



Thalamos

THALAMOS CONSULTING

Service Definition Document

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Table of Contents

1.0 ABOUT THALAMOS	3
1.1 Overview	3
1.2 Accreditations	3
2.0 CONSULTANCY SERVICE.....	3
2.1 Process Mapping and Cross-System Workflow Design	3
2.2 Operational and Analytical Insights & Business Intelligence	4
2.3 Interoperability and Technical Consultancy.....	4
2.4 Discovery and Pre-Programme Support	4
2.5 Programme and Delivery Management	4
2.6 Training and Capability Enablement.....	4
2.7 Change Management	5
2.8 Business Transformation	5
2.9 Delivery Assurance	5
3.0 BENEFITS	5
4.0 SERVICE TERMS	6
5.0 PRICING	6
6.0 CONTACT	6

1.0 ABOUT THALAMOS

1.1 Overview

Thalamos is a digital health company with deep experience improving mental health crisis care by streamlining and digitising essential mental health workflows. Our expertise lies in providing cross organisational workflow tools to better support frontline professionals in providing care and treatment, whilst highlighting high quality pathway data to enable targeted care improvements.

We operate at the intersection of technology, information governance, and service delivery, helping organisations modernise complex, high-risk processes while maintaining legal, clinical, and operational integrity. Our consultancy services are structured to complement our platform capabilities, providing practical, standards-aligned support that enables organisations to adopt digital change safely, consistently, and at pace. Thalamos is also able to provide wider digital technology consultancy to support other digital or technical projects.

For information regarding our flagship product suite Thalamos Platform please see the [Thalamos Platform G-Cloud 15 Service Page](#).

1.2 Accreditations

- ISO/IEC 27001:2022
- Cyber Essentials Plus
- NHS DSP Toolkit Standards Exceeded
- NHS Digital Technology Assessment Criteria
- OWASP Secure Coding & NIST Cybersecurity Framework Alignment
- Independent Penetration Testing (CHECK/CREST)

2.0 CONSULTANCY SERVICE

Thalamos Consulting offers public and private sector organisations support to explore, pilot, implement, and optimise inter-organisational digital working. It is tailored for public-sector organisations who face navigating complex, multi-stakeholder environments where delivery necessitates alignment across organisations, teams, and governance structures. Whilst we primarily support eMHA implementation, we extend the same approach to wider digital and technology projects and programmes specialising in inter-organisational workflows, reporting, and challenges.

2.1 Process Mapping and Cross-System Digital and Technology Design

Process mapping across regions to understand, design, and enable cross-organisational workflows and technology. Thalamos works with commissioners and delivery partners to map current-state and future-state processes spanning multiple organisations, settings, and professional groups. This supports the digitisation of complex, multi-agency workflows while ensuring joined-up auditability, robust data governance, clear accountability, and safe, legally compliant handovers across organisational boundaries.

2.2 Operational and Analytical Insights & Business Intelligence

Provision of operational and strategic insight capability to enable services to monitor real-time operational status and longer-term trends. This includes the design and configuration of dashboards, reporting frameworks, and performance indicators to support operational oversight, executive decision-making and regulatory reporting. Insights are aligned to service objectives, system performance, and transformation outcomes, enabling data-led improvement at local, system and regional levels.

2.3 Interoperability and Technical Consultancy

Interoperability and technical consultancy to support integration with systems and tooling used across health, social care, policing, and wider public sector environments. This includes alignment with NHS interoperability standards, API-first architectural principles, and modern integration patterns. Thalamos supports integration discovery, options appraisal, and delivery planning, including the responsible application of automation and AI-enabled capabilities where appropriate, ensuring solutions are scalable, standards-compliant, and future-proofed.

2.4 Discovery and Pre-Programme Support

Discovery-stage support to help organisations understand needs, opportunities, and targeted benefits ahead of programme initiation. This includes stakeholder engagement, current-state assessment, problem definition, options appraisals, and development of evidence-based business cases aligned to strategic, operational, and financial objectives.

2.5 Programme and Delivery Management

Programme and delivery management support through a proven, standardised PRINCE2-aligned approach. This includes programme governance, dependency management, risk and issue management, process mapping, change impact assessment, benefits realisation and reporting, and transition into business-as-usual (BAU). Support is tailored to client maturity and capacity, enabling assured delivery across complex, multi-organisation environments.

2.6 Training and Capability Enablement

Training services to support hybrid training wraparounds and sustainable capability development. This includes training needs analysis, sole-based learning pathways, and blended delivery models. Thalamos can deliver e-learning modules, facilitated webinar sessions, and on-site engagement to support initial implementation, adoption, and ongoing optimisation.

2.7 Change Management

Structured change management support to drive adoption, embed new ways of working, and realise intended benefits. This includes stakeholder mapping, communications planning, behavioural change interventions, readiness assessments, and alignment with organisational culture and operating models to minimise delivery risk and maximise uptake.

2.8 Business Transformation

End-to-end business transformation support focused on redesigning processes, operating models, and governance arrangements to enable sustainable improvement. Thalamos works with organisations to translate policy and strategic intent into executable change, ensuring technology, people, and process are aligned to deliver measurable outcomes.

2.9 Delivery Assurance

Independent delivery assurance to provide confidence to senior responsible owners (SROs), boards and commissioners, this includes health checks, milestone assurance, risk review, and benefits tracking, ensuring programmes remain on track, deliver value for money, and achieve their intended outcomes in line with public sector best practice.

3.0 BENEFITS

Depending on consultancy services required:

- Improved cross-organisation coordination
- Faster and more informed decision-making via dashboards and reporting
- Reduced delivery risk for complex programmes
- Stronger data governance and accountability
- Greater interoperability and system integration
- Accelerated and more targeted business transformation
- Increased adoption and sustainable change
- Better value for money and return on investment
- Enhanced confidence for senior stakeholders

4.0 SERVICE TERMS

For service terms please refer to the “Terms and Conditions” document on the Thalamos Consulting Service webpage.

5.0 PRICING

For pricing information please refer to our G-Cloud 15 Thalamos Standard Rate Card.

6.0 CONTACT

If you wish to discuss your requirements, please email hello@thamos.co.uk to arrange a scoping call.