

Service Definition Document

Transforming Health Care with Technology (NHS)

Supplier	Francioni Limited
Service ID	FRAN-NHS-005
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Specialist digital transformation services for NHS and healthcare organisations. We implement technology solutions that improve patient outcomes, streamline clinical workflows, and enable data-driven healthcare while meeting NHS Digital standards.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- Solutions compliant with NHS Digital, DCB0129, and DCB0160 standards
- Clinical workflow digitisation and optimisation
- HL7 FHIR integration with NHS Spine and clinical systems
- Population health analytics and predictive insights
- Accessible patient portals and digital services
- Mobile applications for clinical staff and patients
- IG Toolkit and NHS DSPT compliance

4. Service Benefits

- Improved patient outcomes through technology-enabled care
- Streamlined workflows freeing clinician time
- Evidence-based decision making with data insights
- Full compliance with NHS regulatory requirements
- Integrated systems replacing siloed applications
- Inclusive digital services accessible to all patients

5. Technologies

HL7 FHIR, NHS Spine, NHS Login, Azure, AWS, React, Node.js, PostgreSQL

6. Delivery Model

Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

7. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

8. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

9. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

10. Contact

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