

e18

Innovation

a Digital Workforce Company



Service Overview Document

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1) e18 Programme Support Services

1.1 Basic

Our basic service package provides essential guidance to help organisations launch an automation capability safely, with access to shared NHS learnings.

What's included:

- **Programme Onboarding:** establish programme scope, roles & responsibilities, and support requirements.
- **Quarterly Programme Reviews:** attend quarterly programme review meetings hosted by our Customer Success team and receive a high-level, forward-looking recommendations summary following each meeting.
- **Access to Community & Shared Learning:** receive basic access to the online e18 automation community for up to 5 members of your organisation.
- **Reference Materials & Guidance:** access our standard governance and benefits realisation templates, and receive tailored advice on training materials/modules to develop your internal automation capability.

Price = £9,995 + VAT per annum

1.2 Growth

Our growth service package is designed for organisations looking to actively grow their automation programme, moving beyond foundational activity to identify, prioritise, and embed transformational automations that deliver meaningful operational and financial impact.

Includes all Basic services, plus:

- **Transformational Process Identification:** five structured 'Process Discovery Workshops' per annum – hosted by our NHS transformation experts – focused on identifying high-impact automation opportunities.
- **Access to our NHS Automation Process Library:** receive upgraded access to our online community for an unlimited number of users, which includes an NHS process library of over 350 live automations.
- **Team Setup & Automation Governance:** work in partnership with us to create or grow an in-house automation capability, and embed rigorous governance that enables process prioritisation aligned to strategic objectives.
- **Automation Maturity Assessment:** undertake a formal annual assessment of your automation maturity vs peer organisations to identify strengths, weaknesses, and areas of opportunity.
- **External Funding Support:** receive exclusive information on identified regional and national funding opportunities and leverage tailored bid-support to secure funds for your programme.

- **Internal Business Case Advice:** advisory services to develop robust internal business cases, including benefits analysis, ROI modelling, and narrative reviews to obtain executive approval.
- **Automation Technology Guidance:** establish a bespoke framework for determining which automation use cases are best suited to which automation tool.
- **Dedicated Customer Success Lead:** collaborate with e18's in-house automation experts, with monthly programme review meetings and on-demand responses to queries.

Price = £19,995 + VAT per annum

1.3 Transformation

Our transformation support package provides strategic alignment and executive-level engagement for organisations operating automation at scale or embedding it as a core transformation capability.

Includes all Basic and Growth services, plus:

- **Intelligent Automation Health Check:** data-driven annual service reviews of your automation architecture and live automation estate to drive platform and process optimisation.
- **Steering Group Attendance and Executive Reviews:** our automation experts will attend monthly governance meetings and host quarterly strategic reviews with programme SROs and execs.
- **Benefits Realisation Framework:** design and implement a structured benefits tracking approach to evidence ROI and value delivered.
- **Automation Strategy Development:** co-creation of a Trust-aligned automation strategy and multi-year programme roadmap.
- **Pipeline Optimisation:** receive an additional 5 'Process Discovery Workshops' per annum to scale process identification across the organisation.

Price = £29,995 + VAT per annum

2) Continuous Implementation Services

Specialist support services are available as modular packages alongside any support tier.

2.1 Continuous Analyst Support

Provides time-based analyst services to support:

- **Process Deep-Dives:** detailed assessments of end-to-end processes to identify automation suitability, complexity, and value.
- **Solution Design:** clear definition of automation scope, assumptions, and process boundaries to inform delivery.

- **PDD creation:** creation of structured Process Definition Documents to support accurate and efficient automation delivery.

Price = £1062.50 + VAT per day

Minimum commitment: 2 days per month

2.2 Continuous Developer Oversight

Provides time-based developer services to support:

- **Best Practice Guidance:** advice on automation standards, design principles, and development approaches aligned to best practice.
- **Developer Mentorship:** mentoring for in-house developers to build their capability and consistency.
- **Delivery Oversight:** independent technical oversight to support delivery quality.
- **Code Reviews and Quality Assurance:** structured automation reviews to ensure quality, maintainability, and adherence to development standards ahead of go-live.

Price = £1062.50 + VAT per day

Minimum commitment: 2 days per month

2.3 Continuous Automation Delivery

Provides time-based automation delivery services to carry out:

- **Automation Build and Testing:** design, development, and testing of automation solutions.
- **Controlled Deployment:** management of go-live activities, including hyper-care support, to move automations safely and effectively into live operation.
- **Enhancements and Rework of Existing Automations:** optimisation and remediation of existing automations to improve performance, address defects, or reflect process changes.

Price = £1062.50 + VAT per day

Minimum commitment: 4 days per month

3) Project Based Automation Services

Project-Based Automation Services provide standalone consultancy and delivery services and are priced according to project scope.

Price (onshore) = £1,062.50 + VAT per day

Price (nearshore) = £650 + VAT per day

4) Automation Maintenance Services

4.1 RPA Run Management Service: an SLA-based service to ensure the business continuity of RPA solutions deployed to the Outsmart platform. This service consists of the run-time maintenance of specified automations.

Process Priority	Resolution	Annual Price Per Automation
P1	<2h (24/7)	£21,600
P2	<12h (Weekdays)	£7,200
P3	<24h (Weekdays)	£4,800

4.2 BPA Solution Management Service: an SLA-based service to ensure the business continuity of BPA solutions deployed to the Outsmart platform. This service has two main elements: i) main user support and ii) solution runtime maintenance. This service does not apply to any attached automation solution (e.g. RPA, IDP etc.)

Process Priority	Resolution	Annual Price Per Automation
P1	<2h (24/7)	£32,400
P2	<2h (Weekdays)	£27,000

4.3 Control Room Monitoring Service: an SLA-based service to ensure the business continuity of automations deployed to cloud-based automation platforms not hosted by e18 Innovation/Digital Workforce. This service consists of the run-time maintenance of specified automations. All processes under this service have a process priority of 'P3'.

Pricing:

- Up to 5 automations = £13,800 + VAT per annum
- 6 – 10 automations = £21,505 + VAT per annum
- Additional automations = £2,070 + VAT per annum

5) Pathway and Operational Analysis Services

Pathway and Operational Analysis Services provide deep, end-to-end exploration of how work flows across clinical pathways or business processes, identifying where automation can deliver the greatest impact and shaping a clear foundation for future automation delivery. Pathway and operational analysis services are priced according to project scope.

Price = £1,062.50 + VAT per day

