



ARCA



Crown
Commercial
Service

G-CLOUD SERVICE LEVEL DEFINITIONS

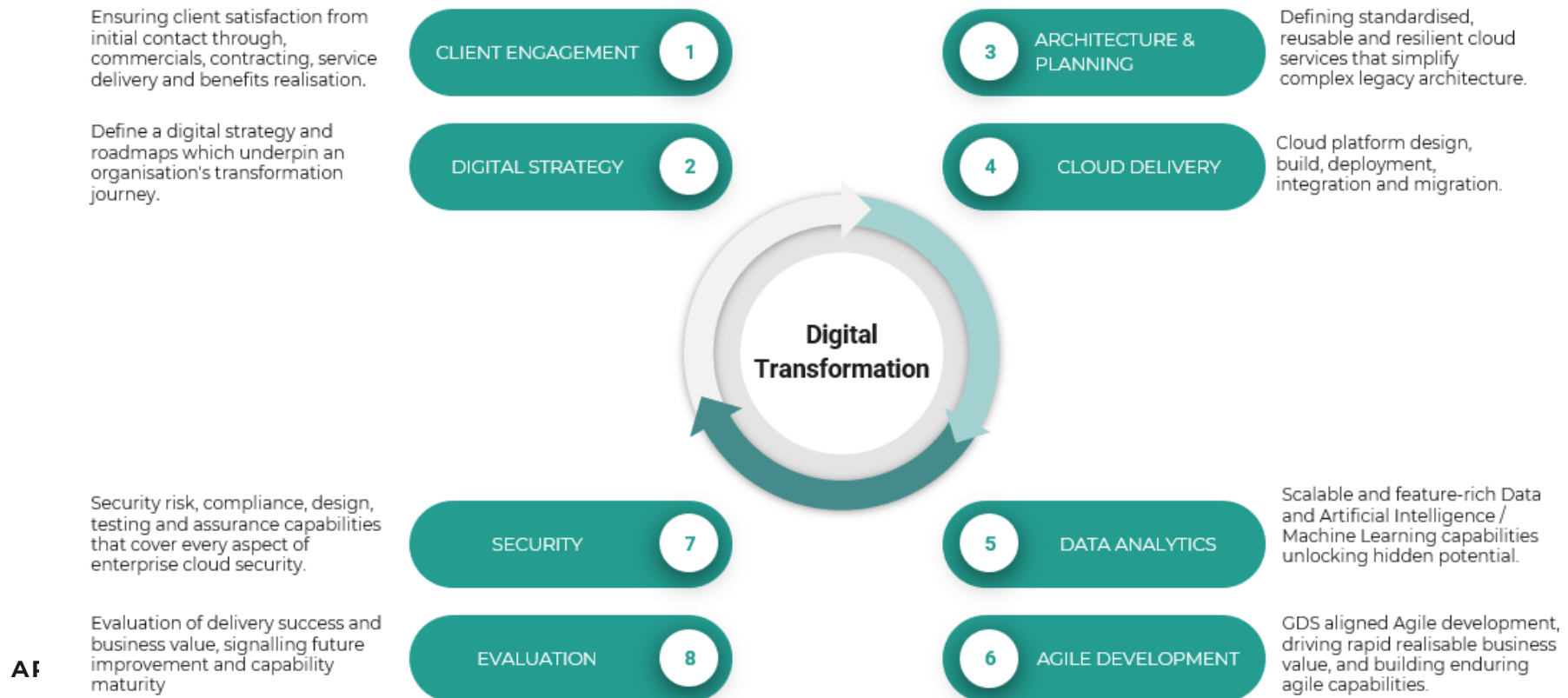
FRAMEWORK REFERENCE: RM1557.15



WHO IS ARCA?

ARCA is a UK-based Professional Consulting Services business operating in the Digital, Cloud & Technology sectors. Our team has supported Public Sector Digital & Cloud Transformation for over two decades and has extensive experience of delivering consulting Services that align to business objectives.

ARCA'S DELIVERY METHODOLOGY





DIGITAL HEALTHCARE CONSULTING SERVICE

ARCA provides a full range of digital healthcare services which supports NHS Health & Social Care organisations through complex Digital & Cloud transformation programmes. Our expert consultants have extensive experience in advising, implementing and assuring Electronic Patient Records (EPR/EHR), Population Health and LIMS/Pathology programmes across the UK.

FEATURES	BENEFITS
• Electronic Patient Record (EPR/EHR) Programme and Project Management delivery • Strategic (SOC), Outline (OBC) and Full business case (FBC) development • Trusted EPR Delivery/Implementation Partner • Procurement, Selection, Contract Negotiation/Review. OJEU or NHS specific Frameworks • Data Migration, Testing, Integration (HL7), Medical Device Rollout/Integration • Change Management, including Clinical Stakeholder Engagement • Deep knowledge of Digital Health suppliers (Epic, Oracle Health, Nervecentre, Meditech, SystmOne, RiO, EMIS) • Population Health (LHCR) Advisory & Implementation expertise • Clinical System deploying expertise - Pathology, Maternity, Theatres • Integrating Healthcare Services using Open-Source tools (FHIR)	• Customer-centred strategic plan and technology roadmaps for digital transformation • Deliver sector leading digital and cloud solutions, transforming NHS organisations • Deliver productivity gains through modern, agile ways of working • Business benefit case development underpinning your digital transformation journey • Strong understanding of NHS culture, processes, challenges and transformation • Expert Change Management for stakeholder buy-in and benefits realisation • Extensive delivery experience of NHS specific projects (EPR/EHR/LHCR) • Collaborative and flexible delivery approach, augmenting your team • Establish and maintain security compliance, controls, services, tooling and governance • Open standards and shared platforms to accelerate transformation / improve services



NEW HOSPITAL PROGRAMME SERVICE

ARCA provides procurement governance and programme support for NHS trusts implementing the New Hospital Programme (Hospital 2.0). We navigate complex digital procurement, vendor selection, and ensure successful implementation of Intelligent Hospital Capabilities (Footprint, Fabric, Flow).

FEATURES	BENEFITS
• New Hospital Programme (NHP) procurement governance and strategy • Intelligent Hospital Capabilities roadmap: Footprint, Fabric, Flow • Digital procurement strategy aligned with NHS national guidance • Healthcare technology procurement: EPR, clinical systems, infrastructure • Clinical system procurement: LIMS pathology, theatres, maternity systems • Vendor evaluation, selection, contract negotiation, relationship management • Multi-trust procurement coordination and shared infrastructure strategy • Technical requirements, procurement specifications, data integration planning • Go-live readiness assessment and implementation planning support • Benefits realisation, programme governance, vendor performance management	• Strategic alignment of digital procurement with NHS objectives • Reduced procurement risk through structured governance and management • Accelerated go-live through coordinated procurement and implementation • Optimised vendor selection delivering clinical effectiveness and cost • Expert guidance on complex NHS procurement and compliance • Successful Hospital 2.0 implementation: Footprint, Fabric, Flow • Integrated healthcare systems ensuring data flows and interoperability • NHS compliance: data security, information governance, clinical safety • Knowledge transfer building sustainable procurement and programme capability • Risk mitigation across procurement, implementation, and ongoing support



GENOMICS DIGITAL HEALTH CONSULTANCY & IMPLEMENTATION SERVICE

ARCA provides genomics digital health consultancy supporting NHS Genomic Medicine Services and Laboratory Hubs. We deliver scalable, interoperable genomics services across order management, LIMS, and integration. We support national programmes spanning genomics LIMS, order management, integration, and assurance, enabling genomics to operate as routine, high-volume diagnostic service aligned to NHS England/DHSC strategy.

FEATURES	BENEFITS
• Genomics programme management for GLHs and national services • SOC, OBC, FBC development for genomics programmes • Genomics LIMS and laboratory system delivery support • National genomics order management implementation and support • Integration: genomics, pathology LIMS, and EPR systems • HL7 and FHIR interoperability for genomics platforms • Genomics workflow mapping across laboratory and clinical pathways • Testing, validation, and assurance for genomics systems • Operational readiness, cutover, and go-live support • Post go-live stabilisation and optimisation support	• Delivered by ex-clinicians and genomics professionals • Reduced delivery risk on complex genomics programmes • Alignment to NHSE genomics strategy and architecture • Improved integration with pathology and clinical systems • Scalable delivery supporting high-volume genomics services • Improved data quality, traceability, and assurance • Minimised disruption to live genomics services • Clearer route to genomics benefits realisation • Improved data quality and reporting confidence • Sustainable capability supporting routine genomics delivery



LIMS & DIGITAL PATHOLOGY CONSULTING AND IMPLEMENTATION SERVICE

LIMS and digital pathology consultancy supporting NHS pathology services to plan, procure, implement and optimise laboratory platforms. ARCA delivers supplier-agnostic support across business cases, procurement, integration, data migration, testing, cutover and go-live, working with CliniSys (WinPath Enterprise), Magentus, Oracle Health / Cerner, Epic, Cirdan, Intersystems, Roche, Leica and Sectra.

FEATURES	BENEFITS
• LIMS programme management for CliniSys, Magentus, Cerner, Epic, Cirdan, Intersystems • Digital pathology delivery using Roche Ventana, Leica Aperio, Sectra • SOC, OBC and FBC development for pathology procurements • Supplier-agnostic selection for LIMS and digital pathology platforms • Integration, data migration, testing and go-live for pathology systems • HL7 and FHIR integration with EPR, PAS, ICE, order communications • Pathology workflow mapping for single-site and networked services • Data migration planning, validation and reconciliation support • Testing, assurance and cutover readiness for pathology programmes • Post go-live stabilisation and optimisation for LIMS platforms	• Reduced LIMS delivery risk through experienced NHS pathology leadership • Improved clinical safety via disciplined testing and assurance • Delivered by ex-clinicians, BMS and laboratory professionals • Minimised BAU disruption during LIMS and pathology go-lives • Faster mobilisation of specialist pathology delivery capability • Stronger supplier outcomes through clear requirements and governance • Better adoption through clinically aligned change management • Clearer benefits realisation for pathology services • Improved data quality and reporting confidence • Sustainable capability supporting routine pathology delivery



DIGITAL DIAGNOSTICS SERVICE

Digital diagnostics consultancy and implementation supporting NHS diagnostic services. ARCA provides programme management, procurement and delivery support for imaging systems (RIS, PACS, VNA), working with Sectra, Philips, GE, Siemens and other enterprise imaging platforms.

FEATURES	BENEFITS
• Imaging programme management for RIS, PACS and VNA platforms • Enterprise imaging delivery using Sectra, Philips, GE, Siemens • SOC, OBC and FBC development for imaging procurement • Supplier-agnostic selection for RIS, PACS and VNA solutions • Integration with EPR, PAS, order communications and reporting • HL7 and FHIR interoperability across imaging ecosystems • Imaging workflow design for multi-site and networked services • Testing, migration and cutover support for imaging platforms • Go-live assurance and early-life stabilisation support • Post implementation optimisation and supplier management support	• Reduced Imaging delivery risk through experienced NHS pathology leadership • Improved service continuity during RIS and PACS go-lives • Delivered by clinicians and imaging professionals • Designed with real-world imaging workflow experience • Better supplier outcomes through structured governance • Stronger integration across imaging and clinical systems • Faster mobilisation of specialist imaging capability • Clearer benefits realisation for diagnostic services • Improved reporting, workflow efficiency and resilience • Sustainable capability supporting routine diagnostic delivery



MEDTECH ADVISORY SERVICE

ARCA provides a range of services that focus on digital transformation to underpin Life Sciences and Medtech organisations innovate, grow and collaborate, covering ideation, Business Planning, Market Access and Pricing, through to Medical Device design, development, implementation and assessment. Our consultants and selected partners have extensive experience in advising, implementing and assuring Digital Innovation, Strategic Partnerships, Regulatory and Compliance from Supply Chain to Commercialisation.

FEATURES	BENEFITS
• Market Assessment to validate ideas and road-test assumptions for emerging technologies and partnership opportunities • Go to Market Strategies to confirm where and how-to-win • Development of Business Models and Cases to secure investment • Underpin talent acquisition to compliment local resources and scale teams • Full end-to-end process from Prototype Development to Real World Evidence (RWE) plans and Commercial Arrangements • Regulation, design standards, cyber, regulatory compliance, including Medical Device determination • Data Science, Machine Learning, and Artificial Intelligence (AI) • Robotics, Simulation (Data Modelling), Automation	• Maximise Digital Health solutions to accelerate innovation and discovery in Life Sciences • Strong understanding of required collaboration between NHS, Data, Innovation, Pharma and MedTech • Business benefit cases development to justify investment and Return on Investment (RoI) • Adoption and adherent to necessary laws, standards and regulatory frameworks • Medtech solutions have a focus on patient-led experience • Collaborative and flexible delivery approach, augmenting your team



DIGITAL STRATEGY SERVICE

ARCA works with clients to define a digital strategy and roadmaps which underpin an organisation's transformation journey. Our strategic approach enables agile, user-centred business change, ensuring the best possible digital outcomes. Our integrated approach to cloud, digital platforms, data, process and organisational capability ensures robust, 'digital by default' public services.

FEATURES	BENEFITS
• Digital Strategy and roadmaps delivered by experienced industry experts • Discovery phase establishing existing services, capabilities, processes and technology landscape • Aligning vision and needs analysis with customer and business outcomes • Mapping of core business capabilities and user / customer journeys • Service needs assessment aligned to organisational goals for digital transformation • Business and Target Operating Model (TOM) selection • Build-Buy assessment and associated Sourcing approach • Business value assessment with baseline data and business outcome projections • Cloud enabled Digital transformation business case development • Ensure business mandate and readiness for change	• Customer-centred strategic plan and technology roadmaps for digital transformation • Business change / readiness planning incorporated • Prioritised list of capabilities that can help drive digital transformation • New product and service ideas / opportunities • Strategic alignment of your organisational goals for digital transformation • Deeper insight into your user / customers' experience • A business model best suited to your digital transformation objectives • An operating model designed to enable digital transformation • Business value clearly defined with associated benefit metrics and ROI • Potential for disruptive innovation unlocked



DIGITAL TRANSFORMATION DELIVERY SERVICE

Our expert delivery consultants work collaboratively with clients to deliver complex cloud-enabled digital transformation programmes. Our delivery approach enables effective, agile, user-centred change ensuring the best possible customer outcomes / user digital experience.

FEATURES	BENEFITS
• Delivery of complex legacy to cloud-enabled digital platform transformation programmes • Definition, set-up and delivery of project and programme governance • Programme Assurance - governance, process, risk, capability and compliance review • Stakeholder mapping and engagement for effective Change Management • Supplier evaluation, selection and ongoing delivery management • Business Processes discovered, assessed, transformed and digitally optimised / automated • Transformation and coaching of agile delivery capabilities eg DevOps • Organisational readiness for enduring agile product and feature delivery model • PMO supports development of integrated programme plans • Target Operating Model implementation	• Outcomes focused delivery models embedded within a client's organisation • Business Capability Modelling and expert Programme delivery enables digital transformation • Cloud-enabled digital transformation in line with Government requirements • Expert Change Management for stakeholder buy-in and benefits realisation • Business processes streamlined, optimised and automated • Coach and mentor in-house teams to build sustainable, enduring capability • Projects and Programmes delivered to GDS standards • Culture change / new ways of working within new Operating Model • Expert programme financials, commercials and benefits realisation • Flexible commercial models including T&M, risk/reward, outcome based



CLOUD ARCHITECTURE SERVICE

ARCA's service focuses on defining standardised, reusable and resilient cloud services that simplify complex legacy architecture. We ensure development of business capabilities that deliver sustained exploitation of Cloud services through enduring agile development methodologies / practices and the power and scale of cloud services and digital platforms.

FEATURES	BENEFITS
• Standard frameworks to review existing architectures to optimise cloud adoption • Enable organisations to leverage existing on-premise infrastructure and multi-cloud providers • HLDs for landing zones enabling application migration, modernisation and innovation • Define services strategy for maintenance and support of cloud architecture • Develop integration strategy for complex, multi-platform hybrid environments • Evaluation of Cloud options: IaaS, PaaS & SaaS • Architecture Governance, Design Authorities, Technology Working Groups • Define business strategy and capability aligned target operating model (TOM) • Cloud native application prototyping capabilities defined • Cyber Security embedded in architecture and solution design	• Deliver sector leading cloud solutions, transforming the way organisations operate • Alignment with Government Digital Strategy, enabling leverage of Government services • Aligned with best practice architecture and security standards • Translates benefits of cloud into business outcomes, maximising business value • Accelerate transformation through open architectures maximising data and platform integration • Optimised Enterprise Architecture across Private, Public and Hybrid Cloud models • 'Evergreen' technology reducing the burden of maintaining legacy technology compliance • Customer value aligned, agile business capabilities shared across the organisation • Productivity gains through modern, agile ways of working • Architectures that enable adoption of disruptive technology and innovation



DATA ANALYTICS & DATA ENGINEERING SERVICE

ARCA provides expertise in Data Analytics and ML/AI Platforms and Services built on Azure, AWS or Google Cloud. Utilising the latest hosting and PaaS, SaaS, IaaS services, ARCA delivers scalable and feature-rich data and ML/AI capabilities to your organisation unlocking hidden potential and insight.

FEATURES	BENEFITS
• Developing Data Strategy, Architecture and roadmaps to deliver business value • Define effective data governance, ensuring quality, security, risk and compliance • Data Analytics, Artificial Intelligence, Machine Learning on multi-cloud platforms • ML Ops Expertise - DevOps and Data Engineering for Machine Learning • ETL services for organisation's distributed structured and unstructured data • Automatically combine and structure data across legacy and cloud platforms • Significant experience of Analytics and Machine Learning in Public Sector • Integrate AI services eg natural language processing and image detection • Improved BI through data visualisation across realtime and historical datasets • Cloud data migration and platform implementation	• Move on-prem data to the cloud quickly and safely • Improve master data management, reducing business risk and cost • Regulatory compliant data pipelines e.g. GDPR • Remove data silos, simplify and automate business processes eg RPA • Reduce operational costs of storing and managing data through automation • Coach and mentor in-house teams to build sustainable enduring capability • Enables data new value generating business insight • Speed up reporting with dependable, automated data collection • Reduce deployment time and cost with modern ETL tools • Improved decisions using AI powered data predictions and trend analysis



AGILE DEVELOPMENT SERVICE

ARCA helps your digital technology teams adopt cloud-native ways of working and best practice application development. We bring deep expertise in implementing DevOps, driving rapid realisable business value, and building enduring agile delivery capabilities. Enabling you to deliver automated CI/CD pipelines, cloud orchestration, resilience, operational management and culture change.

FEATURES	BENEFITS
• Deliver products & features in an agile, efficient and sustainable manner • Project, Product, Release, Sprint planning, daily stand-ups and Sprint retrospectives • Agile Methodologies and Frameworks: Scrum, Kanban, Lean, SAFe, LeSS, DAD • Minimise Time to Value through continuous integration & deployment • Fully automated CI/CD pipelines with automated test & QA • Re-engineer complex legacy applications to leverage modern open-source technology • Utilising containers improves scalability and workload mobility, on-premise and multi-cloud • Test and Behaviour Driven Development • Coaching and culture shift to cloud-native ways of working • Optimise Cycle Time, Flow Efficiency, Deployment Frequency and Defect Reduction	• Arca works with you across the full software development lifecycle • Delivers best-of-breed cloud-based applications to transform the Public Sector • Supports Agile (Scrum/Kanban/Lean) teams and Cyber Security needs • Continuous testing, improvement, and adaptability cycles • Optimised product / feature quality and end-user experience • Release process automation helps prevent failed production releases • Automated Dynamic Application Security Testing (DAST) reduces penetration test costs • Increased stakeholder visibility of value delivered • Focus on business outcomes for users / customers to maximise value • Coach and mentor in-house teams to build sustainable, enduring capability



CLOUD DELIVERY SERVICE

ARCA's approach begins with a Cloud Capability Assessment to determine where customers are on the cloud journey today, plan their progress, and mature their cloud capabilities. Experts in multi-cloud platform deployment, integration and associated migration, ARCA enables your organisation's digital transformation through industry leading cloud capabilities.

FEATURES	BENEFITS
• Multi-cloud IaaS, PaaS, SaaS deployment and integration • Solution design: High Level Design (HLD) and Low Level Design (LLD) • Secure Landing Zone build and configuration implementation • Virtual Machine (VM) provisioning and data migration • Containers for scalability and workload mobility: on-premise, multi-cloud • Site Reliability Engineering (SRE) maximising system availability and reliability • Secure Agile DevSecOps application development and modernisation • Workload automation and optimisation for operational efficiency • Exploiting cloud API platforms for seamless integration • Operational readiness to move products and features into production	• Best practice adoption which will drive efficiency elasticity and scalability • Cloud-enabled digital transformation in line with Government requirements • IT CO2e footprint reduction / optimisation • Reduced Total Cost of Ownership (TCO) • Using infrastructure as code for standardised environments on demand • Cloud Capability Assessment maturity led deployment prioritisation • 'Evergreen' technology reducing the burden of maintaining legacy technology compliance • Opens up new cloud native opportunities for disruptive innovation • Coach and mentor in-house teams to build sustainable, enduring capability • Production-ready delivery with proven operational excellence standards



CYBER SECURITY SERVICE

Cyber security and resilience across cloud architectures is critically important. ARCA brings a wealth of experience working with sensitive data within multiple Public Sector organisations, including UK Central Government. We bring a range of security risk, compliance, design, testing and assurance capabilities that cover every aspect of enterprise cloud security.

FEATURES	BENEFITS
• Security architecture and solution design review • Cyber security and resilience assessment using CAF • Develop Security Architectures using NCSC CAF, CCM, SABSA and TOGAF • Compliance with NHS DSPT • Operational security monitoring strategy, design and implementation • Threat Management Strategy - prevention, detection & response • Enforce security policies using Cloud Access and Security Brokers (CASB) • Agile delivery and development security consulting eg DevSecOps, SAST/DAST • Penetration testing and vulnerability analysis • Support your ISO 27001 certification journey • Certified cyber security consultants (CISSP, CISM) vetted to SC level	• Ensure effective management of a critical global risk • Establish and maintain security compliance, controls, services, tooling and governance • Protect user data and the assets storing or processing it • Protect data when being transmitted between networks • Prevent organisation service impact due to malicious or compromised users • Services operated securely to impede, detect or prevent cyber attacks • Services designed to identify and mitigate threats to their security • Security integrated within Business Capability, Enterprise Architecture, Risk Management processes • Aligned with industry standard cyber security architecture frameworks • Government-assured consultants delivering compliant, resilient security solutions