



EPR Optimisation & Adoption 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 Optimisation & Adoption Support

Holistic cloud support to optimise adoption, workflows and benefits from a live cloud-hosted EPR. The service focuses on unlocking sustained value and ROI through strategic optimisation.

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

- ✓ Post-implementation optimisation assessment
- ✓ Adoption and usage analysis
- ✓ Benefits realisation support



Benefits

- ✓ Improves clinician adoption and confidence using EPR systems
- ✓ Optimises EPR workflows to reduce operational burden
- ✓ Reduces post go-live disruption and stabilisation time
- ✓ Increases value realised from existing EPR investment
- ✓ Supports continuous improvement after EPR implementation
- ✓ Enhances productivity through targeted optimisation support
- ✓ Strengthens user engagement and digital maturity
- ✓ Improves data quality through better system use

Included

- ✓ Advisory optimisation support

Not included

- ✓ Ongoing operational or system administration 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

