

Service Definition Document

FHIR Data Integration and Interoperability Gateway

Supplier	Francioni Limited
Service ID	FRAN-FHIR-012
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
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1. Service Summary

A fully managed cloud-based service that securely ingests, transforms, and standardises healthcare data from legacy clinical and administrative systems into FHIR-compliant resources. This enables seamless interoperability between healthcare organisations, supports NHS digital transformation initiatives, and unlocks advanced analytics and AI capabilities while maintaining strict data security and compliance standards.

2. Service Features

- Secure ingestion from legacy clinical systems
- Automated transformation into FHIR-compliant resources
- Real-time and batch data integration capabilities
- Built-in data validation and quality controls
- API access for interoperable system connectivity
- NHS-aligned security and compliance standards
- Monitoring, logging, and performance management tools
- Configurable mapping rules for data sources
- Discovery, architecture definition and design services
- Cloud-ready clinical teams: FHIR literacy training

3. Service Benefits

- Improved interoperability between healthcare systems
- Faster access to standardised clinical data
- Reduced integration complexity and costs
- Enhanced data accuracy and consistency
- Supports NHS digital transformation initiatives
- Enables advanced analytics and AI use
- Strengthens data security and compliance
- Faster deployment than custom integrations
- Scales with organisational data needs
- Frees internal teams from integration maintenance

4. Approach and Methodology

Assessment: We analyse your existing data landscape, identify source systems, and document integration requirements and compliance needs.

Architecture: We design a secure, scalable integration architecture using cloud-native services, establishing FHIR resource mappings.

Implementation: Our team configures data pipelines, implements transformation logic, and establishes quality controls and validation rules.

Testing: Comprehensive testing ensures data integrity, performance, and compliance with NHS Digital standards.

Deployment: We deploy the solution with full monitoring, documentation, and handover to your teams.

Support: Ongoing support includes performance optimisation, mapping updates, and assistance with new integrations.

Example Use Cases

- NHS Trust consolidating patient data from multiple legacy EPR systems
- Integrated Care System (ICS) establishing shared care records
- Healthcare provider integrating GP data with hospital systems
- Research institution aggregating clinical trial data across sites

5. 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

6. Security

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

7. 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.

8. Constraints

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

9. Contact

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