

Service Definition Document

Theseus Support Services

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About Cyber Media

Cyber Media is a health tech company specialising in digital case management and engagement solutions for health and wellbeing and addiction services. Through our cloud-based Theseus platform, we help councils, the NHS and service providers empower teams to manage caseloads and referrals with confidence, support positive citizen engagement, and enable data-driven planning and meaningful outcome measurement across a wide range of interventions.

Over the last two decades, Cyber Media has become a leading provider of case management solutions and today supports over 200 organisations, with over 1,000,000 lives improved using our solutions. Cyber Media is part of the Mayden Group, strengthening our shared mission to deliver high quality, sustainable, efficient and cost-effective digital models of healthcare.

Theseus supports case management and referral networks for health and wellbeing services, including addictions, smoking cessation, weight management, diabetes, physical activity, exercise on referral and social prescribing.

Implementation, Migration and Training

Cyber Media's implementation, migration and training services support organisations in onboarding and optimising their digital solutions. The price for implementation, migration and training differs depending on the scope and complexity of the services involved.

Please refer to the Theseus Support Services (Lot 3) Pricing Document for the associated SFIA day rates for these services.

Implementation: Cyber Media provides a structured approach to the implementation, leveraging a track record of many successful deployments. Defined and refined processes ensure rigorous testing and formal sign-off before go-live.

Data Migration: Managed by an experienced team with well-rehearsed processes to transfer, map and migrate data into Theseus. Data from a multitude of legacy systems has been transferred into Theseus.

Training: Comprehensive online and/or offline training is provided for all users. A help site is available with dedicated ongoing account management available to all customers.

Consultancy Services

Cyber Media offers comprehensive cloud support services designed to ensure the successful adoption and optimisation of Theseus health and wellbeing solutions. Our expertise of over 20 years spans complex tailored health and wellbeing system implementations, data migrations and bespoke training programmes.

Our services help health and wellbeing providers maximise the value of their digital solutions.

Professional services offered in relation to Theseus include consultancy, configuration, development, testing and training.

We are compliant with NHS, industry technology and information standards.

Please refer to SFIA day rates within Lot 3 for the associated day rates for our services.

Service Features

Business Change Support: Helping teams transition to new digital processes

Workflow Transformation: Designing efficient case management and referral models

Data: Expert system migration and data consultancy services

Implementation: Broad experience of standard and bespoke enterprise implementations

Acceptance Testing (UAT): Professional testing processes before go-live

Interoperability: Building and supporting integrations between Theseus and wider systems

Bespoke Training: Comprehensive on-site and remote tailored training options

Service Benefits

Expertise: Partner with a trusted and well-respected industry provider

Future Building: Designing optimised service case management pathways

Patient Centred: Emphasis on ease of access, outcomes and experiences

Faster ROI: Efficient implementation accelerates time-to-value

Operational Resilience: Robust implementation processes to minimise service disruption

User Adoption: Targeted training ensures staff confidence and system engagement

Contact Us

Please do contact us to discuss your existing system or service level challenges, we would love to hear from you.