

Full Lifecycle Integration and Managed Services

Service definition



Answer

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Company overview

We're driven by technology and innovation, and by their ability to create meaningful change for organisations and the communities they serve. As a proudly independent and employee-owned consultancy, we bring together a diverse, highly skilled team who thrive on tackling complex challenges, working closely with our clients to deliver solutions that make a real difference.

We partner with organisations across multiple sectors, using data, AI and digital to help turn ambition into outcomes. Our work is recognised by leading industry bodies, reflecting our consistent focus on delivering clear, customer-centred results that stand up in the real world.

How we do it

With over 25 years of experience delivering digital transformation, Answer Digital supports organisations through complex change, with deep expertise in cloud-led delivery. We work in close partnership with our clients to innovate responsibly, embed best practice, and deliver outcomes that last.

Every engagement is different, so we build teams around the challenge, not a fixed model. We start by understanding the vision, the users, and the outcome that really matters. From there, we design solutions that fit your technology landscape, tools, roadmap and people.

Collaboration sits at the heart of how we work. We establish ways of working that are sustainable for teams, processes and practice, then iteratively design, build and test together. We continuously learn, refine and evolve, keeping a clear focus on delivering the right outcome, not just shipping technology.

Full Lifecycle Integration and Managed Services

Service description

End-to-end integration services across platforms including InterSystems IRIS for Health, Mirth Connect, Kafka, Rhapsody and Wellbase. We deliver secure cloud provisioning, migration, HL7/FHIR interface development and managed services, ensuring high availability, proactive monitoring and GDS-aligned delivery. Delivered using Answer Digital's agile, product-led, user-centred approach.

Features

- Provisioning and configuration of enterprise integration environments
- Legacy integration engine migration with controlled cutover planning
- HL7 v2, FHIR, JSON and XML interface development
- High availability configuration with mirroring and failover testing
- Cloud-based operations, monitoring and incident response
- Platform patching, upgrades and routine maintenance
- Message failure triage, reprocessing and error handling
- API development and orchestration using modern tooling
- Performance tuning, capacity management and health checks
- Comprehensive documentation including mappings, runbooks and handover

Benefits

- Reduced technical debt improves maintainability and simplifies IT operations.
- Safer cutovers and tested failover procedures minimise service disruption.
- Improved clinical data quality through validated transformations and mappings.
- Faster incident resolution using established runbooks and proactive monitoring.
- Reduced operational overhead by leveraging specialist managed service capability.
- Predictable cost models support effective budget control and governance.
- Accelerated delivery of new interfaces using standardised integration templates.
- Enhanced security via consistent access controls and auditable configurations.
- Supports standards adoption including HL7 v2, FHIR and GDS.
- Improved continuity of clinical operations during complex digital change.

Pricing

Answer Digital services are available for procurement through either Fixed Price or Time & Materials arrangements. Please refer to our Pricing Document and Rate Card for further details.

Contact details

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