

audacia

Trusted Software Delivery for the Public Sector

Engineering

Data

AI

Cloud

API and Third-Party Systems Integration Services

This service provides the design and delivery of integrations between systems, applications and third-party platforms using APIs and integration technologies.

Audacia works with public sector organisations to connect new and existing systems securely and reliably, enabling data and processes to flow across services.

The service supports integration as a standalone requirement or as part of wider digital, cloud or software delivery programmes.

Features

- Analysis and mapping of system integration requirements
- Design of API-based integration approaches
- Development of integrations between internal systems and 3rd parties
- Integration with bespoke and off-the-shelf systems
- Secure data exchange and transformation
- Testing and validation of integration flows
- Documentation and handover of integration components

Benefits

- Improve interoperability between systems and services
- Reduce manual data handling and process inefficiencies
- Enable real-time or near-real-time data exchange
- Support scalable and flexible digital services
- Reduce integration-related operational risk
- Create a foundation for future digital and data initiatives

Outcomes

- Secure, reliable integrations between systems and platforms
- Reduced manual processes through connected workflows
- Validated API and data exchange mechanisms
- Improved interoperability across services and suppliers
- Integration documentation and operational handover artefacts

API and Third-Party Systems Integration Services



Methods, Tools & Techniques

Depending on requirements, the service may use:

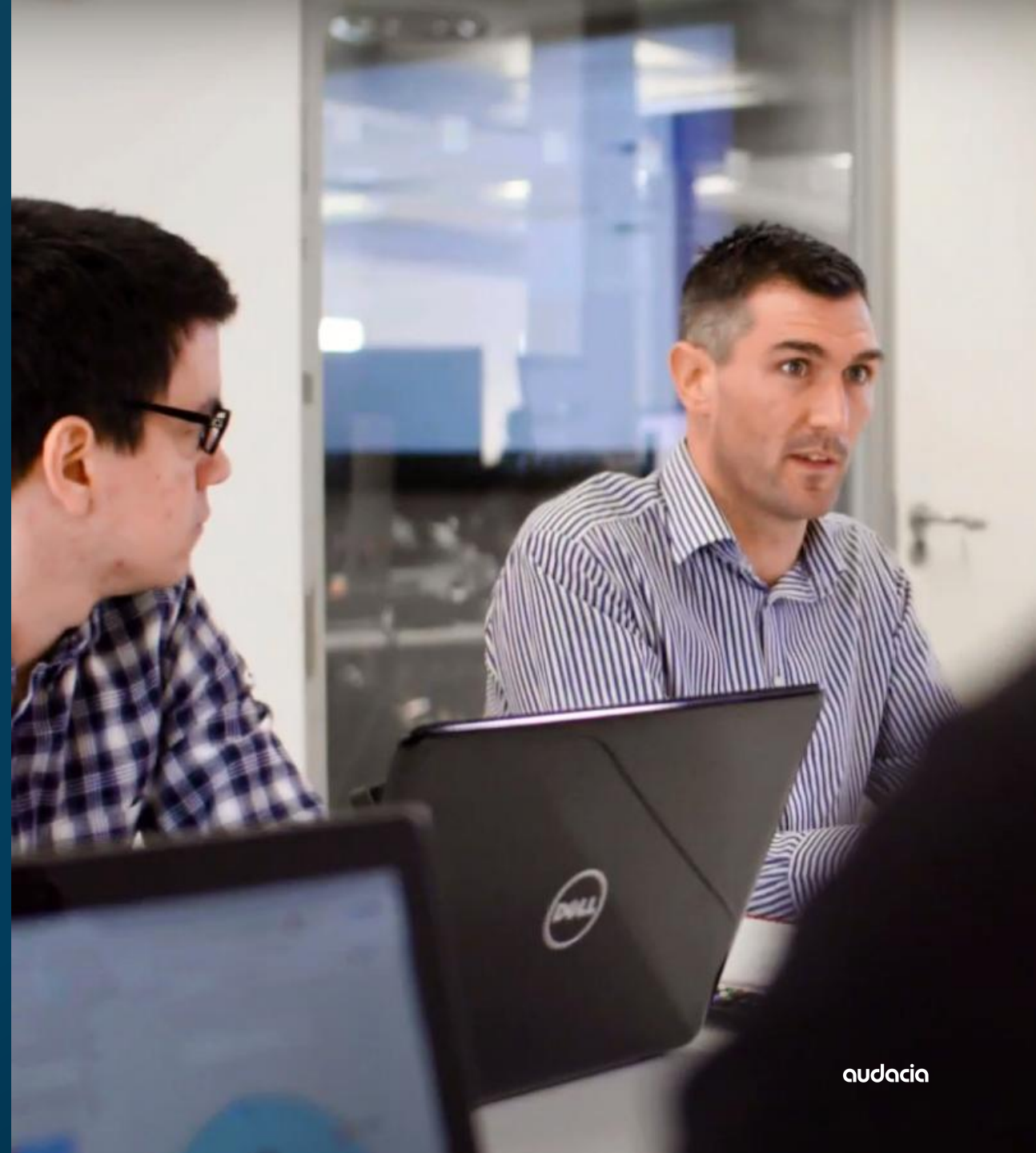
- RESTful APIs and event-driven integration patterns
- Integration middleware and cloud integration services
- Secure authentication and authorisation mechanisms
- Message queues and asynchronous processing
- Secure infrastructures including WAFs and private networks
- Automated end-to-end integration testing
- API management and monitoring tooling

Specific technologies are selected based on system requirements and constraints.



Security, Data Protection & Governance

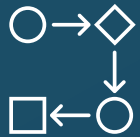
- Integrations are designed in line with UK GDPR and data protection
- Secure authentication, authorisation and encryption are applied
- Data access is limited to agreed scopes and purposes
- Independent penetration testing
- Testing includes validation of error handling and failure scenarios



API and Third-Party Systems Integration Services

Delivery Approach

Audacia delivers API and integration services through a structured, iterative approach. Delivery is collaborative and aligned to public sector governance expectations.



Integration Discovery & Analysis

Understanding systems, data flows, constraints and dependencies.



Integration & API Design

Designing secure, reliable integration patterns.



Build & Test

Developing and testing integrations incrementally.



Deploy & Transition

Deploying integrations with documentation and knowledge transfer.

Onboarding & Offboarding



Onboarding:

- Initial workshops to confirm integration scope and objectives
- Review of existing systems, APIs and documentation
- Agreement of integration approach and deliverables



Offboarding:

- Documentation of integration designs and flows
- Knowledge transfer to internal teams
- Handover to support or operational services where required



"From start to finish the working relationship between Audacia's team and ours was productive from the iterative development approach, meaning we worked in shorter time frames but increased levels of communication to ensure all updates were reviewed quicker. Audacia's end platform delivered on all aspects."

Sarah Thorp, The National Institute of Health Research (NIHR)

NIHR | National Institute for
Health and Care Research

About Audacia

We deliver technology solutions to provide better public services

Audacia partners with leading organisations to uncover opportunities for growth and innovation, delivering value-driven technology strategies and business critical software platforms. From AI systems to process life-saving drugs quicker for the UK's medical regulator, to digital platforms to manage funding allocation for the nation's largest funder of health and care research.

We have established a reputation as a critical technology partner with long-standing relationships. We support organisations at every stage of their digital journey - from consultancy, engineering and QA testing, to AI & machine learning, data engineering and cloud. Overall working together to deliver technology solutions that are focused on accessibility, security and performance.

100 People

Award Winning

96% Outstanding Rating

Global Clients

UK Onshore Delivery

Delivering digital transformation



**Strategy &
Planning**



**Technology
Architecture**



**Project
Delivery**

**Software
Engineering**

**Data
Analytics**

**Artificial
Intelligence**

**Cloud &
DevOps**



NORTHERN



NIHR



Bellway

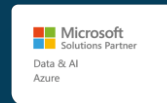


SCANIA

ROYAL
PHARMACEUTICAL
SOCIETY

Awards, Assurance & Accreditations

ISO 27001
ISO 9001
Cyber Essentials Plus
AWS Partner
ISTQB Gold Partner
Microsoft Solutions Partner – Data & AI
Microsoft Solutions Partner – Digital & App Innovation



“Best Place to Work” – UK IT Industry Awards 2025
Winner

“Services Company of the Year” – UK IT Industry Awards 2025
Highly Commended

“Consultancy of the Year” – British Data Awards 2024
Winner



How We Work

Underpinning our culture is a set of core values that we live by each day, from how we recruit, to how we work with each other and our clients.

Simplify

Remove unnecessary complexities, don't over-engineer solutions.

Single Team

Share the vision of your client and the wider Audacia team.

Transparency

Be open, honest and fair with clients, teams and with each other.

Own Outcomes

Be accountable, challenge and take initiative across working activities.

Curiosity

Continuously improve by challenging and asking questions.

Personal Excellence

Strive for technical excellence in everything that you do.

Our Social Value

Audacia has dedicated internal working groups that cover three core areas, together delivering our CSR initiatives.



Community Connection

Driving initiative and action of our social, environmental and economic impact.



Wellbeing

Supporting and improving employee holistic health covering mind, body and soul.



ED&I

Ensuring equity and representation to create a more inclusive place to work free from bias and prejudice.



Helping young people to achieve their full potential, regardless of background.



Contributing to greater inclusion and diversity in the technology sector.



Make the region's great cities, towns and communities a powerhouse of the UK economy.



Providing opportunities for everyone to get into tech irrespective of background.

Our Work



Medicines &
Healthcare products
Regulatory Agency

Using AI to improve efficiencies of medicines and medical device approval

Problem:

The British Pharmacopoeia (BP), managed by the MHRA, faced a steep increase in complex customer queries, with scientists manually reviewing thousands of emails referencing historical guidance and published standards. The single shared inbox made it difficult to locate past responses, resulting in long response times, inconsistent answers, and increasing workload pressures.

Solution:

Audacia partnered with MHRA to co-develop a secure, internal AI assistant using Azure OpenAI (GPT-4) with Retrieval-Augmented Generation. Trained on validated past queries and BP documentation, the tool delivers cited draft responses for staff review. Developed through close collaboration with BP teams, it reflects regulatory tone and ensures accuracy through a “human-in-the-loop” design.

Outcome:

- 80% of queries now resolved within 10 working days, 95% within 18
- Actively used in production with patterns explored for wider MHRA adoption across teams, departments and use cases
- Recognised internationally, with MHRA sharing the approach with regulators in Vietnam, Australia, Qatar and others

NIHR | National Institute for Health and Care Research

A modernised finance platform and AI transformation for clinical research funding and dissemination

Problem:

NIHR faced two major challenges: managing over £317m in health research funding across 15 regional networks using a legacy finance system, and a bottleneck in disseminating research alerts, limited to just 10 per month despite over 1,500 monthly publications.

Solution:

Audacia delivered a secure, WCAG-compliant finance platform enabling real-time budget tracking, audit trails, and accurate reporting to the DHSC. In parallel, we built an AI-powered summarisation system using GPT-4 Turbo and Retrieval-Augmented Generation (RAG) to automate research alert generation. The AI solution was co-developed with NIHR's editorial team and included workshops, prompt engineering, and performance evaluation via Arthur Bench.

Outcome:

The finance platform reduced submission time from minutes to seconds and improved data accuracy and traceability, supporting COVID-19 trials like RECOVERY. The AI system cut alert generation time by 35%, significantly increased volume, and upskilled NIHR staff in AI best practices, transforming research dissemination at scale.





The Leeds
Teaching Hospitals

Enhancing the efficiency and effectiveness of emergency physicians treating 1.5m patients every year

Problem:

Emergency physicians at one of the UK's largest NHS trusts face intense demand, with over 1.5 million patients treated annually. Leeds Teaching Hospitals sought to explore how AI could support clinical efficiency, accuracy, and decision-making within its emergency departments.

Solution:

Over a 6-day engagement, Audacia co-designed and delivered three AI proof-of-concepts in collaboration with clinicians:

- Active Learning: A tailored training platform aligned to the Royal College of Emergency Medicine curriculum, supporting continuous professional development.
- Risk & Guidelines: An AI tool delivering evidence-based clinical support to augment decision-making and improve consistency in high-pressure environments.
- Medical Scribe: A system to generate structured summaries of consultations, supporting safer, more efficient clinical workflows.

Outcome:

- Identified high-impact use cases for AI adoption in emergency medicine
- Delivered working PoCs to test feasibility and alignment with clinical workflows
- Laid the foundation for future AI innovation across frontline NHS services

“This ‘person in the loop’ approach ensures quality and consistency while still saving significant time for the team – query handling has already delivered measurable improvements. Response times have improved dramatically: 95% of queries are now answered within 18 working days, and 80% within just 10 days. This is a significant boost compared to previous performance, and the team is regularly exceeding their key performance indicators.

Work has now started to better understand the potential to roll out the tool to other teams managing external queries, such as the Customer Experience Centre (CEC)”

Phil Gillibrand, The Medicines and Healthcare products Regulatory Agency (MHRA)





audacia

Thank you.

audacia.co.uk

info@audacia.co.uk

0113 543 1300