



SERVICE DEFINITION DOCUMENT

*Digital Health Cloud
Transformation Services*

73 Church View, Hollywood,
BT18 9LN – United Kingdom
+44 (0)2890 394 431
info@cranmo.re

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1. Purpose of this Document

This document provides comprehensive information about Cranmore's Digital Health Cloud Transformation Services service and how it is delivered to NHS organisations, health trusts, care providers, and health sector bodies through the G-Cloud 15 framework.

This Service Definition is required as part of Cranmore's application to provide services to the public sector via the G-Cloud framework, in accordance with Crown Commercial Service requirements.

The content and structure of this document aligns with the guidance published by the Crown Commercial Service for G-Cloud 15 service providers.

2. Service Description

2.1 Overview

Cranmore's Digital Health Cloud Transformation Services provides specialised digital transformation expertise for NHS organizations, health trusts, care providers, and health sector bodies. We understand the unique challenges of healthcare digital transformation, including complex clinical workflows, strict regulatory requirements, patient safety imperatives, and the need for seamless integration across diverse health and care systems.

Our service encompasses the full lifecycle of health sector digital transformation, from strategic planning and digital maturity assessment through to implementation, integration, and ongoing support. We specialise in health technology architectures, solutions, workflow digitisation, patient portals, care coordination platforms, and digital health infrastructure modernisation.

We bring deep expertise in NHS standards and frameworks, including NHS Digital standards, the Data Security and Protection Toolkit (DSPT), Information Governance requirements, and health data interoperability standards. Our approach ensures compliance, clinical safety, data security, and improved patient outcomes throughout the digital transformation journey.

This service provides specialist digital and technology consultancy to support planning, design, and delivery of cloud and digital services.

2.2 Service Components

Our Digital Transformation for Health service includes:

- **Digital health enterprise architecture:** Definition of digital health enterprise architecture strategies, target architectures, and roadmaps, informed by digital maturity assessments and aligned to national and local health system priorities.
- **Patient-facing digital services:** Design and delivery of patient portals and digital access services.
- **Care coordination and interoperability:** Design and delivering platforms and integrations supporting coordinated care across health and social care, aligned to national interoperability standards and APIs.
- **Digital health architecture and modernisation:** Design of secure, scalable health IT architectures, including cloud-first and API-led approaches, and migration from legacy systems.
- **Information governance and assurance:** Support for information governance, data protection, and assurance activities, including DSP Toolkit alignment and GDPR considerations.

- **Digital health programme delivery and assurance:** Programme and delivery management for digital health initiatives, supporting planning, coordination, governance, and assurance of transformation programmes, aligned to enterprise architecture strategies and health system priorities

2.3 Service Benefits

Benefits of Cranmore's Digital Health Cloud Transformation Services include:

- **Improved patient safety and clinical quality:** Digital systems support safer care through better access to information, structured data capture, and clinical decision support.
- **More efficient clinical workflows:** Digitised processes reduce administrative burden and duplication, enabling clinicians to focus more time on patient care.
- **Enhanced patient experience and engagement:** Patient-facing digital services improve access to information, communication, and self-management of care.
- **Integrated and coordinated care:** Interoperable systems support seamless care delivery across organisations and care settings.
- **Regulatory compliance and assurance:** Solutions support alignment with NHS standards, information governance requirements, and clinical safety expectations.
- **Scalable and resilient digital platforms:** Cloud-based architectures support service growth, resilience, and business continuity.
- **Improved workforce experience:** Modern digital tools support staff satisfaction, flexible working, and sustainable service delivery.

3. Delivery Approach

Cranmore delivers digital health transformation through a structured, phased approach covering Discovery, design, implementation, and transition to live service. Delivery is proportionate to clinical risk, service criticality, and organisational readiness

3.1 Health Sector Discovery & Requirements

Discovery establishes a shared understanding of clinical workflows, care pathways, existing systems, and readiness for change.

Activities may include:

- Stakeholder engagement and user research
- Review of existing health systems, integrations, and data flows
- Requirements definition and prioritisation
- Digital maturity and readiness assessment
- Information governance and clinical safety considerations
- Business case and options analysis

Typical outputs: Discovery summary, prioritised requirements, workflow and integration considerations, and an outline business case.

3.2 Solution Design & Architecture

Design and architecture define the future digital solution and how it integrates safely and securely within the health environment.

Activities may include:

- Solution and integration architecture design
- Clinical workflow and user experience design
- Information governance, security, and clinical safety design
- Data migration and transition planning
- Training and change approach definition

Typical outputs: Architecture designs, clinical workflow designs, clinical safety and IG inputs, and a delivery roadmap.

3.3 Implementation & Integration

Implementation delivers the agreed solution, integrations, and data migration, supported by comprehensive testing and training.

Activities may include:

- System configuration and integration delivery
- Data migration and validation
- Functional, integration, user acceptance, and security testing
- Training delivery and go-live preparation

Typical outputs: Configured solution, integrations, test evidence, training materials, and go-live readiness.

3.4 Go-Live & Support

Go-live support ensures safe deployment, user confidence, and transition to business-as-usual operations.

Activities may include:

- Go-live execution and hypercare support
- Issue management and performance monitoring
- Benefits tracking and optimisation
- Knowledge transfer and BAU handover

4. Service Constraints

The following constraints apply to this service:

- **Engagement:** Effective delivery is supported by active clinical engagement, including clinical leadership input and availability of clinical staff for requirements, design, and testing activities.
- **System integration:** Integration is subject to relevant registrations, endpoint configuration, and external assurance processes, which may affect delivery sequencing.
- **Regulatory and assurance processes:** Clinical safety assurance, DSP Toolkit activities, and other regulatory or assurance requirements may require additional documentation and review time, proportionate to service scope and risk.
- **Legacy system access:** Access to legacy system data, interfaces, and technical documentation supports effective data migration and system integration.
- **Testing environments:** Availability of representative test environments aligned to production configurations supports comprehensive testing and validation.

5. Ongoing Support

5.1 Support Services

Optional support services may be provided to support live digital health solutions, subject to agreement of scope and service levels.

Support options may include:

- **Digital health system support:** Support for digital health systems, informed by an understanding of clinical workflows and health service contexts.
- **Service and account management:** A named service or technical account manager providing coordination, communication, and escalation support.
- **Support availability:** Support provided during agreed support hours, with enhanced or extended-hours support available where required and agreed.
- **Incident support:** Support for investigation and resolution of incidents, aligned to agreed incident management processes and clinical safety considerations.

6. Security and Compliance

6.1 Security Accreditations

Cranmore maintains:

- **ISO 27001** – International standard for information security management
- **Cyber Essentials Plus** – Independently verified cyber security controls
- **Security Clearance (SC)** – Key personnel hold UK Security Check clearance enabling work with OFFICIAL and OFFICIAL-SENSITIVE data

6.2 Health-Specific Security & Compliance

All digital health implementations comply with NHS Digital security standards and the Data Security and Protection Toolkit (DSPT). We ensure compliance with Information Governance requirements and appropriate data sharing agreements. All health data is handled in accordance with GDPR, NHS Digital standards, and the common law duty of confidentiality.

7. Pricing

Digital transformations within health are priced based on project scope, complexity, and duration:

- **Discovery:** Typically delivered on a fixed-price basis, agreed in advance based on the defined Discovery scope and timebox.
- **Implementation:** Priced separately based on the agreed delivery scope and approach, following Discovery or as a standalone engagement.
- **Optional support and enhancements:** Time and Materials pricing may be used for agreed support activities or incremental enhancements, where appropriate.
- **Payment terms:** Payment terms are 30 days from invoice date. Invoicing arrangements are agreed as part of the call-off.

See pricing documents for more information.

8. Contact Information

Primary Contact

Fergus McGrath
Sales Director
Cranmore Consulting
Mobile: 07912 777717
Email: fergus@cranmoreconsulting.com

Service Desk

Telephone: 028 9042 1238
Email: info@cranmoreconsulting.com

Registered Office

Cranmore Consulting Ltd
73 Church View, Holywood
BT18 9LN
United Kingdom

G-Cloud 14 Listing

<https://www.applytosupply.digitalmarketplace.service.gov.uk/g-cloud/services/479964968691217>