



CLOUDATA

CLOUD & DATA CONSULTING SERVICES

**SERVICE DEFINITION - EPR IMPLEMENTATION AND
DELIVERY MANAGEMENT**

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Service Overview

Service name: EPR Implementation Management

Service category: G-Cloud Lot 3 – Cloud Support

Service type: Set Up and Migration

EPR Implementation Management provides specialist professional services to support public sector organisations, particularly NHS Acute Trusts, to deliver complex Electronic Patient Record (EPR) implementation programmes. The service focuses on programme and project management, governance, supplier coordination and delivery assurance to support effective implementation and successful adoption of Patient Administration Systems (PAS) and Electronic Patient Records (EPR) within cloud-aligned environments.

2. SCOPE OF THE SERVICE

(A) INCLUDED ACTIVITIES

The service may include the following activities, subject to engagement scope:

- Programme and project management for EPR and PAS implementations
- Delivery governance, planning and reporting
- Mobilisation and coordination of suppliers and stakeholders
- Oversight of system configuration, deployment and integration activities
- Cutover, go-live and transition planning support
- Delivery assurance and readiness assessments

(B) EXCLUDED ACTIVITIES

The service does not include:

- Software development or ownership
- Software licensing or resale
- Cloud hosting or infrastructure provision
- Managed services or business-as-usual operational support
- 24/7 service desk or incident management

3. SERVICE DELIVERY APPROACH

The service is delivered by the supplier acting as the prime contractor. Delivery is provided on a time and materials basis and is scoped per engagement.

Cloudata Ltd operates independently of Electronic Patient Record (EPR) software vendors. All EPR and PAS software provision, configuration and system-level support is delivered by third-party software suppliers appointed by the client under separate contractual arrangements. Cloudata Consulting does not provide, own, host or resell EPR or PAS software.

Services may be delivered:

- Onsite, remote, or using a hybrid approach
- During agreed working hours

Where required, delivery may be supported by trusted associate contractors engaged under the supplier's direction and accountability. The supplier remains responsible for overall service quality, governance and delivery assurance.

Cloudata LTD's role focuses on implementation management, coordination and assurance activities, including oversight of vendor-led configuration, deployment and cutover activities, rather than direct execution of system changes.

4. SERVICE FEATURES

- Programme and project management for PAS and EPR implementations
- Cloud-aligned solution and enterprise architecture design
- System discovery, requirements definition and delivery planning
- Vendor collaboration and supplier management support
- PAS and EPR implementation oversight and coordination
- Deployment, cutover and go-live planning support
- Technical and delivery assurance for complex digital programmes
- Stakeholder engagement across clinical, operational and IT teams

5. SERVICE BENEFITS

- Reduces delivery risk on complex PAS and EPR programmes
- Improves clarity and governance across digital transformation initiatives
- Accelerates system implementation and readiness for go-live
- Ensures solutions align with cloud and modern architecture principles
- Improves coordination between suppliers, teams and stakeholders
- Reduces rework through early design and delivery assurance
- Supports smoother transition from programme to live operations
- Increases confidence in programme outcomes and decision-making

6. SECURITY AND DATA PROTECTION

Personnel engaged in delivering the service meet Baseline Personnel Security Standard (BPSS) requirements, including identity verification, right-to-work checks, employment history and basic background checks. Where associate contractors are engaged, equivalent assurance is confirmed prior to engagement.

Staff security screening is performed but does not formally conform to BS7858:2019. Screening processes are proportionate to the nature of the services delivered and the data accessed.

The service is delivered in accordance with UK GDPR and applicable data protection legislation. No patient-identifiable data is stored or processed by the supplier unless explicitly agreed as part of the engagement.

7. SERVICE CONSTRAINTS

- The service is scoped and delivered per engagement
- Successful delivery is dependent on timely client input and supplier cooperation
- The service does not include responsibility for live system operations following handover

8. PRICING MODEL

Pricing is provided on a hourly-rate basis and is detailed in the separate pricing document published on the Digital Marketplace. There are no hidden costs or minimum commitments.

9. EXIT MANAGEMENT

At the end of an engagement, the supplier will support an orderly exit, including:

- Knowledge transfer to client teams or incoming suppliers
- Provision of agreed handover documentation
- Completion of outstanding deliverables as contractually agreed

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