



G-Cloud 15

Service Definition Document

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1. The Epro service

The NHS runs on data. One of the challenges that trusts face is how to input that data into digital formats, and how to move that data about within a trust, to other trusts, and so that the data can follow the patient. Digital transformation projects receive differing levels of commitment in different trusts, creating an uneven spread across the NHS.

Epro was incorporated in 2005 and is a modular platform supporting a growing community of 11 NHS Trusts and Health Boards. With over 60,000 NHS users with leading edge tools to deliver better patient care. We have been recognised as national leaders supporting Trusts transition into digital processes.

Our approach to open standards ensures the Trust keeps data safe even when replacing systems. Transitioning your NHS trust to digital processes brings immediate improvements for both patients and healthcare staff.

Epro streamlines inpatient and outpatient pathways to improve patient experience and support better outcomes for the people you care for. All patient activity is covered in one place - accessible from anywhere in the hospital. Replace your complicated, time-consuming paper document creation with simple-to-use digital documents in your Epro system. Our intelligent software remembers and organises information for you, auto-filling much of your patient's data to reduce time spent on paperwork.

Our solutions include essential digital modules, including Epro Core Clinical Correspondence and Digital Dictation Workflow, Ambient Voice Technology and AI, Speech Recognition, Epro Discharge, Epro Referral Management, Epro Patient Flow, Epro Outcomes, Epro Drugs and Allergies, Epro Handover Management and Epro Clinical Forms Designer.

Epro is viewed by patient centric organisations as their portal, integrating disparate clinical systems into one place, allowing clinicians to have a full view of the patient record and forming a 'single source of truth.' We also work with organisations to co-develop clinical solutions, often enabling their clinical roadmaps to be realised more quickly than if they developed this themselves.

Where Epro is rolled out, we reduce work backlogs by 96% within a year, helping save the NHS millions of pounds in time and overhead. We've improved clinical workflows by enabling real time transfer of care and decrease admin times by 44%. We empower clinical staff to focus on patients, not the paperwork. Ambient Voice Technology leverages the integrated workflow within the Epro platform providing one system for dictation, speech recognition and AVT/AI.

2. Key benefits

2.1. Epro Core Clinical Correspondence and Digital Dictation Workflow

- HIMMS level 5 enabler through structured PRSB headings in forms
- Access to lab results and medical information at point-of-care
- Patient safety improved through immediate access to critical information
- Auto-complete functionality helps reduce errors in patient and medical information
- Streamlines hospital workflows and improves care efficiency
- Eliminates printing and paper overhead by up to 75%
- Create clinical workflows with alerting functionality
- Easily record, share and retrieve information in any hospital location
- Supports the management of patients in a set-based way
- Reduction in time wastage with speciality templates
- Fully auditable workflow and traceability on clinical records

2.2. Epro Ambient Voice Technology, Speech and AI

- HIMMS level 6 enabler
- Fully integrated workflow including dictation, speech recognition and AVT, without the need for additional systems
- AI Summarisation of patient record to support reduction in clinic preparation
- Reduce clinical burden related to document creation and administration by up to 90%
- Clinical correspondence turnaround time reduced by up to 90%
- Reduce the number of systems for correspondence and AVT/AI into one Epro platform
- Improve the patient experience with more time spent on care, over admin
- AI powered speech to text
- Voice driven navigation
- Speech-enable any form
- Speech-enable any clinical application including EPR's
- AVT and speech recognition Integrates with wider EPR clinical functionality
- Save time, work smarter and treat patients more safely
- Remove letter backlogs and create and distribute correspondence in minutes, rather than days
- Support additional capacity with reduction in time spent on admin
- MHRA Class 1 Compliant Solution
- Increase outpatient income by releasing time from clinical and administrative teams
- Improve capture, access and storage of patient information

2.3. Epro Discharge

- HIMMS level 6 enabler
- Increase accuracy and speed of handover information at shift changeover

- Highlight critical patient information for clinicians enabling timely, informed decisions
- Accelerate communication between care providers to deliver timely care
- Reduce errors when creating discharge summaries and prescribing medication
- Reduce length of stay, as discharge planning is introduced
- Increase ward staff efficiency through unified view of inpatient beds
- End-to-end integration with third parties
- Open standard design enabling interoperability between clinical systems
- Increase income from improved out-patient procedure capture

2.4. Epro Referral Management

- HIMMS level 6 enabler
- Inbound referrals from multiple sources and including paper, email, fax and e-RS
- Internal Referrals between Trust departments with speciality driven forms to ensure ease of information capture and improvement in accuracy
- AI generated referrals when used with Epro AVT/AI module to speed up the documentation and workflow process
- Highlight critical patient information for clinicians enabling timely, informed decisions
- Accelerate communication between care providers to deliver timely care
- End-to-end integration with third parties
- Open standard design enabling interoperability between clinical systems
- Reduce referral waiting times
- Reduce patient backlogs
- Address clinical and operational efficiencies
- Eliminate paper costs and risks

2.5. Epro Patient Flow

- HIMMS level 6 enabler
- Increase accuracy and speed of handover information at shift changeover
- Highlight critical patient information for clinicians enabling timely, informed decisions
- Accelerate communication between care providers to deliver timely care
- Reduce length of stay, as discharge planning is introduced
- Increase ward staff efficiency through unified view of inpatient beds
- End-to-end integration with third parties
- Open standard design enabling interoperability between clinical systems
- Increase income from improved out-patient procedure capture
- Faster Discharge

2.6. Epro Outcomes

- Ables capture of procedure and outcomes at point of care
- HIMMS level 5 enabler

- Improved patient satisfaction
- Reduce re-admissions
- Accurate and timely capture of procedures and outcomes
- Ensures funding is received
- End-to-end integration with third party systems
- Open standard design enabling interoperability between clinical systems
- Increase income from improved out-patient procedure capture

2.7. Epro Drugs and Allergies

- HIMMS level 5 enabler through structured PRSB headings in forms
- Access to patients drugs and allergies at point-of-care
- Patient safety improved through immediate access to critical information
- Auto-complete functionality helps reduce errors in patient and medical information
- Streamlines hospital workflows and improves care efficiency
- Create clinical workflows with alerting functionality
- Easily record, share and retrieve information in any hospital location
- Fully auditable workflow and traceability on clinical records
- Fast allergy recording and updating
- Reduction in clinician time spent updating allergies

2.8. Epro Handover Management

- Patient safety improved through immediate access to critical information
- Auto-complete functionality helps reduce errors in patient and medical information
- Streamlines hospital workflows and improves care efficiency
- Create clinical workflows with alerting functionality
- Easily record, share and retrieve information in any hospital location
- Supports the management of patients in a set-based way
- Reduction in time wastage with speciality templates
- Fully auditable workflow and traceability on clinical records
- Safer and faster handovers freeing more time for patient care

2.9. Epro Clinical Forms Digitalisation

- HIMMS level 5 enabler through structured PRSB headings
- Auto-complete functionality helps reduce errors in care
- Patient safety improved through access to critical information
- Highly configurable by department/specialty
- Streamlines hospital workflows and improves care efficiency
- Integrates with other modules prepopulating critical data
- Easily record, share and retrieve information in any location

- Ease of use for users, especially those with limited expertise
- Specialised catalogue of medically approved forms accessible
- Forms accessible from anywhere in the hospital

3. System Integration

- First-class integration team supporting numerous Trusts with PAS, EPR and other clinical systems integration
- Full HL7 (Inbound and Outbound) and Web services interface capability for integration with all major PAS systems supporting patient demographics, clinic appointments, admissions/discharges, allergies, medications, and document imports
- EPR integration and optional speech enabled capability through Epro Cursor extension
- Electronic distribution via DocMan, MESH or other Trust preferred method

4. Epro Solutions and Products

Solution	What's included
Epro Core Clinical Correspondence and digital dictation workflow	Clinical Correspondence production via dictation, speech / AVT as well as forms and import from external systems. Distribution to external systems via MESH (NHS FHIR accredited ToC profiles), HL7, NHS Mail, custom formats to legacy systems. Patient portal integrations. Text generation assistance (auto text, Snippets, re-use of information from integrated or external Allergies, Drugs, Medical Histories, AI powered speech to text). Calendar based visualisation of appointments integrated from PAS / EPR, Workflow management / reporting of transcription / production targets. Data warehouse integration. Full DCB0129 compliance.
AVT (Ambient Voice Technology) and AI	Enables the real time capture of consultations and AI powered generation of documentation such as clinic notes, letters, MDT's and referrals. AI summarisation provides a summary of the patient record reducing the time spent preparing for clinics. Full integration with PAS & EPR solutions, MHRA Class 1 Compliant with full audit module to support clinical safety.
Epro Bed Management & Patient Flow	Central bed capacity/ planning dashboard. Discharge Planning / Discharge Summaries, Community pharmacy Integration (PharmOutcomes), Drug history and discharge prescribing, Alerts, Allergies, Procedure Coding, SNOMED coding and VTE Management.
Epro Drugs & Allergies	Drug history management and recording, backed by SNOMED coded DM&D drugs & allergies. Capability to share data and add either as modules integrated with external systems (eg for an enterprise wide shared allergies record) using a variety of integration techniques.
Epro Discharge	Discharge summary document production from the point of admission, with integrated Discharge Drugs management, pharmacy workflow support, Community Pharmacy integration (PharmOutcomes), External system

	integration, AI powered speech to text integration and Handover list integration. Discharge planning with integrated metrics of estimated discharge date / planned discharge date / early day discharges / length of stay / overstay / reasons for stay / outlier management / discharge summary status tracking all combined to ward or team based lists and surfaced to Enterprise wide dashboards and / or reporting and data warehouse integration.
Epro Handover Management	Ward based / Team based handover lists supporting patient admission workflows / transfers / discharges with integrated drugs / allergies, PMH, Task Management. Pre-populates discharge summaries and integrated discharge planning.
Epro Clinical Forms Digitisation	Clinical Forms engine to design structured forms, PRSB compliant, integrated with audio / speech to text, image capture, specialist clinical controls, pre population of matched field information between forms (e.g Allergies / PMH). Access to Clinical forms library and Forms consultancy.
Epro Outcomes	Referral Management, Correspondence replies, AI powered Speech to text, Outcomes, Activity / 18 week wait / Procedure coding, Patient Document distribution via MESH (NHS FHIR accredited ToC profiles)
Epro Referral Management	Referral Management (Inbound referrals and triage from multiple sources eg Paper, Fax, email, e-RS). Internal referrals for inpatients and outbound referrals to other providers, all including task based management, targets and prioritisation.

5. Implementation

Epro has experience working with 11 NHS Trusts; we deliver PRINCE2 methodologies for project implementation, including a Train-the-Trainer and Train-the-Tester programme. Our standard project plan for implementation has been refined over a large number of NHS projects and can be tailored for individual customer needs.

Epro provides full project management presence in the form of a Prince II-qualified project manager, product specialist and project team throughout the implementation to the point of project closure.

A dedicated Technical Services team is responsible for installation, configuration and rollout. Our standard approach provides immediate visibility of project progress, timescales, potential issues as well as critical dependencies within the project.

During the project implementation stage, you will be provided with a comprehensive and appropriate implementation plan, based upon the Epro solution you have procured. This will be written using PRINCE2 methodologies and will include a Risk Register for the duration of the project. A sample implementation plan is available upon request.

5.1. Onboarding

The Trust will be provided with details of all key stakeholders within Epro, and they team they will be dealing with during any implementation, as well as details of the escalation procedures and SOPs necessary.

At the start of the implementation phase of any project, the Trust will be assigned a PRINCE2 qualified Technical Project Manager, who will provide the right level of guidance and consultancy required to ensure

the project is successfully delivered to time and budget and Trust staff is upskilled appropriately. The PM will be responsible for the delivery and ongoing elevated level of service and knowledge transfer throughout the project.

When handed over to BAU, the Epro Support and Technical Services team will work alongside a dedicated Account Manager, building key relationships and ensuring the Trust gets the most out of the Epro solution deployed. This includes consultancy and onsite support and will ensure an ongoing high level of service as well as the realisation of the solution benefits across the Trust.

5.2. Offboarding

At the point the term of the Agreement has expired, you will again be assigned a PRINCE2 qualified Technical Project Manager, who will ensure the service is transitioned to the new provider seamlessly, professionally and to an agreed timeline.

6. Training

The Epro solution has been designed with ease of use in mind: to require minimal training, and the minimum amount of clicks to complete the task of correspondence generation.

We recognise that everyone learns differently, so our blended training style uses interactive technology alongside our downloadable materials pack; just one way we support change management at your Trust and ensure a smooth upgrade experience with Epro.

We provide a wide variety of training packages which includes on-site training, an online manual (accessible 24/7 at <https://manual.epro.com>), eLearning, train the trainer as well as continuous refresher courses, walkthrough documents, video help and online material.

In 2021, we launched our latest professional digital learning platform – <https://epro.thinkific.com/> where both end users and Trust trainers can get access to the latest product documentation. It contains tailor made course material, videos, and review quizzes to provide an immersive experience. Our comprehensive overview makes our Thinkific training ideal for both existing users and new clients.

6.1. A dedicated training system

As part of the implementation, we will provide you with a dedicated training system which replicates the live environment in configuration but uses fictitious data. This enables users to explore the solution freely with appropriate IG. Our regular training approach is centred on internal Trust trainers and super users with regular staff being trained during the pilot and rollout period by in-house trainers. Epro's dedicated trainers will offer to support Trust staff at the start to support the Trust's IT trainers

6.2. Tailor-made training

User training (content / date & time / duration) is configurable according to the Trust's requirements and needs. For training materials, we would recommend the trust trainers localise the materials to reflect local processes or custom integrations.

Epro can provide post go live training on various levels such as end user, super user, administration, and interface management. Group size and intensity of training will be agreed between the Trust team and Epro. During training, we advocate hands-on, experiential learning and will work with the Trust's data and configuration where possible. Following on from this, we can attend a monthly user group meeting to gain feedback on training issues and assist with any difficult questions or issues which may have arisen.

7. Resilience

7.1. Uptime

Epro currently achieves an average 99.99% uptime in support hours across the customer base. The majority of downtime is caused by Trust infrastructure issues.

SQL Server and Windows IIS are platforms amenable to a variety of industry standard approaches to operational resilience, as the trust may choose to configure. We recommend slotting into existing policies and resilience systems. There is an optional separate document backup solution which is kept in sync with the main solution, to provide access in the case of contingency. Where required, the Trust can configure the system to add the database to a high-availability cluster which is supported.

7.2. Continuous monitoring

We have continuous monitoring software in place, which alerts us on downtime and also monitors system performance. As well as monitoring uptime we check a number of indicators using the Grafana monitoring tool such as:

- Request volume and response time
- Errors and warnings logged per second
- HL7 message success status, queue length and time to process
- Load factor by controller
- Memory / CPU resource usage
- Database IO load, activity, wait stats and performance
- Time since last backup

7.3. Backups

Epro is online during all standard backups. Downtime only required for patches and upgrades, or standard operating system patches / updates.

Epro runs as a Windows Web Service hosted by Microsoft IIS, running on a minimum recommended OS of Windows Server 2012, which can be virtualised by the customer.

Availability is dependent on Trust server configuration, but Epro supports and recommends the use of separate Application and Database Servers for flexible and resilient machine management.

In case of a catastrophic failure, database backups can be restored to the test server with minimal downtime, effort, and data loss.

The Epro team recommends a backup policy consistent with the buyer's standard backup plans. Backup of the database servers should be run via a scheduled SQL Server maintenance plan.

7.4. Disaster Recovery

As part of our standard solution costs, Epro provides a full Disaster Recovery/Business Continuity support for the clinical software.

7.5. Implementation stage

Epro recommends essential, periodic rehearsals of Disaster Recovery are performed by the Trust in order to ensure any backups being made are capable of being restored in the event of disaster. This should be

performed after initial system install and on an annual basis, as an absolute minimum. We also recommend there is a robust monitoring process in place to ensure the backup process does not fail and go undetected.

If required, Epro will work with the Trust during the implementation stage of the project, to identify and agree key roles and responsibilities of those staff who are required to undertake daily backups and scheduled Disaster Recovery rehearsals.

The Trust will be responsible for their own backup schedule, unless specifically agreed otherwise with the Epro team. A recommended schedule is listed below which we believe is based upon good practice, however it is recommended that the buyer reviews this and adapt to their specific individual requirements.

7.6. Recommended Schedule

Database Servers

- Daily full database backups performed after the end of the working day (i.e., during a period of low activity)
- Transaction log backups should be taken every 15 minutes and a differential backup every four hours
- Backups should be performed to a local drive array (preferably in RAID 1 or RAID 10 configuration) dedicated for backups only or a SAN solution, and then later moved to another server/device. If possible, this should be done in a secured manner on a daily basis.
- The implications of this backup regime would be that in a worst-case scenario a maximum of 15 minutes data would be lost and 18 restorations necessary to bring the database back online.

8. Price overview

Please refer to the Epro G-Cloud 15 Pricing Document, which has been supplied as part of our G-Cloud 15 submission.

9. Service Levels

9.1. Availability

Support will be available Monday to Friday, 9am to 5.30pm UK local time (except UK public and bank holidays).

Epro Help desk roles are UK based and fully dedicated to Epro systems - ensuring our staff are fully focused on understanding and serving Epro users. While the help desk staff are 1st line of support and the first point of contact for users, the rest of the team is often needed in the various resolution processes, and we pride ourselves that every Epro team member is involved with client support in one form of activity or another.

Epro Support desk may be contacted as follows:

- Email: support@epro.com
- Support Portal: <https://support.epro.com>
- Support Hotline (Office Hours): +44 117 379 0066

9.2. Response times

Epro will respond via the customer care portal to contact the customer within the following times of an incident being reported to the Supplier Helpdesk. For P1 issues, additional contact to the person logging the issue, and/or a named system administrator shall be made via phone or email.

Priority	Response times
Show-stopper (P1)	30 mins during core hours
Major	3 working hours
Routine	Within one working day
Minor	5 working days

If we do not meet the service levels as defined within the Agreement, we can agree measures to compensate the buyer. Such measures will be agreed in advance and will be commensurate with the value of the service provided.

10. Support

10.1. Lean and effective teams

Our teams operate in a lean manner and have direct access to the product and development teams. As such Epro can provide application support to high numbers of users or for difficult problems with a highly effective team due to our experience with the products and processes involved.

All staff provide end user support, advice and guidance via the ticketing system, phone and/or e-mail. Every call, email or request is logged as a ticket in JIRA and gets a unique number for tracking purposes. The Atlassian JIRA system has a proven built-in workflow for ticket resolution.

10.2. P1 urgent issues

For P1 urgent issues we have a special process. We aim to respond instantly on receiving a phone call and will assign two engineers to the issue continuously until service is restored.

As part of Epro's commitment to excellence, we run a zero-bug policy and if any issues are identified as software defects, these are placed in the high priority queue for addressing before new features or configuration.

11. Ordering and invoicing process

The buyer would be required to provide written confirmation detailing the decision to procure a service(s) from Epro and will provide a Purchase Order to cover the capital and relevant support costs as detailed in the corresponding proposal.

Epro will arrange to raise the invoice and payment terms are 30 days from the date of invoice.

The buyer will provide a purchase order for additional support and maintenance on an annual basis, in advance, and for the duration of the term of the Agreement.

12. Termination

Buyers can terminate the Agreement in line with the terms of the Agreement.

13. After sales support

During the implementation of the project, the Trust will be allocated an Account Director who will be responsible for ensuring the buyer receives high standard after sales support. The Account Director will be responsible for ensuring Epro comply with the Agreement and will hold regular account review meetings at a frequency which suits the buyer.

14. Technical requirements

We have a detailed technical specification, which is regularly updated and available upon request.

15. Contact details

We would encourage any organisation wishing to engage with Epro to discuss their specific needs with us via sales@epro.com or 0117 379 0066.