



IT Service Management (ITSM) and Service Desk Operating Model Development

1. Service Description

Hunter Healthcare designs ITSM and service desk operating models for NHS, public sector and private healthcare. We optimise processes, reshape support structures, implement ITIL-aligned workflows and modern tooling. Our specialists strengthen service performance, incident response, governance and user experience through scalable, efficient and resilient service management capabilities.

2. About Us

Hunter Healthcare offers a bespoke consultancy practice that works with organisations who are looking to improve efficiencies, develop and enable strategies, become market leaders, or who are experiencing performance failure. Our experts have built a reputation within healthcare consultancy that spans decades and have driven programmes in some of the country's largest healthcare bodies.

Our philosophy centres on our consultants' detailed understanding of how organisations function on a day-to-day basis, and their ability to work together with staff from board to business users. In today's austere climate, the 'low-hanging fruit' in terms of cost savings have generally already been achieved, so further reductions and improvements have to be driven by transformational change and sustainable performance optimisation. We understand the growing pressures on organisations in the public sector and how technological transformation through the adoption of cloud services, advanced data management and interoperability can enable some of the efficiencies that need to be achieved. Our aim is to enable organisations to deliver digital change, be it small or large-scale, to achieve their operational and strategic goals.

3. Our Consultants

The scale of the projects and the speed at which they need to be delivered often requires highly specialised resources available at very short notice. As such, organisations in the public sector require a responsive consultancy partner that can deploy resources quickly. Hunter has built an enviable track record of doing just this.

Our Digital and Informatics practice is a clear break from the incumbent transactional model of digital consultancy and delivery, where the crowded landscape sacrifices the level of service in favour of a "quick win" or short-term fix. We have built an exceptional network of individuals with a proven track record of success in the delivery of digital transformation, cloud service implementation, migration and support. With quality of delivery and cost under ever-increasing scrutiny, we are passionate about ensuring our services provide value for money. Our consultants will typically have worked across a number of similar healthcare and will understand the unique challenges of your organisation.

Our team will engage with all stakeholders at board and senior management levels to achieve widespread buy-in and maintain clear communication channels. Our experience shows that IT implementations have to be driven as business change and transformation, from within, if it is to be sustainable; the knowledge transfer required happens best when the changes are owned by those who live them on a daily basis.

4. Ordering our Service

We aim to make it as quick and easy as possible to order our service. After determining that our service appears to meet your needs, you should contact us either by telephone or email to discuss your requirements. From this we will be able to confirm whether we can support you and scope out the work package, agreeing the numbers and levels of resources required to provide the appropriate support service. You can then supply us with the appropriate G-Cloud order form,



or if preferred we can help draft this although you will need to confirm that it meets your needs. After providing us with a signed order form, we will return a countersigned version and arrange service commencement as soon as possible.

5. Service Commencement

Following commencement of the contract by both parties signing the order form, we will identify and deploy a team of specialists to provide the support service, working either on site, remotely or in a hybrid fashion as required. We will aim to appoint an assignment lead who will confirm the scope and deliverables with your team and oversee the delivery by us.

6. Service Termination

We will aim to agree an expected term for the engagement on the order form to allow us to commit our resources. We will be flexible and if your requirements change during the engagement, we will endeavour to adjust our team as required. Similarly, if you wish to terminate the engagement earlier than expected, we will aim to do so as quickly as possible. Whilst our terms are for 10 working days' notice for early termination for convenience, we will aim to accommodate any shorter period if possible.

7. Constraints

Whilst typically support teams range from 1 to 5 resources, we can accommodate requests for larger support services if required at relatively short notice. We work with a wide pool of experienced associate consultants and can deploy specialist teams at all experience levels as required.

8. Your Responsibilities

Whilst we will take full ownership of our service delivery, we work in conjunction with your team to ensure satisfactory delivery. We will expect you to provide us with appropriate liaison points within your team to agree plans, facilitate meetings or information from your organisation and sign off our work as required. If we are working on site, we will expect you to provide us with suitable office space and facilities. We will expect you to provide any required logins, permissions and where appropriate equipment to access your IT systems to deliver the service. In the event that we are required to deploy security cleared resources, you will hold clearances for any of our team members with existing clearances and sponsor any new clearances required.