

M8 Solutions

DELIVERING TECHNICITY WITH INTEGRITY



Harnessing The Transformative Power Of Automation.

The Power of Automation Delivered by M8 Solutions

WHY M8 SOLUTIONS FOR AUTOMATION?

M8 Solutions delivers NHS automation that streamlines manual processes, reducing administrative burden and freeing staff to focus on patient care.

THE IMPORTANCE:

The effective use of automation is increasingly critical to improving efficiency, visibility, and consistency across the NHS. Automated solutions must be designed with clear governance, security, and purpose to ensure they are scalable, supportable, and trusted. M8 Solutions' automation services provide structured, delivery, combining technical expertise, information governance, and practical enablement to help organisations automate safely and with confidence.

THE M8 SOLUTIONS DIFFERENCE:

Our automation solutions deliver structured, expert-led capability without introducing unnecessary complexity, working seamlessly alongside the NHS to support safe, scalable adoption. We provide a governed, end-to-end approach tailored to your operational landscape, digital maturity, and regulatory requirements, ensuring automation is implemented with confidence, control, and long-term sustainability. The following pages outline the key components of our automation delivery framework.

“Automation enables real operational capability. In regulated environments, success depends on strong governance, trust, and purposeful deployment.”

○ Milly Beech,
Business Manager.
○ M8 Solutions
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1.1 Overview

M8 Solutions provides automation and orchestration services that support NHS organisations to reduce operational cost, improve service efficiency, and deliver better outcomes for patients.

The focus is on reducing avoidable manual effort, improving the flow of work across systems and teams, and increasing consistency and reliability in service delivery. This enables organisations to manage demand more effectively, make better use of existing resources, and reduce pressure on front-line staff.

By coordinating activity across services and digital platforms, M8 Solutions helps organisations reduce duplication, shorten turnaround times, and improve visibility of work in progress. This creates clearer accountability and allows staff to focus on higher-value activity rather than administrative tasks.

Where required, M8 Solutions also supports the development of in-house capability, enabling trusts to retain knowledge and operational ownership. This includes structured handover, clear documentation, and support for internal teams to operate, maintain, and extend solutions over time.

The approach is designed to support both day-to-day service delivery and periods of change, including organisational restructuring and system integration. It allows services to continue operating safely and effectively while establishing a strong foundation for longer-term transformation and improvement.

1.2 Core Services

1.2.1 Automation and Digital Front Door

M8 Solutions designs and delivers automation to support end-to-end service delivery across both digital and assisted channels, enabling NHS organisations to manage demand consistently, efficiently and at scale. This includes the implementation of a digital front door that supports multiple channels such as voice, email, web chat, online forms and assisted digital routes.

All inbound contact is managed through a single, coherent operating model rather than fragmented, channel-specific processes. This ensures patients, partners and staff experience a consistent service regardless of how they make contact, while NHS organisations retain visibility, control and assurance over how work flows across services.

Automation sits at the centre of this model. It is used to interpret intent, apply agreed rules and clinical or operational context, and determine the most appropriate action for each interaction. Depending on the nature of the request, this may involve automated resolution, orchestration of downstream processes across systems and teams, or routing to an appropriate member of staff where judgement, clinical input or intervention is required.

The layer coordinates activity across voice and digital channels, NHS business systems and data sources, automation and digital workers, and human teams. This ensures work is managed as part of an end-to-end pathway rather than as disconnected transactions handled by individual systems.

This approach enables NHS organisations to standardise how demand is managed across channels, apply consistent policy and pathway rules, and maintain control over where and how automation is used. It also supports effective balancing of work between digital services and staff capacity, ensuring resources are used appropriately while maintaining full auditability, governance and oversight of decisions and actions.

By orchestrating activity across channels and systems in this way, M8 Solutions enables true omni-channel service delivery. Requests can move seamlessly between digital, assisted and human-led handling without loss of context, with information captured once and reused where appropriate. This reduces duplication, improves service consistency, and supports better outcomes for patients, staff and the wider health system.

1.2.2 Orchestration and Workflow Management

M8 Solutions provides orchestration capability to manage work across services and systems, ensuring activity flows end-to-end rather than being constrained within organisational or system silos.

This includes the routing and prioritisation of work, coordination between teams and departments, and the management of dependencies across digital platforms and clinical or operational systems. As part of this, M8 Solutions supports the design and refinement of target operating models that reduce duplication, remove waste, and ensure services are structured in a way that enables effective orchestration across pathways.

A key focus is reducing lead times and maintaining control over work in progress. Orchestration is used to manage how work enters services, limit unnecessary hand-offs, and prevent demand from accumulating faster than it can be safely processed. This improves flow across pathways, reduces queueing, and shortens end-to-end processing times, leading to more predictable, efficient and resilient service delivery.

1.2.3 General Automation Digital Workers

Where appropriate, M8 Solutions deploys automation to deliver defined operational tasks across the NHS, including high-volume processing, structured administrative activities, and secure system-to-system data movement that supports frontline and back-office services.

Automation is implemented as part of a broader, NHS-aligned service design and governed through orchestration, ensuring it supports service outcomes, integrates seamlessly with existing clinical and operational systems, and operates safely alongside existing processes rather than in isolation.

1.2.4 Data and Process Integration

M8 Solutions supports secure data and process integration both within and between NHS and wider public sector organisations. This includes connecting systems across departments, enabling secure information flows between NHS Trusts, Ambulance Services, Integrated Care Systems, and local authorities, and supporting joined-up service delivery across organisational boundaries.

Our approach reduces duplication, improves data consistency, and enhances visibility across patients, cases, and operational assets, while supporting shared service models and formal system change programmes in line with NHS governance, information assurance, and regulatory requirements.

Automation is orchestrated to ensure integrations are resilient, auditable, and scalable, with clear ownership and monitoring in place, enabling Trusts to improve operational efficiency while maintaining control, safety, and assurance across complex, multi-system environments.

1.2.5 Operational Areas Commonly Automated

M8 Solutions has experience delivering automation across a wide range of operational areas within NHS organisations. These typically include functions where demand is high, processes are repeatable, and manual effort introduces avoidable cost, delay or operational risk.

Automation in these areas is focused on improving reliability, reducing administrative burden, and supporting safe and efficient service delivery, while ensuring appropriate governance and oversight are maintained.

Common Focus Areas

- Patient Administration
- Referral management and triage
- Scheduling and appointment management
- Workforce and rota management
- Operational and clinical support workflows
- Data reconciliation and reporting
- Finance and payroll processes
- HR and workforce administration

These examples are indicative rather than exhaustive. M8 Solutions maintains a broader catalogue of automation use cases and delivery patterns developed through work across multiple NHS and wider health and care settings.

Where appropriate, existing automation components and patterns can be reused or adapted as part of delivery. This reuse-first approach enables NHS organisations to benefit from proven solutions, reducing delivery effort, shortening implementation timescales and lowering overall cost, while still allowing solutions to be tailored to local operating models, governance arrangements and assurance requirements.

A full set of applicable use cases and reusable components can be shared as part of discovery, service design or procurement discussions. This allows the scope of delivery to be aligned to organisational priorities, digital maturity and service objectives.

Section 2 — Delivery Model

2.1 Overview

M8 Solutions operates a delivery model designed specifically for NHS and wider healthcare environments, where service continuity, governance and risk management are critical.

The model supports incremental delivery, enabling tangible value to be realised early while maintaining operational stability, assurance and appropriate oversight. This allows automation and orchestration to be introduced safely without disrupting essential services or increasing operational risk.

Delivery is structured around real service operations rather than purely technical phases, ensuring solutions are implemented in a practical manner. The approach supports both discrete automation initiatives and broader transformation programmes, including those delivered alongside organisational change, service redesign or system replacement.

2.2 Delivery Stages

Stage	Summary
Discovery & Scoping	Understand current services, demand, systems and constraints. Identify where automation and orchestration will deliver value and confirm scope, priorities and delivery approach.
Design & Orchestration	Define how work should flow end to end, including routing, decision points, automation and human involvement. Align with target operating models and governance requirements.
Build & Configuration	Configure orchestration, automation and integrations in controlled stages. Reuse existing components where possible to reduce cost and delivery time.
Testing & Assurance	Validate functionality, security and behaviour in line with public sector assurance expectations. Ensure solutions operate correctly in real service scenarios before release.
Deployment	Introduce capability in a controlled manner to minimise disruption and maintain service continuity. Changes are phased and supported as required.
Operate & Improve	Monitor performance, refine processes and scale capability over time. Support continuous improvement as demand, policy or services change.
Governance & Control	Maintain clear ownership, auditability and change control throughout delivery and operation, ensuring transparency and compliance with public sector standards.

M8 Solutions maintains a comprehensive delivery framework that defines governance, roles, assurance, quality control, and delivery standards across all automation engagements. This framework is applied consistently to ensure repeatability, transparency, and effective risk management, and can be made available for review as part of NHS procurement, assurance, or mobilisation activity.

Section 3 — Technology Approach

3.1 Overview

M8 Solutions takes a pragmatic, platform-agnostic approach to technology, designed for NHS and wider healthcare environments where stability, security and long-term sustainability are essential.

The technology approach focuses on enabling orchestration, automation and integration without the need for wholesale system replacement. It supports incremental change, works alongside existing clinical and corporate platforms, and allows services to evolve over time without introducing unnecessary technical or operational risk.

The emphasis is on enabling joined-up service delivery, managing integration complexity, and ensuring that technology choices are driven by service and operational outcomes rather than dictating them.

3.2 Technology Approach

Area	Summary
Working with Existing Systems	Solutions are designed to operate alongside existing local government and NHS systems, including legacy and modern platforms. The approach avoids unnecessary system replacement and supports gradual change while maintaining service continuity.
Integration & Orchestration	Integration is delivered through a layered model, prioritising orchestration and presentation layers before direct API integration. This reduces system coupling, improves resilience, and helps control integration and licensing costs. APIs are used where required, and automation is applied where direct integration is not available or not cost-effective.
Use of Partner Technologies	Where specialist capability is required, trusted partner technologies are incorporated into the overall solution. These are integrated within a single orchestration model to ensure consistent governance, visibility and control, rather than operating as standalone tools.
Automation & Digital Workers	Automation is used to handle high-volume or repeatable activity, integrated into wider service flows rather than operating in isolation.
AI Enablement	AI can be applied to support triage, classification, decision support and routing. AI operates within an orchestrated framework with defined controls and human oversight, ensuring transparency and appropriate use.
Security & Governance	Security, access control and auditability are built into all automation and orchestration layers. Solutions are aligned with public sector security standards and information governance requirements.
Scalability & Sustainability	The architecture is designed to scale across services, departments and organisations over time. Capability can be extended incrementally without re-engineering the underlying solution, supporting long-term sustainability and evolving service needs.

3.3 Delivery Assurance

M8 Solutions maintains a comprehensive technology and delivery framework covering architecture standards, integration patterns, security controls, testing approaches and operational governance.

The framework is applied consistently across engagements to ensure solutions are robust, secure and supportable, and aligned with NHS expectations for assurance, compliance and service continuity. Where required, the framework can be made available for review as part of procurement, assurance or mobilisation activity.

Section 4 Service Levels

Class	Target Response Time	Target Resolution Time
Priority 1	Response within one hour.	Continuous effort, within Service Hours, to resolve the Fault within 12 Service Hours.
Priority 3	Response within three hours	Fault resolved by the end of the following three Business Days.
Priority 4	Response within one Business Day.	Bug fix scheduled for the next available release.
Priority 5	M8 Solutions shall consider such issues or requests in the light of other Customer requirements and will advise what action will be taken to address the issue.	

Section 5 Training

M8 Solutions provides structured training and enablement to support NHS organisations in building and scaling automation capability in a controlled, sustainable manner. Our training is mapped to a progressive automation journey, enabling teams to establish strong foundations in Automation and evolve capability as organisational maturity, demand, and service scope grow.

Training extends beyond technical instruction and focuses on the practical application of proven delivery methodologies, governance models, and development standards. This ensures automations are secure, resilient, supportable, and suitable for deployment within live clinical and operational environments.

Where appropriate, M8 Solutions offers a HeadStart approach, enabling teams to learn while delivering real value. Delegates are trained using M8 Solutions' established development frameworks and NHS-aligned standards while concurrently building production-ready automations. This approach accelerates benefits realisation, supports effective skills transfer, and delivers strong value for money by combining training, delivery, and capability development into a single, assured activity.

Training can be delivered either on-site or remotely and scaled over time to align with organisational needs. Optional mentoring and transition-to-service support is available to guide teams through go-live and early operational phases, ensuring confidence, continuity, and long-term sustainability.

EMPOWER SUSTAINABLE SERVICE DELIVERY THROUGH AUTOMATION

Effective automation underpins resilient, compliant, and sustainable service delivery

Partnering with M8 Solutions for automation provides the strategic leadership needed to design and scale automation safely and effectively across services. Our approach ensures automation is governed, sustainable and aligned to operational priorities, combining technical expertise and strategic insight to deliver measurable, long-term value across complex NHS environments, supporting resilience, efficiency and confident operational decision-making.

Contact us today to discover how M8 Solutions can enhance your organisation's automation capability and provide the leadership needed to deliver efficient, resilient services in today's digital landscape.

“At M8 Solutions, we don't just deliver automation - we deliver outcomes that matter.”

Tracy Scriven,
Chief Executive Officer
M8 Solutions



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