

Alfa Medication Logistics and Alfa Controlled Drug (CD) Services

Software subscription services through the G-Cloud 15 framework.

This document provides a general description of the Alfa Platform and the associated Alfa Medication Logistics and the Alfa Controlled Drug (CD) Services. Specific commercial terms, service levels and implementation details are agreed separately with each customer.

Service Overview

Thula provides the Alfa Platform and the associated Alfa Medication Logistics and the Alfa Controlled Drug (CD) Services as enterprise-grade software solutions designed specifically for healthcare organisations.

Alfa helps organisations modernise medicines management by replacing manual, paper-based and fragmented processes with efficient digital workflows, real-time oversight and reliable auditability. The platform is designed to deliver measurable operational value while supporting safe clinical practice and strong governance.

Alfa Medication Logistics Services build upon the platform to support organisation wide stock management, tracking and governance for any type of medication or commodities, but does not include the special handling of controlled drugs that is covered by the Alfa CD Services.

Alfa Controlled Drug (CD) Services extend the platform to address the specific regulatory, safety and operational challenges associated with controlled drugs. The service enables organisations to strengthen compliance, reduce risk and improve productivity while maintaining full visibility and control.

About Thula

Thula is a digital health software company that focuses on medicines management, governance and assurance. Thula partners with healthcare organisations to help them improve efficiency, reduce operational risk and strengthen regulatory compliance.

With more than a decade of experience delivering live healthcare software, Thula supports hospitals, pharmacies and care providers across multiple European markets. Its solutions are used daily by tens of thousands of users in clinical and operational environments.

Why Thula

Healthcare organisations choose Thula because of its deep domain expertise, proven track record and pragmatic approach to delivering real operational value.

Key differentiators include:

- **Specialist focus on medicines management** – Thula's products are designed specifically for complex medicines workflows, including controlled drugs, rather than generic clinical systems.
- **Proven in live healthcare environments** – Thula's solutions have been used operationally for many years across hospitals, pharmacies and care settings, reducing delivery risk.
- **Governance and compliance by design** – Auditability, traceability and oversight are embedded into the platform to support regulatory requirements and inspection readiness.
- **Designed with frontline users** – Close collaboration with clinical and pharmacy professionals results in intuitive workflows, high adoption and minimal training burden.
- **Scalable and adaptable** – The platform supports single sites up to large, multi-site estates while remaining configurable to local operating models.

Alfa Platform

Alfa is a centrally managed software platform that supports end-to-end medicines and medical supplies management across healthcare organisations.

The platform is designed to deliver clear operational and financial benefits by improving visibility, standardising workflows and automating routine processes. Alfa enables organisations to reduce administrative effort, optimise stock levels and improve coordination between pharmacy and clinical teams.

Key capabilities include:

- Role-based access control and comprehensive audit logging.
- Configurable workflows aligned to organisational policies and procedures.
- Real-time visibility of stock, usage and activity across sites.
- Reporting and dashboards to support operational oversight and governance.
- Integration with existing clinical, pharmacy and organisational systems.

Where required, the platform supports barcode-enabled workflows to improve accuracy and reduce medication errors, aligning with Scan4Safety principles.

Alfa Medication Logistics Services

Alfa Medication Logistics Services provide a purpose-built digital solution that optimises medication ordering, distribution, and stock management across pharmacies, hospitals, and care settings. It improves efficiency, traceability, and patient safety, reduces operational costs, and integrates with existing systems through secure, standards-based workflows.

Key capabilities include:

- Automated stock replenishment to prevent shortages and reduce manual effort.
- Fully electronic ordering and delivery workflows, eliminating paper processes.
- Integrated messaging and alerts between pharmacy and clinical teams.
- Seamless interoperability with inventory, dispensing, and ERP systems.
- Advanced stock search across locations.
- Centralised reporting for oversight and performance monitoring.

Alfa Controlled Drug (CD) Services

Alfa Controlled Drug (CD) Services provide a purpose-built digital solution for managing controlled drugs across healthcare settings.

The service replaces manual controlled drug registers with structured digital workflows that improve efficiency, reduce error and support strong governance. By providing full traceability and proactive discrepancy management, Alfa CD helps organisations minimise risk and maintain inspection readiness.

Discrepancy reporting can be further enhanced through integration with electronic access and key control systems, providing additional assurance by correlating controlled drug access events with recorded activity.

Key capabilities include:

- Electronic controlled drug registers.
- Digital Signature Certificates for secure and trusted electronic approvals.
- End-to-end audit trails for receipt, administration, stock checks and disposal.
- Configurable workflows aligned to local and national controlled drug policies.
- Role-based permissions and segregation of duties.
- Automated discrepancy detection, escalation and resolution.
- Reporting to support audits, inspections and internal assurance.

Proven Capability

The Alfa Platform and the associated services have been used in live operational environments for several years, replacing paper-based controlled drug registers in hospital and care settings. It supports pharmacy teams, clinical users and governance leads by delivering reliable oversight, accountability and confidence in compliance.

How the Services Are Delivered

The Alfa Medication Logistics and Alfa Controlled Drug Services are delivered as centrally operated software services managed by Thula. Thula is responsible for operating, maintaining and updating the service, ensuring stability, security and continuity.

Customers access the services using standard web browsers. The services can be configured to align with local work procedures and operating models.

In addition to the centrally hosted and managed services, certain local setup and configuration is needed to support user authentication and any local system integrations.

Security, Governance and Compliance

Security and governance are integral to the Alfa Platform. The associated services support healthcare organisations in meeting information governance and regulatory obligations through:

- Secure authentication and role-based access control.
- Full audit logging of user actions.
- Electronic signatures and witnessing to support controlled drug authorisation and compliance
- Encryption of sensitive data.
- Segregation of duties and configurable approval workflows.
- Reporting to support governance, assurance and inspection readiness.

Benefits and Indicative Outcomes

Organisations using the Alfa Platform and the associated services report a range of commercial and operational benefits, including:

- Reduced administrative workload for clinical and pharmacy staff.
- Improved accuracy, completeness and accessibility of medicines records.
- Better control of stock, usage and wastage.
- Reduced reliance on paper-based processes and manual reconciliation.
- Stronger governance and assurance for controlled drugs.

By reducing manual effort and paper-based processes, organisations can improve sustainability while lowering operational costs. These benefits support more efficient use of staff time, improved productivity and better allocation of resources. Outcomes vary by organisation, scale and configuration.

Integration and Interoperability

The Alfa Platform is designed to work alongside existing healthcare systems. Where required, it can integrate with clinical, pharmacy, prescribing, dispensing and financial systems to support end-to-end medicines workflows.

Integrations require a local setup and configuration to align with customer requirements and existing system landscapes.

Availability, Support and Onboarding

Thula provides onboarding support to help organisations adopt the service effectively. This includes configuration, guidance and training materials.

Ongoing technical support is provided to assist with service use, issue resolution and continuous improvement.

Commercial Model

The Alfa Platform and associated services are licensed on an ongoing subscription basis. Commercial terms, pricing and support arrangements are agreed with customers based on scope, scale and organisational needs.

Data Ownership and Portability

Customers retain ownership of their data. On termination of the service, customers may request a copy of their data in a commonly used, machine-readable format. Data is securely deleted from Thula systems following confirmation of successful handover, in line with agreed retention policies.