

NHS Managed Integration as a 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 Managed Integration as a Service is an operational service that provides ongoing support and management for healthcare systems integrations used by NHS organisations.

The service focuses on the day-to-day operation, monitoring, and support of existing and newly delivered interfaces, helping organisations maintain reliable data flows between clinical and administrative systems.

Stalis provides resources and capability to:

- Monitor interfaces
- Investigate and resolve integration issues
- Apply agreed changes and updates
- Support onboarding of additional systems and data flows

The service supports common healthcare interoperability standards including HL7 v2, FHIR, DICOM, XDS, and openEHR, and is suitable for integrations involving EPR, PAS, diagnostic systems, medical devices, and third-party digital services. Support is delivered on an agreed service schedule based on the agreed packages of support; all tiers include out-of-hours monitoring via the Stalis Monitoring tool.

The service is scalable, allowing organisations to adjust the level of support and capacity in line with operational demand.

Managed Integration as a Service is intended for NHS Trusts, Integrated Care Boards, and partner organisations that require specialist integration support without maintaining a dedicated in-house integration operations team.

The service includes proactive Stalis Monitoring for 24x7x365 interface management, alerting, and rapid issue resolution to maintain resilience and continuity of critical clinical workflows. It supports integration of digital therapeutics, medical devices, and emerging technologies such as AI and Clinical Decision Support (CDS) tools, enabling population health insights and predictive analytics. Designed for flexibility, it provides technical capability and capacity on demand, reducing operational risk and supporting transformation across multi-provider care pathways.

Features of the Service

- Comprehensive audit of existing integration estate and resources
- Development of integration and data strategy aligned to NHS standards
- Technical architecture design and implementation for interoperability across systems
- End-to-end interface lifecycle management including design, testing, deployment
- Integration of medical devices and digital therapeutics into EHR workflows
- Solutions built to HL7, FHIR, XDS, DICOM, openEHR standards
- Flexible service model delivering technical capability and capacity when required
- 24x7x365 real-time monitoring and alerting for critical clinical interfaces
- Scalable integration platform enabling AI, CDS, and advanced analytics adoption
- Proactive management ensuring resilience, continuity, and rapid issue resolution

Benefits of the Service

- Guarantees availability of clinical services dependent on integrated interfaces
- Frees internal resources for strategic transformation by delegating BAU tasks
- Enables early intervention through data-driven insights reducing emergency admissions
- Supports multi-provider clinical pathway integration across diverse care settings
- Keeps organisations aligned with latest NHS interoperability and technology standards
- Enhances resilience with proactive monitoring and rapid fault resolution capability
- Facilitates population health management and predictive analytics through real-time data flow
- Reduces operational risk and downtime with managed integration capability
- Future-proofs interoperability with open standards and scalable architecture

Back Up and Recovery

Not applicable.

On-boarding / Off-boarding

- The onboarding will be performed via a secure remote connection.
- At the end of the contract, interfaces and data will be handed over to local technical resource with appropriate training. Off-boarding is charged at a standard one-off fee of £2,500, with the applicable rate determined at the time of decommissioning.

Implementation Plan – How is the Service Commissioned for the Customer

Stalis begins by delivering a structured Discovery service to audit the existing integration estate, then define and agree the scope and approach for the Managed Service. As part of this phase, Stalis provides an indicative implementation plan outlining project stages, activities, dependencies and estimated timescales. This plan is reviewed and agreed with the Buyer before any work begins to ensure shared understanding, alignment and readiness.

Once commissioned, Stalis delivers the service remotely using secure, approved connections. Workshops, technical sessions and service reviews are scheduled with the Buyer to support effective collaboration, risk management and decision-making throughout the service.

Pricing Overview

The price for the Stalis NHS Managed Integration as a Service covers an end-to-end service.

See Stalis NHS Managed Integration Service - Pricing Document

Service Constraints Summary

The Buyer must be on the HSCN network or provide a secure VPN connection to allow remote service delivery.

Resources required from the Buyer

- Access to interface documentation, if it exists
- Buyer Integration Lead required
- To provide access to the Buyer's applicable infrastructure

Security

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

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 services and tools will be supported under the below Service Level Agreement which provides the client with:

- Access to the Stalis help Desk to log, monitor and update incidents or change requests.
- Dependent on the service package selected the service support hours will follow the below:

Service Level	Support Hours	Monitoring Hours
Bronze	Weekdays only 8-8pm	24/7/365
Silver	Weekdays only 8-8pm	24/7/365
Gold	Weekdays 8-8pm Weekends 7:30am - 3:30pm	24/7/365
Platinum	24/7/365	24/7/365

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

The below service level resolution times are aligned to all service packages:

Severity	Description	Impact	Resolution SLA
1	Complete system outage. Integration Engine Failure	Major Service Disruption to Production	3 hours
2	Major Service degradation	Performance affected for > 50% of Users or Interfaces in Production	8 hours
3	Minor issue, service request, configuration change, operational change	Minimal disruption to Production	20 hours
4	Query	No impact to Production	50 hours

Ordering and Invoicing

Stalis NHS Managed Integration as a Service 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.

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