



EPR Implementation 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 Implementation Support

Strategic cloud support providing holistic advisory and assurance throughout the implementation of a cloud-hosted Electronic Patient Record (EPR). Delivered through a partnership-based approach, the service supports NHS organisations working with EPR suppliers, while buyer and supplier retain responsibility for delivery.

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

- ✓ Implementation governance and delivery assurance
- ✓ Clinical and operational workflow assurance
- ✓ Cloud design and configuration review
- ✓ Clinical safety support (DCB0129 / DCB0160)



Benefits

- ✓ Reduces go-live risk during cloud EPR implementation
- ✓ Improves control of scope, cost and dependencies
- ✓ Strengthens mobilisation and cutover coordination
- ✓ Supports safer EPR deployment through assurance
- ✓ Improves engagement between Trusts and suppliers
- ✓ Accelerates issue resolution in high-risk phases
- ✓ Supports stabilisation following EPR go-live

Included

- ✓ Advisory and assurance support

Not included

- ✓ Managed services, system build, hosting or licensing

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.

