

differentis



EMBED

**Business Change Services for
Healthcare & the NHS**

Service Description, Features & Benefits

NHS aligned change to make your new ways of working stick

Key deliverable artefacts: change impact assessment; training and comms pack; adoption readiness checklist; benefits tracker and KPIs; handover plan.

Features

1. Change impact assessment (clinical and operational roles)
2. Training and comms pack (role-based, job aids)
3. Adoption readiness checklist and readiness checkpoints
4. Benefits tracker and KPI reporting approach
5. Stakeholder map, sponsor coaching and change networks
6. Go-live support plan and reinforcement activities
7. Handover plan with ownership and operating routines
8. UAT enablement and user readiness support
9. Lessons learned and continuous improvement actions
10. Governance cadence for adoption and issue management

Benefits

1. Clear role impacts via change impact assessment
2. Faster uptake via training and comms pack
3. Safer go-live via adoption readiness checklist
4. Benefits evidenced via benefits tracker and KPIs
5. Stronger engagement via change networks and sponsor coaching
6. Reduced regression via reinforcement plan
7. Higher confidence via readiness checkpoints
8. Sustained ownership via handover plan
9. Improved consistency through documented operating routines
10. Continuous improvement via lessons learned actions



Service Constraints & Support



Constraints

Consultancy engagement delivered to an agreed scope and timetable. Delivery requires timely access to relevant stakeholders and information. Ongoing managed support is not included unless separately contracted.

Support

During the engagement, users contact the named delivery lead via agreed channels (meetings and email). Queries and actions are recorded in the action log/RAID (as appropriate) and reviewed at the agreed governance cadence, with escalations managed by the delivery lead. Email/online ticketing, phone and web chat are not provided as standard. Post-engagement support can be agreed separately.

Support Availability

Support is provided during agreed working hours by the named delivery lead. Queries and actions are managed through the agreed governance cadence (meetings, action log/RAID as appropriate). Email/online ticketing, phone and web chat support are not provided as standard. Post-engagement support can be agreed separately.



Service Planning, Setup & QA



Planning

We plan NHS change by completing discovery, stakeholder and readiness assessments, mapping patient/staff journeys, defining benefits and KPIs, and producing a change plan aligned to the delivery roadmap (communications, training, adoption and clinical engagement).

Setup

Where required, we mobilise delivery by establishing change governance, change networks and sponsor routines; coordinating comms and training; supporting cutover readiness; and tracking adoption, issues and risks through go-live and transition to business as usual.

Quality Assurance

QA focuses on adoption readiness and safe transition. We support UAT planning and coordination, confirm readiness criteria are met, and track defects and risks so the organisation can make confident go/no-go decisions.

We define readiness and acceptance criteria; prepare UAT plans/scripts and user schedules; coordinate participation; manage defect logging and prioritisation; report readiness to governance; and confirm actions are closed before deployment and handover.



Service Training and Social Value



Training

Role-based training for clinical and operational users, including workshops, job aids and train-the-trainer support. Training is aligned to future workflows and includes reinforcement to support adoption and sustained capability.

Social Value

We align delivery to PPN 06/20 Social Value themes. We minimise travel through remote-first delivery where appropriate, transfer skills through joint working and reusable templates, design inclusive training and communications, and support wellbeing through clear ways of working and manageable delivery cadences.



Case Study: Northern Care Alliance NHS Group

Summary

Northern Care Alliance (NCA) needed consistent change leadership and readiness support to modernise clinical and operational processes and prepare for cloud-enabled EPR and workflow automation.

Problem

Limited capacity and inconsistent change governance slowed digital maturity and created duplication in day-to-day workflows across sites.

Approach

We delivered structured business change and readiness: current-state analysis, patient journey mapping for high-impact pathways, change strategy aligned to the digital roadmap, benefits identification and KPI framework, and workforce capability uplift with stakeholder engagement and communications planning.

Outcomes

- 18% reduction in time spent on manual administrative tasks
- Improved workflow clarity and reduced duplication
- Clear decision-making and adoption strategy for new systems
- Improved governance and assurance across programmes

Social Value

Supported workforce wellbeing, reduced travel through remote collaboration, and improved digital inclusion in clinical teams.

Relevance to this service

Demonstrates NHS-focused change leadership, readiness, benefits/KPI definition and adoption planning for cloud-enabled programmes.



The Complex Challenges We Solve



Strategic Questions

- How could technology transform or disrupt our business?
- What digital strategy will deliver competitive advantage?
- How do we unlock value from data and AI initiatives?
- What capabilities will we need for the future?

Execution Challenges

- How do we rescue failing programmes worth millions?
- How can we deliver results faster without sacrificing quality?
- How do we ensure change sticks and benefits are realised?
- How do we integrate technology, people, and process seamlessly?

We tackle the problems that don't fit neatly in boxes, the ones that span people, process, data and technology. From strategy through execution to real outcomes.

Some of Our Clients



25+ Years of Evolution & Impact

2000: Founded

Bridging strategy and delivery from day one. Early showcase: flawless IT separation for global engineering firm—2,500 users, 165 sites, zero downtime.

2024: Differentis 2.0

Unified three firms into single brand.
ISO certified in AI Management.
Positioned as leading Intelligent Transformation consultancy for the next decade.



2010s: Expansion

Built Data & AI practice ahead of the curve. Developed proprietary Differentis Way methodology. Expanded from IT consultancy to full transformation partner.

Today: AI-Augmented

Human consultants paired with AI co-pilots. Delivering faster insights, smarter decisions, and measurable outcomes across healthcare, finance, higher education.



AI + Consultants = Amplified Results

We embrace AI as a co-worker, not a gimmick. Our consultants are paired with AI "personas" that handle data-heavy lifting and routine tasks—freeing our humans to focus on strategy, creativity, and innovation.



Pathfinder

Strategic options analyser evaluating multiple scenarios in minutes: comparative outcomes with assumptions and risks for informed decision-making.



Synth

Insight synthesis scours hundreds of documents, summarising findings with cited references: weeks of research compressed into an afternoon.



Operator

Process automation executing cross-system workflows via APIs: eliminating hours of manual work and providing real-time performance data.



Sentinel

Risk watchdog monitoring project metrics for potential issues: flagging scope creep and compliance gaps before they become problems.

The result? **Faster insights, smarter decisions, and solutions delivered at speed**, with AI and experts working in tandem under rigorous human oversight



Our Secret? Intelligent Transformation



Breaking down silos

One integrated team. No hand-offs where knowledge or intent is lost. Strategy translates to execution seamlessly.



Human + AI Integration

Real Intelligence from combined human expertise and machine efficiency. AI enhances every stage; with human judgment guiding ethical application.



Outcome-Focused Delivery

Not just plans or systems, but measurable business results. We own accountability end-to-end, adapting as needed to ensure promised outcomes are achieved.

Intelligent Transformation isn't a buzzword. It's the natural evolution of 25 years solving complex problems. It's how we ensure transformations don't just succeed, but keep yielding value into the future

