

Stalis Monitoring – Healthcare System Observability & Alerting Service

Service Definition

Service Overview

Stalis is a leading provider of data migration and data management services for the NHS and wider health and care sector. Using our proven tools and methodology, we deliver a complete end-to-end service covering data extraction, data quality improvement, transformation, migration, archiving, reporting, system integration, optimisation and population health management. With over 40 years' experience, we support acute, mental health, primary care and community organisations to transition safely to modern digital systems. Our tools and approach are mature, scalable and extensively proven across digital transformation programmes in the UK and Ireland.

Stalis Monitoring is a healthcare-focused observability platform designed to safeguard critical clinical and operational workflows by providing real-time visibility across integration engines, data migration processes, archive environments, and wider enterprise systems. Built specifically for the NHS, it addresses the unique challenges of interoperability, high-volume migrations, and complex infrastructure dependencies.

The platform continuously monitors system heartbeat, CPU, memory, disk utilisation, message throughput, latency, and error logs, ensuring early detection of issues before they impact patient care. Automated alerts and direct integration with service desks, including Trust ServiceDesk environments or Stalis' own support desk, enable rapid escalation and resolution without relying on clinicians or operational staff to identify faults.

Stalis Monitoring supports major technologies such as Mirth Connect, Rhapsody, InterSystems, SQL Server, Linux, Windows, and Docker, providing a unified dashboard for technical and operational teams. Historical trend analysis aids capacity planning, governance reviews, and long-term infrastructure optimisation, delivering cost savings post-migration.

Developed by experts with decades of NHS data and integration experience, Stalis Monitoring offers assurance during go-lives, migrations, and business-as-usual operations, reducing risk and improving reliability across healthcare IT environments.

Features of the Service

- Real-time monitoring of integration engines, servers, and data platforms
- Continuous system heartbeat checks for proactive health assurance
- CPU, memory, and disk utilisation tracking across environments
- Message throughput and latency monitoring to prevent delays
- Error and warning log analysis for early fault detection
- Endpoint and server uptime monitoring for critical infrastructure
- Automated alerts triggered by configurable performance thresholds
- Direct integration with Trust Jira or Stalis service desk
- Automatic service desk ticket creation for rapid escalation
- Email notifications for organisations with simpler support models
- Unified dashboards for technical and operational teams
- Historical trend analysis for capacity planning and governance reviews
- Supports major technologies: Mirth, Rhapsody, InterSystems, SQL Server, Docker
- Compatible with Linux, Windows, and virtualised environments
- Designed for NHS interoperability, migration, and archive programmes
- Scalable architecture for enterprise-level healthcare systems

Benefits of the Service

- Early issue detection prevents clinical workflow disruption by identifying problems before they escalate
- Faster resolution through automated ticket creation and direct service desk integration
- Improved reliability during go-lives, migrations, and high-pressure project phases
- Reduced operational risk by monitoring integration engines, servers, and data platforms continuously
- Minimised downtime for critical systems supporting patient care and clinical decision-making
- Clear visibility and accountability with real-time dashboards and historical trend analysis
- Lower workload for staff by removing reliance on clinicians to report technical issues
- Supports governance and compliance with NHS interoperability and information governance standards
- Optimises infrastructure through usage insights, enabling cost savings and right-sizing post-migration
- Enhances confidence in system stability for IT leaders and operational teams
- Scalable solution suitable for NHS Trusts or Integrated Care Boards
- Future-ready architecture designed for advanced analytics and AI-driven insights

Back Up and Recovery

Not applicable.

On-boarding / Off-boarding

- Stalis will complete all onboarding remotely using secure, approved connections.
- Initial setup includes installation, configuration, and integration with Trust Jira or Stalis service desk.
- The onboarding phase typically spans two weeks, covering system connectivity, threshold configuration, and dashboard access.
- Buyer responsibilities include providing required infrastructure, read-only access to systems, and timely responses to Stalis communications.
- Upon termination, Stalis Monitoring connections will be disabled, stopping all data collection.
- User accounts and dashboard access will be revoked, and VPN/HSCN access closed.
- All data held within Stalis tools will be securely deleted as part of decommissioning.
- All Supplier software and intellectual property will be removed.
- Offboarding is charged at a standard one-off fee of £2,500, unless otherwise agreed.
- Buyer may opt to remove software themselves but must supply a certificate of conformity signed by a Board member confirming full removal.

Implementation Plan – How is the Service Commissioned for the Buyer

Stalis Monitoring implementation follows a structured, phased approach to ensure seamless deployment and minimal disruption to clinical workflows:

Phase 1 – Planning & Access

- Confirm scope, environments, and integration points
- Secure VPN/HSCN connectivity and read-only access to systems

Phase 2 – Installation & Configuration

- Deploy monitoring agents and configure dashboards
- Set performance thresholds for CPU, memory, disk, and message latency

Phase 3 – Integration & Testing

- Connect to Trust Jira or Stalis service desk
- Validate automated alerting and ticket creation workflows
- Conduct functional testing across integration engines and data platforms

Phase 4 – Go-Live & Handover

- Activate real-time monitoring and alerting
- Provide training for technical and operational teams
- Deliver documentation and governance reports

Typical Timeline: 2–3 weeks depending on environment complexity

Buyer Responsibilities: Provide infrastructure access, timely approvals, and support contacts

Pricing Overview

The price for the Stalis Monitoring – Healthcare System Observability & Alerting Service covers an end-to-end service.

See Stalis Monitoring – Healthcare System Observability & Alerting Service Pricing Document

Service Constraints Summary

Each cloud-hosted instance of the Stalis Monitoring Service consists of an end-to-end service.

Resources required from the Client

- Access to source system documentation, if it exists
- Buyer project manager required
- To provide read only access to the systems in scope
- IT Infrastructure to support the service

Security

Stalis Monitoring can be hosted in a secure Tier 3 data HSCN centre that is located within the UK.

Data is never removed from the installation without the explicit and prior permission of the buyer.

Stalis is DOH DSPT (formerly IGSoC), ISO 27001:2022, Cyber Essentials Plus and ISO 9001:2015 certified and DCB0129 Clinical Risk Management compliant.

Service Levels Overview (performance, availability, support hours)

The Stalis products and tools will be supported under the Service Level Agreement which provides the client with:

- Access to the Stalis help Desk to log, monitor and update incidents or change requests.
- The service will be available 09:00 to 17:00 Monday to Friday excluding English Bank and Public Holidays

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

Ordering and Invoicing

Stalis Monitoring can be ordered and invoiced in alignment with standard NHS procurement processes.

Termination of Contract

Contract can be terminated at the end of a 12-month period subject to 3 months' notice.

Support

The Stalis products and tools will be supported under the Service Level Agreement which provides the client with:

- Access to the Stalis help Desk to log, monitor and update incidents or change requests.
- The service will be available 09:00 to 17:00 Monday to Friday excluding English Bank and Public Holidays
- Bug fixing and issue management
- Upgrades to software products as required.

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