytics, performance reporting and insight generation to support better clinical, operational and strategic decision-making. Outputs are tailored for different stakeholder groups, from frontline clinicians and operational managers through to executive teams and Boards. Stalis remains vendor-agnostic, integrating with existing BI tools and platforms to maximise value from current investments while ensuring flexibility for future change.

Features of the Service

- End-to-end reporting and informatics service covering data acquisition, modelling, validation and presentation
- In-house healthcare-focused data warehouse to consolidate data from multiple clinical, operational and corporate systems
- Design and build of standard and bespoke reports, dashboards and scorecards for a range of stakeholder groups
- Advanced analytics capabilities, including trend analysis, cohort analysis and variance analysis to support performance improvement
- Support for statutory, regulatory and assurance reporting, including adherence to national definitions and standards where required
- Data quality profiling and validation built into reporting pipelines to improve reliability and trust in information
- Integration with existing BI and reporting tools (for example, Power BI, Tableau, Qlik, Excel-based reporting)
- Role-based access and views to support information governance, confidentiality and safe use of data
- Support for self-service reporting models, including curated data sets and semantic layers for local analysts and managers
- Vendor-agnostic design, ensuring flexibility to adapt to new systems, platforms and data sources over time

Benefits of the Service

- Provides a single, trusted source of reporting and analytics to support informed decision-making across the organisation
- Enhances visibility of clinical, operational and financial performance through consistent, repeatable reporting
- Improves data quality and confidence in information used for planning, assurance and regulatory returns
- Supports better clinical outcomes and patient experience by surfacing timely insights for frontline teams
- Enables earlier identification of performance issues, variation and risk, supporting proactive management and intervention
- Reduces local effort and duplication by standardising data models and report definitions across services and sites
- Maximises value from existing systems and BI tools by connecting and structuring data in a reusable way
- Supports strategic planning and transformation programmes with robust analytics, modelling and evidence-based insight
- Provides a scalable foundation for more advanced analytics, including population health, predictive models and AI use cases
- Helps organisations meet governance and assurance expectations around information use, transparency and accountability

- Reduces cost of poor decisions through expert advisory at critical decision gates
- Ensures vendor independence, allowing clients to make commercially optimal technology choices
- Supports stakeholder alignment around transformation vision and delivery roadmap

Back Up and Recovery

Not applicable.

On-boarding / Off-boarding

- Stalis will work with the Buyer to define reporting priorities, data sources and scope as part of an initial discovery and mobilisation phase.
- Data feeds into the Stalis data warehouse will be agreed, specified and established using secure, approved mechanisms.
- Standard and priority reports, dashboards and outputs will be defined with the Buyer, including recipients, schedules and formats.
- At off-boarding, Stalis will provide agreed data extracts (for example, warehouse schemas, key data sets or report definitions) for the Buyer's ongoing use.
- Any Stalis-hosted components and access accounts will be securely decommissioned, and associated data within Stalis tools will be securely deleted in line with contractual requirements.
- All Supplier Software and associated intellectual property will be removed; any remote access will be closed, and access to the Stalis Help System and helpdesk will be terminated, except where otherwise agreed.

Implementation Plan – How is the Service Commissioned for the Buyer

Stalis typically commences the Specialist Reporting & Informatics Service with a structured discovery phase to understand the Buyer's strategic objectives, current reporting landscape, data sources and constraints. This includes confirmation of priority metrics, regulatory requirements, existing BI tools and any known data quality issues.

An implementation plan is then prepared, setting out key stages such as data integration, model configuration, report design, testing, user acceptance and go-live. Activities, dependencies and indicative timescales are reviewed and agreed with the Buyer before delivery begins. Stalis delivers most activities remotely over secure connections, supported by planned workshops, show-and-tell sessions and progress reviews to ensure alignment, risk management and effective knowledge transfer.

Pricing Overview

The price for the Stalis Specialist Reporting & Informatics Service is typically based on scope, including the number and type of data sources, complexity of required reporting, and any hosting or managed service elements.

Specific pricing, including any one-off implementation charges and ongoing service fees, will be set out in the applicable Stalis Pricing Document and/or call-off agreement.

See Stalis Lot 3 Cloud Support pricing

Service Constraints Summary

Availability of data and data quality in source systems may affect the completeness and reliability of some reports and analytics.

Access to required systems, environments and interfaces must be provided by the Buyer in a timely manner to meet agreed timescales.

Changes to source systems, data structures or BI platforms may require additional configuration or change control.

The service is not intended to replace statutory clinical systems or core EPR functionality and does not operate as a system of record.

Use of the service is subject to appropriate information governance approvals, data sharing agreements and security controls as required by the Buyer.

(Any additional constraints specific to a particular engagement will be defined in the Statement of Work.)

Security

Stalis consultants comply with client security and data handling requirements. All client information is treated as confidential and held securely in accordance with GDPR, data protection regulations, and client-specific information governance policies.

Stalis is DOH DSPT (formerly IGSoC), ISO 27001:2022, Cyber Essentials Plus and ISO 9001:2015 certified.

Service Levels Overview (performance, availability, support hours)

Services are typically delivered Monday to Friday during standard business hours (09:00 to 17:00), with flexibility for client meetings and events outside these hours as required.

Service availability and support arrangements are agreed during the scoping phase and reflected in the engagement plan and terms of engagement.

Full details are available in the Stalis Terms of Engagement and Maintenance Agreement.

Ordering and Invoicing

Services can be ordered and invoiced in alignment with standard public sector procurement processes.

Termination of Contract

Stalis engagements are typically commissioned on a project basis with agreed timescales and deliverables. For retained advisory arrangements, contracts can be terminated at the end of a review period (typically 3 or 6 weeks) subject to agreed notice periods

Support

- Ongoing support and advice are provided throughout the engagement period and during any agreed retention or support phase:
- Regular engagement with client stakeholders to provide advisory and address emerging questions
- Flexibility to adjust scope, approach or timescales in response to evolving client needs
- Availability for escalation and decision-support at critical junctures
- Post-engagement availability for clarifications or follow-up advice as may be required
- Option to extend engagement or transition to retained advisory if ongoing support is needed

Full details are provided in the Stalis Maintenance Agreement and available on request.