



CERTUS TECHNOLOGY
A s s o c i a t e s L i m i t e d

TACTIC

Demand and Capacity Management

G-Cloud 15 Service Definition
Document

Lot 2b: Software as a Service (SaaS)

Introduction

This document is intended to supplement the information submitted on the Digital Marketplace for G-Cloud 15 for TACTIC. It provides an overview of the platform's core functionality, its features and benefits.

TACTIC is a software service which constantly evolves to meet the needs of the users. For the latest detail of the features and functions visit

www.certus-tech.com

Company Overview

Solutions that transform the healthcare landscape

Certus is at the forefront of the life sciences and healthcare industry in the UK, developing solutions to support clinicians, healthcare professionals and healthcare providers to improve patient care, their outcomes, and operational efficiencies.

What we do

Using our expertise in software development, data management, modelling, and analytics, alongside our technical platforms, we support you in developing and delivering solutions for clinical research, quality assurance, and healthcare operations.

Who we work with

We work across the life sciences sector, research institutions, and the NHS, enabling end-to-end solutions for more effective patient care.

TACTIC Capability Statement

Demand and Capacity Management

Executive Overview

TACTIC Demand and Capacity (D&C) is a specialised, cloud-based business intelligence service that provides rolling forecasts of demand, capacity, and waiting lists for NHS diagnostic services. The SaaS is designed to support NHS Trusts, networks, Integrated Care Boards (ICBs), and NHS regional organisations with consistent, reliable management information for both operational and strategic planning.

TACTIC D&C replaces high-risk, opaque spreadsheet models and fragmented, ad-hoc BI solutions with a managed, continuously evolving information service. Forecasts of demand, capacity, and waiting lists are generated routinely using standardised methodologies, reducing dependency on overstretched Trust-level BI teams and improving the consistency of planning assumptions across organisations and networks.

The service provides a unified platform for demand modelling, capacity analysis, and scenario planning. By integrating scheduling intelligence with forward-looking forecasts, TACTIC D&C enables operational managers to identify emerging risks, while supporting strategic planners to test service change scenarios and investment options. Applied at scale across NHS networks and regions, the platform establishes a common management information framework that underpins coordinated operational delivery and long-term service planning.

TACTIC D&C supports multiple organisational perspectives. Regional and network-level dashboards provide service leads with visibility of demand–capacity imbalance and system-level risk, enabling targeted improvement programmes. Trust and service-level views support operational coordinators with actionable intelligence to manage day-to-day capacity and patient flow.

The TACTIC D&C SaaS is available as a standard managed service based on the nationally published monthly DM01 dataset. The service can also be configured to operate with higher-frequency data (weekly or daily) and local data sources, delivered under G-Cloud 15 Lot 3. Further details of the service are available in Lot 3 (Cloud Support) and at www.certus-tech.com

Core Capabilities

1. Demand and Capacity–Based Waitlist Forecasting

TACTIC Demand and Capacity (D&C) provides a managed, cloud-based forecasting capability that replaces manual planning models and ad-hoc analysis with routinely generated rolling horizon forecasts of demand, capacity, and waiting lists. The service operates at the level of granularity supported by available data and supports aggregation across organisational boundaries to provide coherent views at service, Trust, network, ICB, and regional levels.

The standard TACTIC D&C SaaS offering delivers monthly forecast models derived from the nationally published DM01 dataset. These models provide ICB-level forecasts that can be rolled up to regional views, supporting consistent planning assumptions across systems. Where higher-frequency or local data is available, the service can be configured to operate with weekly or daily inputs and to model services at more granular, procedure-specific levels.

The forecasting approach uses historic activity and capacity data as the baseline predictor of future performance, extrapolated to produce rolling horizon forecasts. This is augmented with published Office for National Statistics (ONS) demographic data to account for longer-term demand drivers. For each included diagnostic service, TACTIC D&C models the interaction between forecast demand and available capacity to produce a forward projection of waiting list size.

The underlying models are stochastic, providing not only an expected waiting list trajectory but also associated confidence intervals. This enables service leads and planners to understand uncertainty, identify emerging risk, and prioritise mitigation activity.

TACTIC D&C includes scenario-based forecasting tools that allow planners to adjust model assumptions and test the impact of operational or strategic changes. Scenarios may include changes in capacity, productivity, demand growth, or service configuration, enabling evidence-based evaluation of improvement initiatives and investment options.

The waitlist forecasting capability accounts for key real-world operational factors, including Did Not Attend (DNA) rates and Removals Other Than Treatment (ROTT). Incorporating these factors ensures that forecasts reflect actual service behaviour and remain robust for both operational management and strategic planning purposes.

2. Integrated Workforce Modelling

Where workforce models are available, TACTIC Demand and Capacity (D&C) can be extended to derive service capacity directly from workforce forecasts. This capability aligns demand and capacity planning with real-world workforce availability, ensuring that capacity projections reflect not only physical resources and historical activity but also the skills, roles, and training status of the workforce required to deliver a service or clinical care.

Integrated workforce modelling uses role-based career pathway models, as defined within TACTIC Workforce, as a central capacity metric. Workforce availability, progression, and skill mix are translated into deliverable service capacity, enabling forecasts to be driven by projected workforce supply rather than inferred solely from historic throughput. This approach is particularly valuable in specialist services where capacity is tightly constrained by accredited competencies and training pipelines.

Under G-Cloud 15 Lot 2b, the TACTIC D&C SaaS offering is provided as a fixed, standard service. At present, the standard integrated workforce-driven capacity model is available for Endoscopy services, reflecting the maturity of JAG-aligned workforce and training data within this domain. The Endoscopy implementation supports alignment with Joint Advisory Group (JAG) standards, including reporting, training list coordination, and competency-based capacity modelling.

The platform can be extended beyond the standard SaaS offering through G-Cloud 15 Lot 3 services. This enables the development of additional workforce-integrated capacity models for other diagnostic and laboratory services, where suitable workforce definitions, role structures, and competency frameworks exist. Such extensions allow organisations to adopt a consistent modelling approach across demand, workforce, and capacity while accommodating service-specific requirements.

By integrating workforce and demand models within a single platform, TACTIC provides a coherent evidence base for operational planning, training investment decisions, and long-term workforce sustainability.

3. Advanced Scenario Planning and Management Intelligence

TACTIC Demand and Capacity (D&C) includes advanced scenario planning capabilities that support proactive operational and strategic decision-making. By default, TACTIC D&C generates rolling horizon forecasts using historic activity and capacity data as the baseline predictor of future performance. Scenario planning extends this baseline approach by allowing alternative sets of assumptions to be defined and evaluated.

Scenarios are represented as structured parameter sets that modify demand drivers, capacity assumptions, productivity factors, or service configurations. These parameters replace the historic extrapolation basis for the duration of the scenario, enabling the platform to generate alternative forward forecasts that reflect planned or potential future states. Scenario-based forecasts can be used to support strategic planning, option appraisal, and formal reporting at Trust, network, ICB, or regional level.

TACTIC D&C enables multiple scenarios to be modelled, compared, and retained in parallel. This allows service leaders to assess the relative impact of different interventions, such as changes in service configuration, estate utilisation, workforce deployment, or demand context. Each scenario produces a full set of demand, capacity, and waiting list projections, enabling clear comparison with the baseline forecast and with alternative options.

Where appropriate, scenario outputs can be promoted to become the active organisational forecast. This controlled transition allows agreed changes—such as service redesign, commissioning decisions, or structural demand shifts—to be incorporated into the main planning model, replacing the historic-data-driven forecast. This ensures that the authoritative forecast used for operational management reflects current strategic intent as well as observed performance.

Business Outcomes

Strengthened Service Resilience through Standardised Intelligence

TACTIC Demand and Capacity (D&C) strengthens service resilience by replacing fragmented spreadsheets and locally developed models with a shared, managed planning platform. Routinely generated, standardised forecasts provide a single, authoritative view of future demand, capacity, and waiting list pressures across services, organisations, and regions. This consistent intelligence base enables coordinated decision-making and reduces operational risk arising from manual data handling, inconsistent assumptions, and version control issues.

By supporting aggregation across Trust, network, ICB, and regional levels, TACTIC D&C underpins system-level planning and enables services to respond collectively to emerging pressures rather than react in isolation.

Improved Alignment of Capacity, Workforce, and Training Pipelines

TACTIC D&C enables capacity planning that reflects real-world delivery constraints. Where integrated workforce models are available, capacity forecasts are driven by workforce supply, role mix, and training progression rather than inferred solely from historic activity. This ensures that operational plans are grounded in the availability of appropriately skilled staff.

In specialist services such as Endoscopy, this alignment supports the coordination of service delivery, training lists, and competency development. Organisations can sustain service throughput while protecting training capacity, supporting workforce development without compromising patient access or safety.

Proactive Waitlist Management and Risk Reduction

Accurate, rolling waitlist forecasts enable services to move from reactive issue management to proactive control of performance risk. By modelling the

interaction between forecast demand and available capacity, TACTIC D&C provides early visibility of emerging backlogs and pressure points.

The inclusion of stochastic modelling and confidence intervals allows managers to understand uncertainty and quantify risk, supporting prioritisation of mitigation actions and targeted improvement programmes. This capability is particularly valuable at network and regional level, where early intervention can prevent local pressures from becoming system-wide failures.

Evidence-Based Strategic Planning and Service Redesign

Advanced scenario planning capabilities support structured evaluation of service change options. By modelling alternative demand, capacity, and configuration scenarios, TACTIC D&C enables leaders to assess the impact of proposed interventions before implementation.

Agreed scenarios can be adopted as the active planning baseline, ensuring that organisational forecasts reflect current strategic intent as well as historic performance. This creates a clear audit trail from strategic decision-making through to operational planning, supporting investment appraisal, service redesign, and long-term sustainability planning.

Increased Operational Efficiency and Standards-Aligned Reporting

Automated data ingestion and model generation reduce the administrative burden placed on senior clinical, operational, and analytical staff. This allows expertise to be focused on interpretation and improvement rather than manual data preparation.

TACTIC D&C also supports compliance with national standards and reporting frameworks through structured, repeatable outputs. In Endoscopy, this includes alignment with Joint Advisory Group (JAG) reporting requirements. Transparent, auditable data structures support assurance processes and provide confidence to regulators, commissioners, and system leaders.

Certus - Why Us?

Certus Technology combines two decades of business experience with a fresh, innovative approach to SaaS. We've developed, built, and operate TACTIC to help our customers succeed in an evolving digital landscape. Our end-to-end expertise ensures a perfect fit for your requirements, covering everything from initial engagement to full-scale deployment and dedicated support.

Certus - Contact Us

If you would like to learn more about TACTIC and how it would support your organisation to deliver a high-quality service please contact us at:

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