

G-Cloud Service Definition

JAN 29, 2025



NORDIC OVERVIEW

Helping our clients connect people, data and technology to create a healthier world.

LOWER COSTS

Smart tech & lean processes

BURNOUT RELIEF

Better workflows for clinicians

QUALITY BOOST

Analytics & value-based care

EASIER ACCESS

Digital tools for patients



A Partner at the
Center of Healthcare

3k+ EMPLOYEES

700+ CLIENTS

40+ WORKPLACE AWARDS

400+ CLINICIANS ON STAFF

15 YEARS FOCUSED ON THE
BUSINESS OF HEALTHCARE

25+ NHS Trusts Support & Strategy
15+ EU Partnerships

NORDIC
FOUNDED

MANAGED
SERVICES

HEALTHTECH

T&S MAN

S&P
CONSULTANTS
A Nordic Global Company

Accrete

ACCELERATE

CENTER OF
EXCELLENCE

STRATEGIC
ADVISORY



2010

Epic



2015



2019

MEDITECH
ORACLE
Cerner



2020



2021

Bails
infor



2022

BON SECOURS
MERCY HEALTH



2023



2024

servicenow



2025

workday



CLIENT SUCCESS STORIES

THE UNITED KINGDOM

Our team of experts have supported multiple clients across the United Kingdom; one of Nordic's more established and fast-growing international markets.

MANCHESTER

NHS
Manchester University
NHS Foundation Trust

LEEDS

NHS
England

DEVON

NHS
Northern Devon Healthcare
NHS Trust

NHS
Royal Devon and Exeter
NHS Foundation Trust

DURHAM



NHS
North of England
Commissioning Support Unit

NHS

Cambridge
University Hospitals
NHS Foundation Trust

LONDON

NHS

University College
London Hospitals
NHS Foundation Trust



Cleveland Clinic
London

ASCOT

NHS

Frimley Health
NHS Foundation Trust



CARE BRILLIANTLY

WHAT WE DO

G-Cloud Service Definition



A single **point** of light can illuminate an entire world.

Nordic's singular focus on healthcare gives you endless ways to better navigate yours. With a clarity that comes only from proven experience, we understand the big picture of healthcare and can see the wisest path forward through the most complex challenges. We find answers where others don't know to look. By bridging care gaps, supporting clinicians, streamlining operations, and tailoring it all to your organization's unique nuances, we help you bring your healthcare into the future.

End to end, we're solving for today and tomorrow. We're here to take on your toughest technology and business challenges, so you can focus on caring for your people and patients.

Let us help you **care brilliantly**.

MODERN SOLUTIONS

Advisory services

Strategic advisory services for provider and payor organisations to empower teams

- IT Strategy
- Cybersecurity
- Patient & Provider Journey
- Virtual Care Innovation
- Change Management
- Communication Design
- Interim Leadership
- Modern Governance
- Financial Sustainability

Digital Health

Interoperable technology-platform solutions to complement an ecosystem and expand an organisation's capabilities

- Modern Analytics
- Leveraging AI
- Platform Agnostic Partnerships
- Cloud Deployment
- Data Platform Migration/Modernization
- Interoperability Development
- Disaster Recovery

Implementation & On Demand Talent

Programme implementations with organisational transformation, leadership, and user adoption, featuring onsite, certified experts with extensive application knowledge

- Planning & Deployment
- Programme Creation
- Optimisation
- Education and Training
- Convergence Leadership/Community Connect
- Program/Project Leadership
- Design, Build, Testing, & Activation
- Interoperability Support

Post Live Application Support

Dedicated teams provide on demand and SLA-driven Tier 1 and Tier 2 support services, delivering end-to-end IT services that allow providers to focus on their core strategy

- App Support/Maintenance
- Cloud Services Management
- Comprehensive Service Desk Operations
- Support Staffing Solutions

STRATEGIC ADVISORY SERVICES

Enable business strategy through aligned operating models focused on performance excellence

Strategic advisory services to empower teams in leveraging technology investments to optimise operational performance and drive organisational strategy

- ➔ IT Strategy
- ➔ Portfolio Modernisation
- ➔ Patient Access & Referral Optimisation
- ➔ Operational Efficiency
- ➔ Clinical Excellence & Care Innovation
- ➔ Modern Governance & Org Change Mgt
- ➔ Informatics & Digital Analytics Maturity
- ➔ Quality, Regulatory, Pop Health

DIGITAL HEALTH AND ANALYTICS SERVICES

Modernise & leverage tech investment to gain value from data and developing technologies

Interoperable technology-platform solutions to complement an ecosystem and expand an organisation's capabilities

- ➔ Enterprise Modernisation
- ➔ Leveraging AI & Automation
- ➔ Analytics Strategy & Implementation
- ➔ Cloud Planning & Deployment
- ➔ Data Platform Migration/Modernisation
- ➔ Data Engineering & Administration
- ➔ Interoperability & Integration
- ➔ Performance Management Analytics

EPR SERVICES

Comprehensive solutions for leading platforms: Epic, Oracle Health, MEDITECH, Workday, Infor

Programme implementations with organisational transformation, leadership, and user adoption, featuring onsite, certified experts with extensive application knowledge

- ➔ Planning & Deployment
- ➔ Programme Creation & Management
- ➔ Optimisation & Benefits Realization
- ➔ Convergence Onboarding/Offboarding
- ➔ Programme/Project Leadership
- ➔ Design, Build, Testing, & Activation
- ➔ Interoperability Support
- ➔ Certified On-Demand Staffing

Post Live Application Support

Run the business in cost effective, efficient manner to provide exceptional service (aaS and outsourcing approaches)

Dedicated teams provide on-demand and SLA-driven Tier 1 and Tier 2 support services, delivering end-to-end IT services that allow providers to focus on their core strategy

- ➔ Analytics
- ➔ Comprehensive Application Service Management
- ➔ Clinical Service Desk
- ➔ Technical Service Desk
- ➔ Patient Portal Services
- ➔ Quality/Regulatory Management-aaS
- ➔ PMO-aaS
- ➔ Cloud Platform Support & Management
- ➔ ServiceNow Services
- ➔ IT Service Management

Aligning Nordic services
enabling comprehensive
outcomes-oriented
solutions



DELIVERING EXCELLENCE

	Strategy and Planning	Deployment and Support	Digital Health	Managed Services
Patient Journey	Improved Experience	Engaged Consumers	Personalised Care	Connected Access
Provider Experience	Engaged Governance	Meaningful Adoption	Data as Evidence	Environment Stability
Financial Sustainability	Revenue Growth	Strategic Investments	Public/Private Partnerships	Cost Alignment

epic

ORACLE Cerner

MEDITECH

infor

MATILLION

workday

talend

Microsoft Azure

aws

salesforce

databricks

servicenow

Google Cloud

snowflake

DEVICE42

Fortified HEALTH SECURITY



IMPLEMENTATION DEEPPDIVE

G-Cloud Service Definition

IMPLEMENTATION SERVICES



Nordic has deep leadership, application, and education expertise to lead and support the most complex EPR implementations

Provides critical support in the following key areas and can include oversight or strategic initiative support:

IT Strategy



EPR Implementation



Convergence



Education & Adoption



Advisory and implementation services including value-add methodology, system expertise, and expansions.

ROBUST IMPLEMENTATION STRATEGY & EXECUTION CAPABILITIES TO SERVE HEALTHCARE CLIENTS GLOBALLY

IT Strategy

- Strategic decision support to clients
- Options analysis for EPR enhancement or replacement
- Application rationalization and rationalization plan execution
- System selection and total cost of ownership analysis
- Digital maturity model
- PMO support
- IT & operational governance
- Connect program development
- Education strategy

System or Partner Selection

Total Cost of Ownership

Digital Maturity

EPR Implementation

- Pre-implementation
 - Planning and Strategy
 - Project Scoping
 - Staffing
 - Timeline Recommendations
- Program and project leadership
- Application Work
 - Education design
 - Build
 - Unit testing
 - Integrated testing
 - End-user training
 - Provider personalization
 - Activation
- Implementation methodology and proprietary toolkit of 190+ tools and templates

New Implementations

Add-on Implementations

Implementation Strategy

Education & Adoption

- Education program assessments and roadmap creation
- Education coaching – leadership and trainer
- Training program design and execution
- End-user training and adoption
- Environment and curriculum design and maintenance
- Virtual, eLearning, and in-person training delivery
- Ongoing design, delivery, and optimization
- Adaptive learning and behavior tools
- Long-term education support

Enterprise Education Strategy

Community Connect Demos

Long-term Education Support

Convergence

- Community Connect
 - Strategy
 - Planning
 - Program creation
 - Deployment
- Partner-of-choice for clients with plans to merge and rapidly deploy their EPR
- Data conversion and archival support

Community Connect

Consolidation of EPR assets

Independent Partners

EXPERTISE ACROSS YOUR EPR JOURNEY

System Integration Playbook

Advisory and tactical services to meet your implementation goals

Leverage experience, tools, and templates to customize and prepare for each new module or partner

Program Due Diligence	Pre-Implementation Planning	Implementation	Activation	Optimization
• Timeline and sequencing • Cost modeling • Key milestones • Application assessment, third parties, and scope • Staffing including operations & people mapping • Technical environment readiness • Communication strategy • Leadership education sessions	• Vendor contracting • Revenue cycle strategy • Governance structure • Project plan • Risk management approach • Stakeholder engagement planning • Facility/space planning • Data governance • Detailed scoping and planning • Education Strategy	• Workflow walkthrough, build, testing, interfaces • Staffing ○ Project leadership ○ Project Managers ○ Integrated Area Leads ○ Application Analysts and Leads ○ Principal Trainers ○ Report Writers • Communication and user adoption strategy • Cutover planning & support	• Super user training • End user training • Technical dress rehearsal • Go-live planning • Command Center support and issue resolution • System stabilization	• Support Model • Ongoing upgrade support • Performance improvement initiatives • Analytics inclusion • KPI evaluation and follow-up • Long-term governance • Application Support services

HOW NORDIC CAN SUPPORT

Evaluation & Alignment

- Total Cost of Ownership
- Epic Consolidation Strategy
- Operational Readiness Assessments
- Change Management & Governance
- Programme Creation
- Epic Foundation/Variance Evaluation

Planning & Preparation

- Programme Development
- Application Rationalisation
- Operational Readiness Improvement Projects
- Support Structure Assessment

How Nordic Can Help

Implementation Readiness

- Legacy Support
- Staff Augmentation & Leadership (Includes Education And Operational)
- Fully Nordic Managed Team
- Upgrade Support
- Build Implementation Playbook

Post Live Rollout

- Long-term Application Support
- Service Desk
- Optimisation & Improvement Support
- On-going Education



Change Management & Adoption

- Governance and Change Management assessment and planning
- Identify operational change priorities (transformation, standardisation, automation, efficiency generation)



Strategic Decision Support

- Project-based total cost of ownership
- Market analysis and Community Connect programme creation
- Matrixed risk assessment and contingency planning
- KPI baselining, analysis, and road mapping



Application Rationalisation

- Review of systems to determine gaps and overlaps, and recommendations for consolidation
- Breakdown system use cases and create plans for phase-out/phase-in



Vendor or Partner Selection

- Options analysis for EPR vendor selection, application vendor selection, or Community Connect partner selection
- Business Case creation including cost model

NO “ONE SIZE FITS ALL”



Staff Augmentation

Fills staffing gaps
with doers



Strategy Solutions

Advisory team with support from a
variety of Subject Matter Experts



Blended Team With Project Oversight

Blend of Nordic and client team to
manage project



Full Project Staffing & Oversight

Nordic staffs and manages full team
with project oversight

100+

Directors & Advisors

80+

Leads & Champions

90+

Implementation Leadership Clients

210+

Project & Programme Managers



EPR Aligned Toolkit & Methodology

COMPREHENSIVE EPR IMPLEMENTATION SUPPORT



Strategy & Planning

- Project planning
- Governance
- Staffing
- Executive mentoring
- TCO review



Leadership & Oversight

- Best practices and lessons learned
- Implementation forecasting
- Organisational change management



Execution

- Issue and risk management
- Communication
- Build, testing, and training curriculum development

CARE BRILLIANTLY

DIGITAL HEALTH DEEPPDIVE

G-Cloud Service Definition



NORDIC DIGITAL HEALTH – SERVICE OFFERINGS

End-to-end digital service offerings to meet broad client needs



Data & Analytics



Cybersecurity



Interoperability



EPR Optimisation



Cloud

DIGITAL HEALTH: SERVICE OFFERINGS

Data & Analytics

- Design and implement enterprise-level solutions (warehouses, data marts)
- Customised solutions, standard mapping, and enterprise design
- Develop solutions using technology and vendor-agnostic processes
- Augment or enhance current data & reporting delivery processes
- Custom analytics/reporting design and development
- Business Intelligence, Data Governance, AI/ML, Predictive Data Models

Enterprise Design

Business Intelligence

Data Governance

AI & Machine Learning

Tailored Analytics

Interoperability & Software Development

- Enable connectivity across practice areas and systems
- Develop custom interfaces to meet unique needs
- Leverage industry standards (HL7, FHIR) to create consistency
- Build intelligent automation to improve efficiency & work smarter
- Create customised applications to enable efficiencies
- Health Data Connector and Registry Direct (Nordic Products)
- Identity and Access Management enablement

Customised Connectivity

Application Development

Industry Standard Expertise

Cloud

- EMR Cloud Migration and Modernisation
- Platform Agnostic Partnerships
- Tenant consolidation
- Data Platform Migration and Modernisation
- Landing Zone following architectural best practices
- Role-balanced access controls and security
- Disaster Recovery
- Code-Based Administration
- Enterprise Architected Framework

Platform Agnostic Partnerships

Code-based Administration

Well Architected Framework

Cybersecurity

- Enable a Secure Patient Experience
- Cyber Assessment
- Cloud Security
- Secure Interoperability
- Governance Risk & Compliance
- Board Reporting and Convergence
- Healthcare Security Operations Center (SOC)
- IoT/IoMT, Clinical Apps Security
- Managed Detection and Response (MDR) services
- Vulnerability and Threat Management (VTM) services
- Incident Response

Cloud Security

Governance Risk & Compliance

Managed Security

EPR Innovation

- Accelerator Programme
- EMR Clinical Optimisation
- EMR Operational Dashboards
- Quality Measure Programme Management
- Payor & Provider Integration
- Population Health Initiatives
- Value Based Care Technology Solutions:
 - Roster Management
 - Care Gap Management
 - Care Management
 - Risk Adjustment (HCC)

Third-Party Integrations

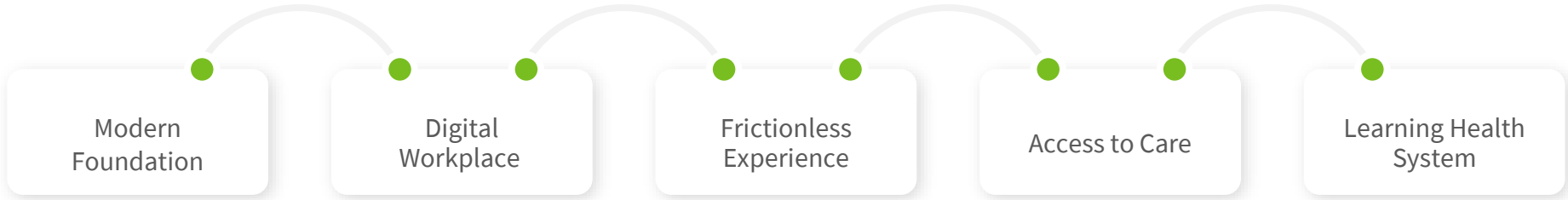
Quality Programme Management

Population Health

Powered by Industry Best Practices, Standards, Automation, and Technology Partnerships

DIGITAL HEALTH: STRATEGY REIMAGINED

Automation, AI, & Innovation



Connected Health Ecosystem

- Interoperable, elastic, and secure technology foundation
- Digitally-enabled environment creating informed strategic leaders, providers, and workforce
- Attract and retain top talent through data driven care
- Empowering patients and families to take an active role in their care and wellness
- Continuous learning and innovation through the liberation and application of data



We're serious about culture.

Behind every successful transformative vision is a culture that believes that **better** is
always possible.

OUR MAXIMS

NORDIC CULTURE



[IN CHAOS, FEAR, AND CONFUSION]

