Akeso

G-CLOUD 15

Service Definitions Document

Framework reference: RM1557.15

Jan 2026



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1 Overview

Akeso are an independent and specialist healthcare and life science management consultancy, delivering meaningful and sustainable improvement through our Consulting and DDaT offerings.



We are one of the UK's leading healthcare professional services organisations, our ongoing investment in people, processes and technology ensures we remain at the forefront of healthcare consultancy and analytics, consistently setting new standards for excellence and impact.

Together with our clients we deliver tangible, measurable and sustainable benefits in healthcare that contribute to improvements in patient outcomes. We help our clients achieve their goals through consulting, analytics and managed service support, using a combination of unrivalled experience and robust analytics.

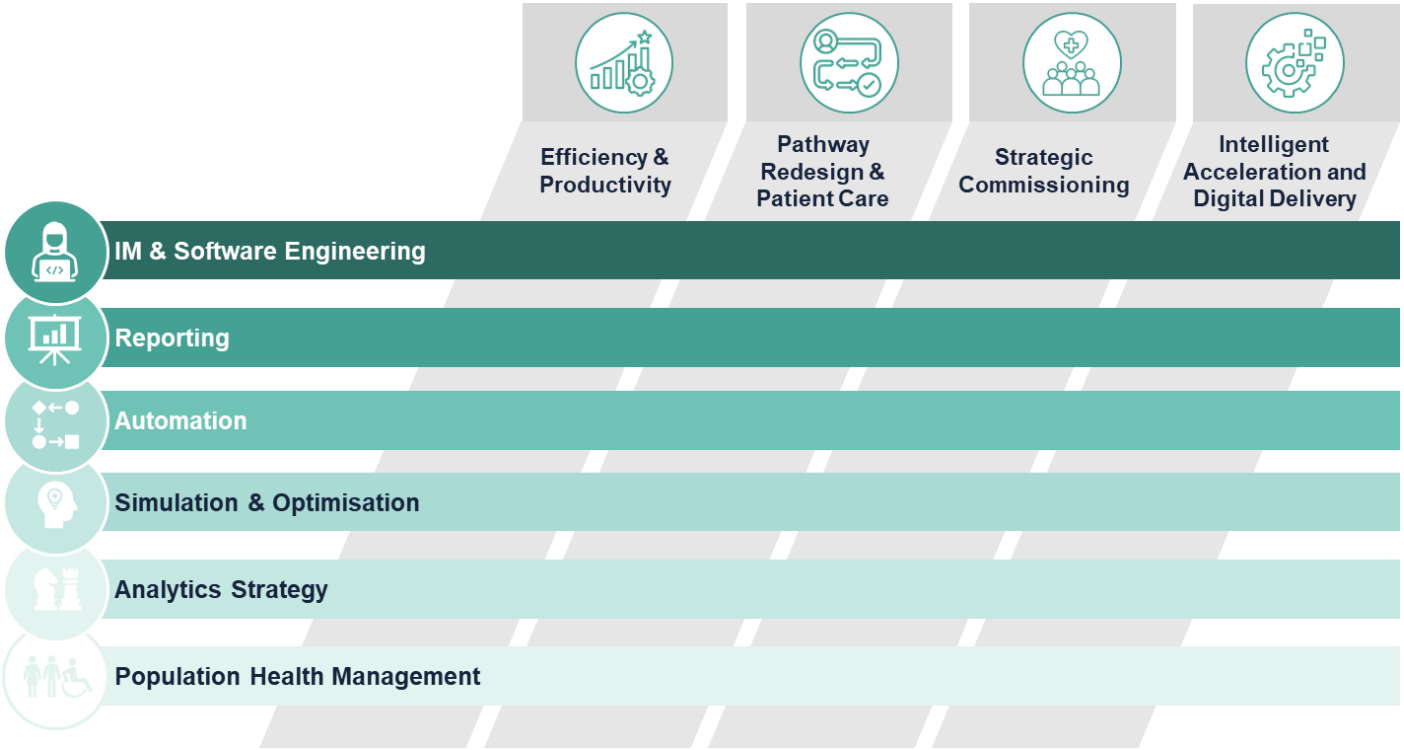
We make analytical recommendations to designing, building and implementing interactive toolsets, that provide insights for identifying, implementing and sustaining value delivery. Our work is always grounded in robust analysis, but we can take this further by working with our clients to derive new perspectives from operational data that is often untapped.

We have successfully delivered projects with leading health and care providers. Our clients include 75+ NHS Trusts, 12 ICBs, central government and arm's length bodies, 4 of 7 Welsh Health boards and multiple medical technology and life science organisations, the UK Department of Health, 3 of the 6 major Private Hospital Groups and multinational healthcare providers.

We are proud members of the Management Consultancy Association and are committed to the standards of MCA Consulting Excellence. We were recognised as a leading consultancy in the healthcare and life sciences sector by the Financial Times and are a Crown Commercial Services supplier. Our business processes are accredited to ISO 9001, ISO 27001, ISO14001 and Cyber Essentials standards.

2 DDaT Themes and Analytical Competencies

Akeso DDaT is focussed on providing high-value outputs for clients across Digital, Data and Technology, supporting organisations with transitioning to a digitally enabled future, informed clinical and operational decision-making and providing and implementing partner-led technologic solutions to support organisations with an Akeso Consulting wrap-around. DDaT contains four key themes which summarise the work we carry out in this space. Our core Analytics offerings support and underpin our DDaT themes delivered through 6 core competencies.



3 Analytics Capabilities

Akeso's robust and comprehensive analytics capabilities seamlessly aligning with our six Core Competencies to deliver unparalleled insights to our clients.

Through advanced data analysis and data visualisation techniques and technology, **we empower our clients with actionable intelligence** that drives informed decision-making fostering strategic growth and process optimisation across any domain within healthcare and life sciences sectors.

Our analytics capabilities are rooted in a comprehensive framework built upon the principles of descriptive, predictive, and prescriptive statistics.

- **Descriptive statistics** unveil historical trends and patterns, providing visibility of the past and current state of the service.
- **Predictive statistics** utilise advanced modelling techniques to forecast potential outcomes, shedding light on what may happen in the future.
- **Prescriptive statistics** provide actionable recommendations, guiding decision-making to achieve desired goals.

Our competencies serve as the cornerstone for our Cloud Hosting and Software Service offerings.



4 Our Service Offerings

Summary

Akeso provides MetiSense: Decision Support Tool under G-Cloud: Software as a Service lot powered by our insightful advanced analytics methods and underpinned by our core competencies and capabilities.

Lot 2b: Software as a Service	
MetiSense Decision Support Tool	
- Description -	• Data-driven decision support tool, providing forecasts and predictions to assist in business and clinical decision • Semi-automation of high-volume, complex decisions • Flexible tool • Can be run for one-off decisions or on a continuous basis
- Benefits -	✓ Patient triaging and pathway management ✓ Greater efficiency and scale in decision making ✓ Works well with messy, imperfect data ✓ Quick deployment

Lot 2b: MetiSense Decision Support Tool

Description

Akeso provides a machine-learning powered decision support tool to provide fast, accurate and automated predictions based on a decision point.

Centred around a powerful Machine Learning-model called XGBoost, the solution offers both one-time and continuous predictive support.

The power of the MetiSense is how it can be applied across many individual use cases and can handle lower quality data to still provide high-quality results where other machine learning models may fail.

Following the operation of the XGBoost model, analysis of various outcomes (e.g. length of stay, readmission rates) to compare the value in the decision point and if it is beneficial.

Supporting graphics on outcomes can be built using visualisation tools to demonstrate benefit and value. We can run the analysis, and provide the visualisations as outputs.

Benefits

- Tool can ingest large amounts of complex data and learn patterns to support predictions-making
- Operates effectively with messy data and mixed data types (clinical, operational, financial etc.)
- Quickly provides highly accurate insights and support decision making, without long development
- Self-iterates to provide a more accurate prediction, outperforming most other models in accuracy, and can also be deployed iteratively to continuously provide benefit
- Can be deployed a wide range of use cases, anywhere where a decision is required, with ease

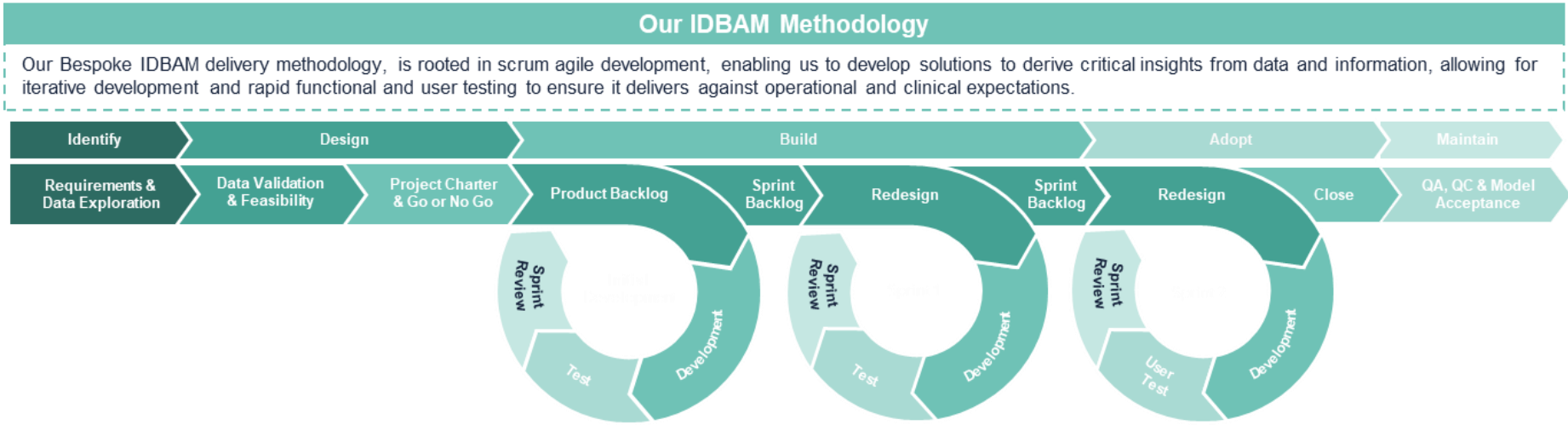
Technical Requirements

- Data are stored in a structured database
- Data are accessible through our secure Azure server
- Python license required on client system

5 Our Delivery Methodologies

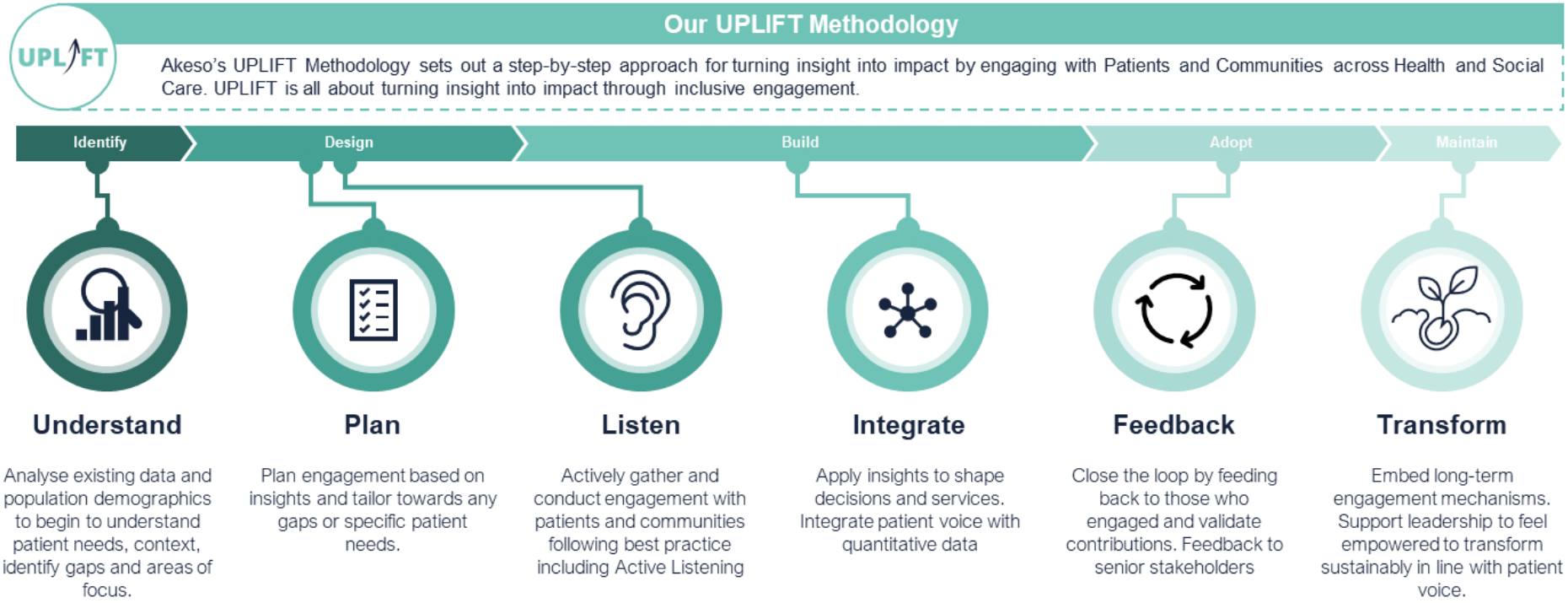
IDBAM Methodology

Akeso Analytics Service Offerings are underpinned by a bespoke IDBAM delivery methodology rooted in scrum agile development.



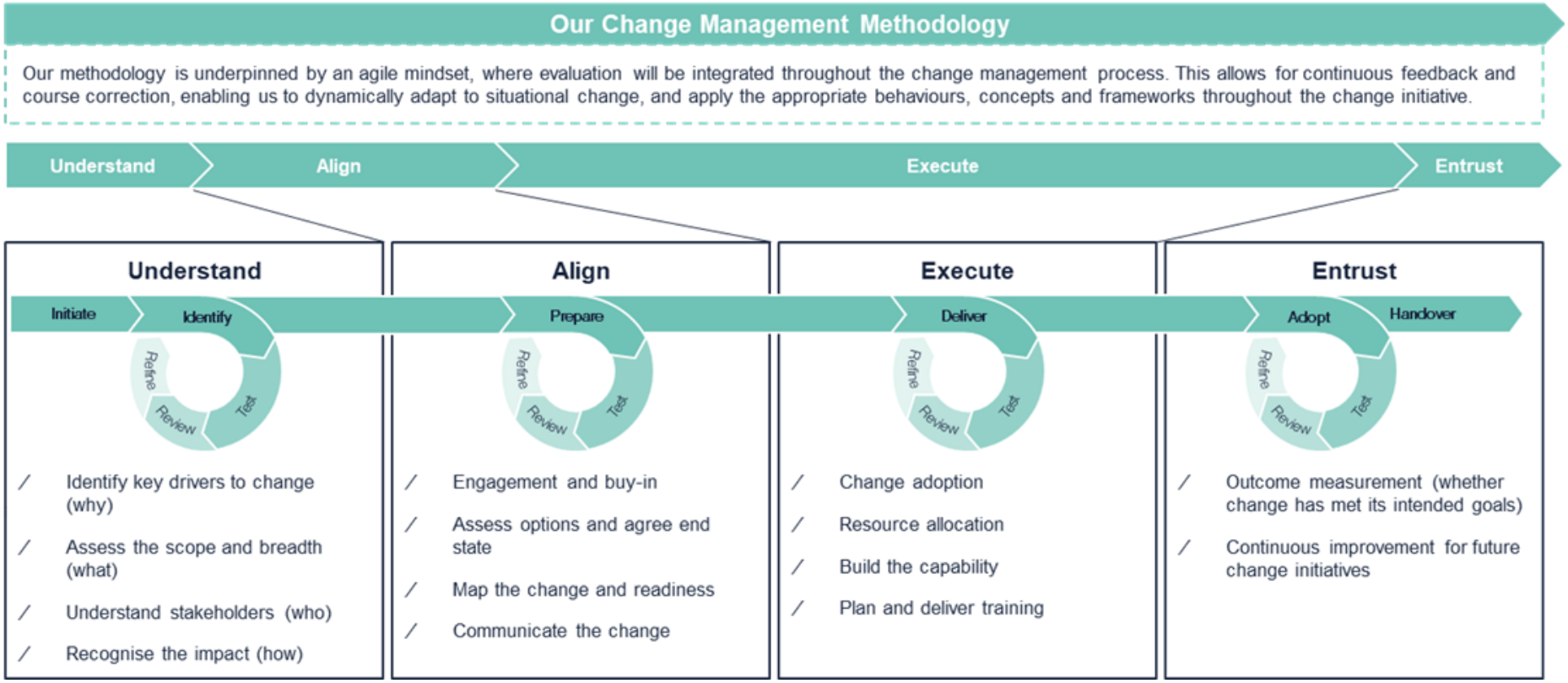
Although IDBAM is our core delivery methodology, we pride ourselves on flexible working approach, meaning that we can tailor our delivery methodology to the individual needs of the client and the project. Some other delivery methodologies that we can offer include **LEAN Agile, PRINCE2 Agile, LEAN, PRINCE2, and Waterfall**. In line with our values, we will seek to work collaboratively with the client to understand the client's problems and preferred ways of working to identify the most suitable delivery approach for implementation of the designed solution.

UPLIFT Methodology



Our engagement with stakeholders will be underpinned by the **UPLIFT methodology**; a structured, person-centred approach that empowers individuals to share barriers, motivations and challenges as well as co-create the Theory of Change. Our UPLIFT Methodology is not only evidence-based, but it also aligns to NHS guidance and best practice for workforce and system engagement and designed with inclusivity as a core principle.

Change Management Methodology



Although the core of our engagement is centred around conversational engagement and mapping, the approach is supported by Akeso's **Change Management framework**, which ensures that all engagement is conducted intelligently, empathetically and with minimal operational disruption. It aligns leaders early, minimises disruption, and ultimately embeds new ways of working through clear communication and agile iteration throughout.

6 Additional Information

Our Team

Akeso take time to understand our clients' requirements to identify the best team to deliver the solution. We have a wide variety of skills and capabilities, and we ensure we deliver a blended team combining technical skills with operational and clinical expertise.

Our Onboarding and Off-boarding Process

Every engagement is unique, but we have robust processes in place that bring our experts onboard quickly and effectively without significant disruption to the day-to-day delivery of the services our clients provide. As part of our IDBAM methodology, we have a "Maintain" phase that is focused on ensuring a smooth transition of solutions from our control (where necessary) to the clients. This is done in a respectful way that is supportive of upskilling, where appropriate, and aims at enabling the sustainable delivery of the solution. We also complete all off-boarding with a model acceptance letter.

Project Governance

We develop our solutions through the combination of our robust delivery methodologies outlined above, which work in tandem for a successful outcome. These approaches are underscored by a layered governance model which is proportionate, efficient and without unnecessary administrative burden.

Scrum Agile methodology means an upfront due diligence assessment of the data against the requirements set out in the arrangement letter and assess each requirement for its feasibility. This assessment is documented in the form of a project charter, enabling an agile discussion on development features, and prioritisations. Once the project charter has been agreed and signed off by both parties, we create our product backlog, which then gets divided into sprint cycles.

On the project, our delivery team will remain focused on user goals through regular alignment sessions with Senior Responsible Owners which can also raise and mitigate any potential risks, they will also be supported by light-touch QA oversight from senior partners.

Ordering and Invoicing

Akeso is an experienced framework contractor, therefore orders via the G-Cloud framework will be assessed using the same process as orders through our many other Government frameworks. This will involve discussion of requirements and scope of work, agreement and completion of a Call Off contract/arrangement letter, and submission of a Purchase Order. We will then set up a project kick-off workshop that is convenient for all.

Akeso will invoice clients based on an agreed schedule. All invoices will be payable within 30 days.

Customer Responsibilities

For any given engagement, we will identify dependencies (e.g. access to key stakeholders, inputs to critical review processes, etc.) and agree these in the kick-off workshop.

Who To Contact

We have a dynamic team of high caliber professionals with a wealth of experience across the health sector and beyond.



Our London office

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Please get in touch

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