



Smart & Intelligent Hospital Consulting Services

VERACITY

1. Service Overview

Healthcare organisations are increasingly adopting 'Smart Hospital' and 'Intelligent Building' technologies to transform legacy infrastructure into connected digital ecosystems. Veracity supports these organisations in delivering this transition to enhance patient safety, operational efficiency, and clinical coordination across the healthcare sector.

Veracity works in partnership with organisations to create a unified 'digital backbone' that integrates building systems with clinical workflows. This drives real-time accessibility improvements, reduces patient waiting times, and optimises estate management. Our teams engage from the outset—from initial planning and discovery through to post-implementation support—ensuring your organisation fully realises the benefits of a smart, data-driven environment.

Veracity has supported complex multi-site NHS Trusts and healthcare organisations in modernising their digital and physical estates. We deliver a bespoke service that aims to understand your needs by focusing on:

- **Stakeholder Workshops:** We talk to teams across your departments to find out what really matters to your Trust
- **Infrastructure Review:** We look at your current systems to see how they stack up against SMART standards.
- **User Journey Mapping:** We track how staff and patients move through your service to find where things get stuck.

We work with you on strategy:

- **Matching Goals to Tech:** We make sure the technology we suggest directly helps you hit your Trust's specific targets.
- **Building the Business Case:** We help you prove the value of the investment, from saving money to hitting green targets.
- **Step-by-Step Roadmaps:** We plan out your digital journey, balancing quick wins with your long-term vision.

We help you design and deliver the technical requirements:

- **Technical Blueprints:** We define the systems and platforms needed to make sure all your data talks to each other.
- **Standardisation & Compatibility:** We ensure everything follows NHS data rules and works well together.
- **Secure by Design:** We build in security from the start to keep your devices and access systems safe.

We make sure we get it done and that you see the promised benefits:

- **Expert Oversight:** We offer independent advice while you buy and set up your new digital tools.
- **Helping Teams Change:** We support your staff as they move to new, automated ways of working.
- **Measuring Success:** We check back after launch to make sure you're actually seeing the savings and clinical improvements we planned for.

While many of these services can be delivered using in-house expertise, we recognise the need for specialist external support to address capacity issues or access niche technical consultancy for specific project phases. Our service complements your existing capability, focusing on knowledge transfer to upskill your teams and reduce long-term reliance on external support.

2. Detail of Service Delivery

Veracity brings extensive experience in NHS healthcare settings and holds appropriate professional IT qualifications. We agree on a service package tailored to each specific requirement. Our Delivery Director and Service Delivery Function provide leadership and ownership of the engagement, ensuring our team is best deployed to meet your needs. We remain flexible, adjusting our services to help clients optimise internal resources and maximise value for money.

3. Onboarding Activities

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring customers are provided with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our customer, the broader strategy and aims of the work being procured and the service outcomes the customer is seeking through our engagement. Our engagement leader will work with our customer throughout delivery to ensure expectations are continually met and the service is delivered as required.

4. Service Management

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

5. Service Constraints

There are minimal constraints on the service we can provide to customers. In order to meet the needs of customers, we can quickly scale our team by drawing on our pool of high-calibre professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

6. Service Levels

Our consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

7. Ordering and Invoicing Process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we can assist with preparation of the G-Cloud Order Form if required including electronic signatures allowing customers to confirm the order immediately.

8. Termination Terms

Customers can generally terminate the service without cause with five working days' notice unless otherwise stated on the Order Form. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

9. Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work



VERACITY

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