



EPR Go-Live & Hypercare Support

Service Definition Document

CCS- G-Cloud 15

Digital Transformation, The Smart Way

SmartCo Future Health is an award-winning consultancy driving the next generation of digital healthcare.

We turn digital ambition into value at pace, through our future-focused, benefits-led advisory and delivery services.

15k+

Digital health experts

100+

Projects in delivery

12

Countries we operate in

9+

Public sector frameworks

200+

Experts deployed

48 hours

To mobilise

Getting you ready

Advisory

We work with you to develop your transformation strategy and ensure you're set up for success.

Getting the value

Optimisation

We work with you to ensure successful adoption and benefits realisation.

Getting it done

Project Delivery

We provide flexible project delivery and assurance services at pace to ensure you achieve your objectives.



Crown
Commercial
Service
Supplier



EPR Go-Live & Hypercare Support

Time-boxed cloud support services to prepare for and stabilise EPR go-live. Advisory support reduces go-live risk and accelerates value realisation without operational ownership.

Support is vendor-neutral and applicable to platforms including but not limited to Epic, TPP, MEDITECH, Altera, Oracle Health and PatientSource, NerveCentre and integration with associated platforms such as, ERP systems, the NHS App, OrderComms and LIMS.

Features

- ✓ Go-live readiness assessment
- ✓ Cutover planning support
- ✓ Time-limited hypercare advisory support



Benefits

- ✓ Stabilises EPR services immediately following go-live
- ✓ Reduces clinical and operational disruption during hypercare
- ✓ Accelerates incident triage and resolution
- ✓ Improves clinician confidence using live EPR systems
- ✓ Provides clear visibility of issues and trends
- ✓ Enables smooth transition to business-as-usual support

Included:

- ✓ Advisory go-live and stabilisation support

Not included

- ✓ Command centre operation, 24/7 support or managed services

Designed to deliver measurable outcomes and benefits

The SCFH Advantage

Driving the Next Generation of Digital health

We are a trusted partner, working shoulder-to-shoulder with our customers to deliver their most complex digital transformation projects.



Likeability

We build relationships. We're honest, we care, and we make collaboration enjoyable. People love working with us and we're proud of that.



Credibility

Our industry-leading team in technology, delivery, client engagement, and consulting is always accessible. We're with you every step of the way, from start to finish.



Flexibility

We respond incredibly quickly to your needs. We make decisions, in partnership with you, with pace and agility.

