



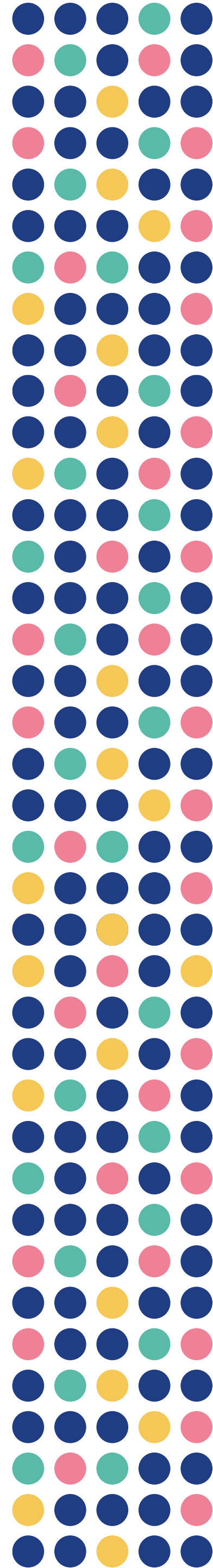
Lot 3: Cloud Support

Service Definition Document

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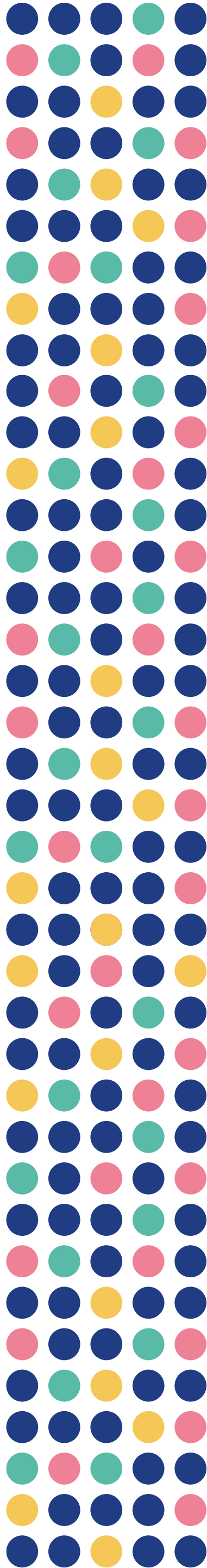
Digital Transformation & Cyber Security Partner

Our clients increase productivity and reduce organisational risk when they collaborate with us on their digital transformation programmes.

Our team of CISOs, DPOs, programme and project managers, change, data migration, testing, training, integration and configuration specialists deliver long-lasting, *business led*, digitally enabled transformation

- **We enjoy what we do.**
- **We build quality, long-lasting relationships.**
- **We keep our promises.**
- **We are disciplined.**
- **We don't cut corners.**

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Chief Information Security Officer as a Service (CISOaaS)

Service Description

Penpole's Chief Information Security Officer as a Service (CISOaaS) provides senior security leadership, delivering strategy, governance, risk management, compliance, and incident response oversight. Our experts embed within organisations to build resilience, enhance security maturity, and ensure alignment with public sector standards, enabling robust, proactive protection across digital and cloud environments.

Service Features

- Senior cyber security leadership
- ISO 27001 aligned security strategy
- NIST-based risk management
- CAF2 governance oversight
- DSPT compliance leadership
- PCI DSS advisory support
- DORA readiness guidance
- Policy and standards management
- Incident response leadership
- Executive assurance reporting

Service Benefits

- Improved ISO 27001 alignment
- Stronger NIST-based controls
- Reduced CAF2 cyber risk
- Improved DSPT compliance
- Clear regulatory accountability
- Enhanced organisational resilience
- Proactive cyber risk management
- Reduced compliance gaps
- Stronger executive confidence
- Cost-effective senior leadership

Cyber Security Governance Consultancy Services

Service Description

Penpole's Cyber Security Governance Consultancy Services provide flexible, ad hoc expert support to strengthen organisational security posture. We offer guidance on governance frameworks, risk management, policies, assurance, and compliance, helping organisations address specific challenges, improve cyber maturity, and align with public sector standards without the commitment of full CISO-as-a-Service engagement.

Service Features

- AD hoc consultancy support
- ISO 27001 governance advice
- NIST-based risk management
- CAF2 framework guidance
- DSPT assurance support
- Policy development assistance
- Control effectiveness reviews
- Compliance alignment
- Assurance assessments
- Standards-based recommendations

Service Benefits

- Improved security governance
 - Reduced cyber risk
 - Stronger CAF2 alignment
 - Improved DSPT outcomes
 - Flexible expert support
 - Cost-effective consultancy
 - Practical compliance improvements
 - Enhanced security maturity
 - No retained CISO required
 - Improved assurance confidence
- 

Cyber Security Transformation

Service Description

Penpole's Cyber Security Transformation service delivers project-aligned expertise to design and implement security improvements across digital, cloud, and organisational environments. We support programme planning, capability uplift, control implementation, compliance alignment, and assurance activities, enabling organisations to achieve measurable, sustainable enhancements in cyber resilience throughout the transformation lifecycle.

Service Features

- Project-aligned security delivery
- Transformation programme integration
- ISO 27001 control implementation
- NIST framework adoption
- DORA readiness support
- Cloud security alignment
- Compliance integration
- Assurance activities
- Stakeholder engagement
- Transformation risk management

Service Benefits

- Secure transformation delivery
 - Reduced transformation risk
 - Improved security capability
 - Stronger DORA readiness
 - Aligned security controls
 - Improved compliance outcomes
 - Reduced project disruption
 - Sustainable security improvements
 - Enhanced organisational resilience
 - Clear transformation assurance
- 

Data and Information Governance Consultancy

Service Description

Penpole provides specialist Data and Information Governance consultancy, helping public sector organisations achieve compliance, strengthen data quality, and manage risk. Services include governance frameworks, policy development, audit, DPIA support, and strategic advice to ensure secure, lawful, and effective use of information across cloud, digital, and hybrid environments for public services.

Service Features

- NHS information governance advisory
- DSPT and CAF2 alignment support
- Information governance framework development
- Policy and standards development
- DPIA and risk assessment support
- Data quality improvement guidance
- Audit and assurance reviews
- Cloud information governance support
- NHS regulatory compliance support
- Records management guidance

Service Benefits

- Improved DSPT compliance outcomes
- Stronger CAF2 assurance
- Reduced information governance risk
- Improved data quality
- Clear information accountability
- Safer cloud data usage
- Improved audit readiness
- Increased regulatory confidence
- Better patient and service outcomes
- Trusted NHS information governance

Data Protection Consultancy

Service Description

Penpole's Data Protection Consultancy provides flexible, ad hoc support for GDPR and UK data protection needs. We offer targeted advice, policy and document updates, DPIA assistance, risk assessments, training, and issue-specific guidance. Organisations gain expert input when needed to strengthen privacy practices and meet compliance requirements without ongoing DPOaaS commitment.

Service Features

- Ad hoc GDPR consultancy
- DPIA support
- Policy and documentation updates
- Risk assessment support
- ISO 27701 & ISO 27001 privacy alignment
- Training and awareness
- Issue-specific advice
- Compliance reviews
- Regulatory guidance
- Targeted privacy support

Service Benefits

- Flexible privacy expertise
 - Reduced GDPR compliance risk
 - Improved documentation quality
 - Cost-effective support
 - Improved ISO 27701 & ISO 27001 alignment
 - Faster issue resolution
 - Improved governance maturity
 - No retained DPO required
 - Practical compliance advice
 - Increased organisational confidence
- 

Data Protection Officer as a Service (DPOaaS)

Service Description

Penpole's Data Protection Officer as a Service (DPOaaS) provides expert, independent GDPR and UK data protection oversight, delivered by certified Data Protection Officers. We offer compliance advice, policy development, DPIA support, breach management, training, and ongoing monitoring to enhance governance, reduce risk, and ensure public sector regulatory compliance.

Service Features

- Independent certified DPO service
- GDPR compliance oversight
- ISO 27701 & ISO 27001 privacy alignment
- DPIA development support
- Breach management guidance
- Policy framework development
- Regulatory liaison
- Training and awareness
- Ongoing compliance monitoring
- Assurance reporting

Service Benefits

- Improved GDPR compliance
 - Reduced data protection risk
 - Stronger ISO 27701 &ISO 27001 alignment
 - Independent regulatory assurance
 - Improved governance maturity
 - Robust breach response
 - Clear accountability
 - Reduced compliance burden
 - Increased stakeholder trust
 - Cost-effective DPO provision
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Enabling Healthcare Systems Interoperability

Service Description

Penpole deliver integration and interoperability services using HL7, FHIR, CDA, ITK, and XML standards to enable secure data exchange across healthcare systems. Supporting local, ICS, and national connectivity, we ensure seamless information flow using Mirth, Rhapsody, Ensemble, HealthShare, Cache, and BizTalk, delivering scalable, standards-based interoperability solutions for healthcare organisations.

Service Features

- Standards-based interoperability using HL7, FHIR, CDA, ITK, XML
- Integration service enables seamless data sharing across healthcare systems
- Supports local, ICS-wide, and national information exchange initiatives
- Delivers scalable solutions for clinical, administrative, and operational systems
- Works with Mirth, Rhapsody, Ensemble, HealthShare, Cache, and BizTalk.
- Ensures secure, reliable, and compliance data transfer across environments
- Real-time data exchange supports effective decision-making and care coordination
- Testing and validation ensure accuracy, reliability and performance compliance
- Comprehensive monitoring provides proactive issue detection and resolution capability

Service Benefits

- Enables safe, secure, and efficient healthcare data exchange nationwide
 - Improves care coordination through real-time access to patient information
 - Enhances operational efficiency by automating data transfer processes
 - Reduces duplication and administrative burden across healthcare organisations
 - Strengthens compliance with NHS and interoperability data standards
 - Increases reliability and consistency of shared clinical information
 - Provides scalable infrastructure for expanding data exchange requirements
 - Improves patient safety through accurate,, timely and complete data availability
 - Delivers future-ready interoperability aligned with national digital health priorities
 - Enables integrated care delivery and better patient outcomes organisation-wide
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EPR/EHR and Specialty Clinical Systems Implementation

Service Description

Penpole deliver implementation and upgrade services for cloud-hosted clinical systems, including portals, workflows, ePrescribing, eObservations, theatres, and critical care. Our expertise spans acute, community, sexual health, emergency, and mental health settings, supporting Oracle Health (Cerner), EPIC, MediTech, BadgerNet, CareFlow, Nervecentre, IMS Maxims, EHR/EPR, platforms enhancing efficiency, interoperability, and clinical safety.

Service Features

- Full lifecycle management for cloud-hosted clinical system implementations
- Supports upgrades, replacements, and integrations across all care settings
- Expertise in portals, ePrescribing, eObservations, theatres and critical care
- Delivers projects using PRINCE2 and MSP governance methodologies effectively
- Ensures clinical workflow optimisation through design and configuration alignment
- Provides robust data migration maintaining accuracy and system integrity
- Validates system performance through structures testing and quality assurance
- Delivers secure, compliance solutions aligned with NHS digital standards
- Coordinates supplier engagement to streamline delivery and reduce risk
- Offers post-go-live support ensuring adoption, optimisation and continuous improvement

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Service Benefits

- Enhances clinical safety through reliable, interoperable digital healthcare systems
- Improves efficiency by digitising workflows and reducing manual processes
- Increases user satisfaction with intuitive, purpose-built clinical applications
- Minimises disruption through structured planning and phased implementation approach
- Strengthens compliance with NHS and information governance frameworks
- Delivers measurable operational improvement and sustained productivity gains
- Enables real-time data visibility for informed clinical decision-making
- Improves collaboration across departments through integrated digital workflows
- Reduces technical debt through modern, scalable cloud-based architecture
- Supports long-term digital transformation and organisational strategic objectives



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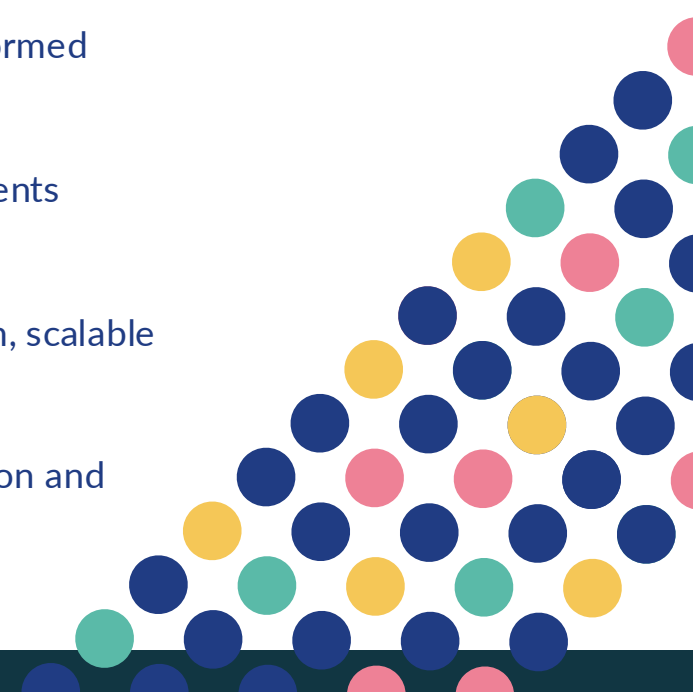
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Federated Data Platform & Data Warehouse Implementation

Service Description

Penpole delivers secure, cloud-hosted data warehouse implementations, including bespoke solutions and migration to Palantir's FDP. We produce commissioner-ready SUS/SUS+, SLAM, ECDS, CDS, SDCS, NEMS and MHSDS reporting using SQL Server, SSRS, SSIS, SSAS, Azure, Power BI, QlikSense, Tableau and Crystal Reports, delivering end-to-end data integration, analytics, reporting and visualisation.

Service Features

- Business change approach ensures sustainable transformation and clinical engagement success
- Projects managed under PRINCE2 and MSP for strong governance assurance
- Comprehensive service covering design, build, testing, deployment and optimisation
- Advanced data integration ensures seamless interoperability across clinical systems
- BI frameworks provide actionable insights supporting data-driven healthcare improvements
- Data quality management ensures accuracy, completeness, and regulatory compliance adherence
- Scalable cloud architecture supports evolving healthcare technology and system demands
- Rapid prototype delivery validates clinical and business requirements efficiently
- Early engagement workshops align technical solutions with clinical workflows
- Flexible service model enables tailored transformation across healthcare organisations.

Service Benefits

- High adoption achieved through structured change management and user engagement
- Implementation approach tailored to each organisation's culture and governance
- Vendor-neutral expertise ensures best-fit technology integration and interoperability success
- Early risk identification minimises disruption and prevents delivery delays
- Transparent milestones enhance accountability and stakeholder communication confidence
- Real-time reporting supports accurate, evidence-based clinical decision making
- Solutions align with strategic healthcare transformation and operational objectives
- Unified data sources improve accuracy, governance, and clinical safety
- Continuous improvement through stakeholder feedback and post-implementation reviews
- Predictive analytics enables financial control, performance optimisation, and planning,

Healthcare Business Case & Options Appraisal Development

Service Description

Development of comprehensive business cases and options appraisals for healthcare programmes, aligned with HM Treasury Green Book and NHS business case standards. Services include strategic, economic, commercial, financial, and management case development, stakeholder engagement, risk analysis, and investment justification to support informed decision-making and assurance approvals.

Service Features

- Green Book-compliant business case development for healthcare investments
- Full five-case model: strategic, economic, commercial, financial, management
- Expert stakeholder engagement and facilitation across clinical and operational teams
- Comprehensive options appraisal and cost-benefit analysis for decision support
- Robust risk identification, evaluation, and mitigation planning framework
- Evidence-based investment justification aligned with NHS assurance processes
- Financial modelling and sensitivity analysis to support affordability assessments
- Integration of digital transformation and innovation within business case design
- Rapid delivery using proven templates and programme governance expertise
- Clear executive summaries tailored for board and regulator approval

Service Benefits

- Informed investment decisions based on robust evidence and analysis
- Accelerated approval through compliance with NHS and Treasury standards
- Improved alignment of projects with organisational strategy and patient outcomes
- Reduced financial and operational risk through thorough options evaluation
- Greater stakeholder confidence via transparent, data-driven recommendations
- Enhanced value for money and return on healthcare investments
- Streamlined governance and assurance with clear, audit-ready documentation
- Increased project success through structured business case methodology
- Strengthened accountability and clarity in decision-making process
- Time and resource savings from efficient, repeatable delivery approach

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Healthcare Systems Digital Optimisation

Service Description

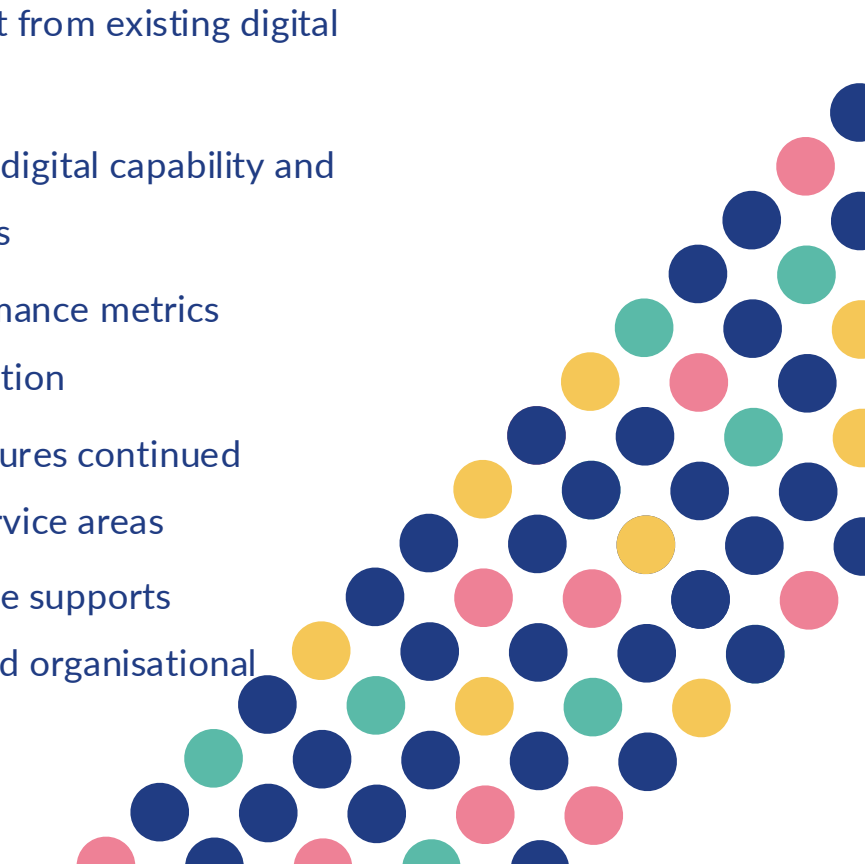
Penpole optimises clinical and administrative systems to ensure efficient, compliant, user-centred healthcare delivery. Our expertise spans Oracle Health (Cerner), EPIC, MEDITECH, CareFlow, Rio, SystemOne, BadgerNet, Allscripts, EMIS, IMS Maxims, InterSystems TrackCare, Nervecentre, Clinisys LIMS, Clinisys ICE, and Magentus LIMS systems across acute, community, mental health, and primary care settings.

Service Features

- Comprehensive optimisation of clinical, administrative, and patient information systems
- Expertise across Oracle, System C, Rio, Clinisys
- Focus on improving usability, efficiency, and system performance metrics
- Data-driven assessments identifying functionality gaps and workflow efficiencies
- Stakeholder engagement to align system capability with operational requirements
- Configuration reviews ensuring compliance with NHS digital and data standards
- Performance monitoring dashboards deliver actionable intelligence for continual improvements
- Vendor-neutral consultancy ensures impartial recommendations and sustainable system enhancements
- Experienced consultants deliver structured optimisation roadmaps aligned to organisational strategy

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Service Benefits

- Improved clinical outcomes through streamlined workflows and reduced administrative burden
 - Enhanced data quality supporting accurate reporting and evidence-based decision-making
 - Optimised systems improve clinician satisfaction and overall user adoption rates
 - Reduced operational risk through compliance with national healthcare standards
 - Increased patient safety by ensuring accurate, timely, and accessible information
 - Greater return on investment from existing digital infrastructure and systems
 - Stronger alignment between digital capability and strategic healthcare objectives
 - Real-time visibility of performance metrics enables proactive issue resolution
 - Customised optimisation ensures continued fitness-for-purpose across service areas
 - Ongoing improvement culture supports sustainable transformation and organisational resilience
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ISO 27001 Consultancy Services

Service Description

This service provides certified expertise across audit and implementation. Our lead auditor–certified specialists deliver readiness assessments, gap analysis, internal audits, and evidence development, alongside full ISMS design, implementation, and continuous improvement support. We help organisations achieve and maintain ISO 27001 compliance, strengthening security governance across public sector environments.

Service Features

- ISO 27001 readiness assessments
- Gap analysis delivery
- ISMS design and implementation
- NIST framework mapping
- Internal audit delivery
- Lead auditor certified audits
- Risk assessment support
- Evidence preparation
- Continual improvement guidance
- Certification support

Service Benefits

- Faster ISO 27001 certification
- Reduced audit non-conformities
- Improved security governance
- Stronger NIST alignment
- Clear compliance roadmap
- Reduced audit risk
- Improved stakeholder confidence
- Sustainable ISMS operation
- Enhanced organisational resilience
- Demonstrable security assurance



Laboratory Management Information Systems (LIMS) Implementation

Service Description

Penpole delivers implementation, upgrade, and optimisation services for cloud-hosted Laboratory Information Management Systems (LIMS), specialising in Clinisys LIMS across Blood Transfusion, Microbiology, Haematology, Biochemistry, Histopathology, Cytology, Immunology, Virology, Molecular Pathology, POCT and Genomics, with exposure to Magentus LIMS and a focus on laboratory business change, scientist adoption, testing and sign-off.

Service Features

- End-to-end management of clou-hosted Laboratory Information Management Systems
- Expertise across multiple leading LIMS platforms and laboratory environments
- Configurable workflows designed to match laboratory operational requirements precisely
- Data migration and validation ensure integrity between legacy systems
- Projects governed using PRINCE2 and MSP methodologies for assurance
- Comprehensive testing confirms functionality, accuracy, and interoperability before deployment
- Change management supports adoption across technical and clinical teams
- Post-go-live optimisation ensures performance, compliance and satisfaction
- Scalable delivery model supports local laboratories and enterprise programmes
- Integration with clinical, diagnostic, and enterprise systems

Service Benefits

- Improved laboratory efficiency through streamlined digital workflows and automation
 - Enhanced data integrity and traceability across all laboratory processes
 - Faster result turnaround improves clinical decision making and outcomes
 - Reduced manual processes minimise human error and administrative costs
 - Increased compliance with regulatory, accreditation and governance standards
 - Real time reporting provides performance and resource management visibility
 - Future proof infrastructure supports technological and organisational development needs
 - Interoperability enables effective data exchange across healthcare organisations
 - Continuous improvement enhances reliability, value and operational excellence
 - Consistent laboratory performance through standardised configurations and quality assurance
- 

Maternity, Obstetrics & Gynaecology Systems Implementation

Service Description

Penpole delivers expert implementation, upgrade, and integration of maternity, obstetrics, and gynaecology systems, including BadgerNet, Badger Notes, Cerner FetaLink, System C, Epic Stork, ViewPoint, K2 Athena, EuroKing Connect, MEDITECH Expanse, Fukuda Denshi, GE Perinatal, TPP, Servelec, and Allscripts ensuring seamless interoperability, compliance, and continuity of patient care across clinical environments.

Service Features

- Business change approach drives user adoption and sustainable digital transformation
- Proven methodology delivering complex maternity and neonatal system implementations successfully
- Projects governed under PRINCE2 and MSP to assure delivery outcomes
- End-to-end implementation service from planning through transition and optimisation phases
- Training and adoption frameworks ensure confident user uptake organisation-wide
- Data migration services maintain integrity across legacy and new platforms
- Comprehensive testing validates performance, reliability and interoperability before deployment
- Managed cutover processes ensure safe transition to live clinical operations
- Advanced analytics implementation enhances reporting, insight and evidence-based decision-making
- Integration services deliver seamless interoperability across systems and care pathways

Service Benefits

- High user adoption achieved through embedded change management processes
- Implementation tailored to each organisation's culture, priorities and requirements
- Vendor-neutral delivery ensures optimal technology alignment and interoperability success
- Early risk detection minimises disruption and improves implementation certainty
- Transparent governance enables clear milestones, scope, and stakeholder confidence
- Active engagement empowers users and builds ownership from inception
- Minimal service disruption achieved during migration and go-live execution.
- Continuous improvement driven by structured feedback and performance monitoring
- Real-time reporting enables data-driven decision-making and progress visibility
- Management reporting improves forecasting accuracy and strengthens governance control

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NHS Chief Information Security Officer as a Service (CISOaaS)

Service Description

This service provides dedicated senior cyber leadership tailored to NHS environments. We bring deep knowledge of NHS DSPT, clinical safety, data protection, and ICS requirements, delivering strategy, risk management, assurance, and incident response to strengthen resilience and protect patient data across complex health systems.

Service Features

- NHS-focused security leadership
- CAF2 and DSPT alignment
- Clinical safety integration
- NIST-based risk management
- ISO 27001 alignment support
- Incident response coordination
- ICS cyber assurance
- Governance framework oversight
- Policy and standards management
- NHS regulatory engagement

Service Benefits

- Improved DSPT compliance
- Stronger CAF2 assurance
- Reduced patient data risk
- Improved NHS cyber resilience
- Clear security accountability
- Better incident preparedness
- Enhanced regulatory confidence
- Protected clinical services
- Consistent ICS security approach
- Trusted NHS-aligned delivery

PAS & Specialty Operational Healthcare Systems Implementation

Service Description

Penpole delivers implementation, upgrade, and optimisation of cloud-hosted healthcare information systems including EPR, PAS, EMIS Web, Medicines Management, ePMA, Patient Administration, eReferrals, RTT Pathway Management, Admissions, Discharges and Transfers (ADT), Clinical Coding, Bed Management, Theatres Scheduling, and Emergency Department systems, with full support for bi-directional HL7 and FHIR interoperability standards.

Service Features

- Supports HL7 and FHIR interoperability for seamless data exchange
- Implements cloud-hosted EPR, PAS and EMIS Web solutions
- Optimises ePMA and Medicines Management for improved clinical workflows
- Delivers system upgrades with minimal downtime and operational disruption
- Integrates ADT, bed management, and theatre scheduling workflows
- Configures RTT pathways ensuring accurate treatment milestone tracking
- Deploys emergency department systems supporting real-time clinical visibility
- Enhances clinical coding processes improving accuracy and audit readiness
- Provides comprehensive patient administration functions across care settings
- Enables scalable cloud implementations adaptable to organisational needs

Service Benefits

- Improves patient flow visibility enabling faster operational decision making
- Enhances data accuracy supporting safer, more reliable clinical decisions
- Reduces administrative burden by streamlining core clinical workflows
- Increases system reliability through optimised cloud-hosted performance frameworks
- Strengthens interoperability enabling consistent data sharing across organisations
- Boosts staff productivity through intuitive workflow-centred system configuration
- Accelerates deployment timelines delivering quicker transformation value
- Supports regulatory compliance through accurate, standardised clinical documentation
- Enhances user experience with configurations aligned to real practice
- Reduces implementation risk through expert-led planning and governance

UKGDPR Compliance Consultancy

Service Description

Penpole's UK GDPR Compliance Consultancy provides expert support for GDPR implementation, readiness, and audit. We deliver gap analyses, compliance roadmaps, policy development, evidence preparation, and internal audit services. Organisations gain clear, practical guidance to achieve and maintain GDPR compliance, strengthen data protection governance, and meet public sector regulatory expectations.

Service Features

- GDPR readiness assessments
- Compliance gap analysis
- Implementation planning
- Policy framework development
- ISO 27701 & ISO 27001 alignment support
- Internal compliance audits
- Risk-based advice
- Evidence preparation
- Remediation planning
- Assurance reporting

Service Benefits

- Improved GDPR compliance
- Reduced regulatory risk
- Improved audit readiness
- Clear compliance roadmap
- Stronger ISO 27701 & ISO 27001 alignment
- Increased regulatory confidence
- Reduced enforcement likelihood
- Improved accountability
- Demonstrable compliance outcomes
- Consistent governance approach

Virtual Chief Information Security Officer as a Service (vCISOaaS)

Service Description

Penpole's UK GDPR Compliance Consultancy provides expert support for GDPR implementation, readiness, and audit. We deliver gap analyses, compliance roadmaps, policy development, evidence preparation, and internal audit services. Organisations gain clear, practical guidance to achieve and maintain GDPR compliance, strengthen data protection governance, and meet public sector regulatory expectations.

Service Features

- Flexible cyber security leadership
- ISO 27001 advisory support
- NIST-aligned security frameworks
- CAF2 maturity assessments
- DSPT compliance guidance
- PCI DSS advisory input
- DORA preparedness support
- Policy development assistance
- Assurance and reporting
- Security roadmap planning

Service Benefits

- Access to senior expertise
- Improved ISO 27001 readiness
- Reduced NIST control gaps
- Stronger CAF alignment
- Improved DSPT outcomes
- Flexible compliance support
- Reduced cyber risk
- Scalable leadership model
- Better security planning
- Enhanced cyber resilience

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Virtual Data Protection Officer as a Service (vDPOaaS)

Service Description

Penpole's Virtual Data Protection Officer as a Service (vDPOaaS) delivers flexible, certified data protection expertise on demand. We provide UKGDPR and data protection compliance support, policy development, DPIAs, breach guidance, training, and continuous oversight. Organisations gain assured, independent governance that strengthens privacy, reduces risk, and meets public sector regulatory requirements.

Service Features

- Flexible certified DPO support
- GDPR advisory services
- DPIA and risk support
- ISO 27701 & ISO 27001 privacy alignment
- Breach response guidance
- Policy development support
- Training support
- Compliance monitoring
- Regulatory advice
- Issue-based engagement

Service Benefits

- Proportionate GDPR oversight
- Reduced data protection risk
- Improved ISO 27701 & ISO 27001 alignment
- Flexible service delivery
- Reduced operational cost
- On-demand expertise
- Improved privacy governance
- Faster issue resolution
- Scalable compliance support
- Increased regulatory confidence