



CentrixConnect **Service Definition**

Public & Applicable for G-Cloud

Service Offering

At DLS Health, with over 50 years of combined healthcare experience our mission is to empower healthcare organisations with intelligent procurement and stock management solutions that transform the supply chain experience. We bring end users closer to the products they need, driving greater efficiency, control, and confidence across every stage of stock management.

CentrixConnect, delivered as a SaaS solution, provides a flexible, configurable foundation for healthcare organisations.

Proudly supporting organisations across healthcare.



A cloud-based commerce and customer portal designed to provide a unified, real-time digital channel for customers to transact, view orders, check pricing, and access business information which can be fully integrated with internal business systems and ERP's. Supporting use cases such as consumable ordering across NHS networks and pharmaceutical purchasing.

Core Purpose

- Provide customers with self-service access to ordering, stock information, pricing, order status, documents, and updates in real time.
- Eliminate manual interaction channels like email or spreadsheets with a structured ordering interface.
- Improve operational efficiency, simplify ordering process and reduce errors associated with disconnected systems.

Key Features and Capabilities

User and Organisation Structure

Designed for healthcare and high-compliance environments, the user and organisational architecture aligns with how healthcare operates, supporting Trust-to-hospital location relationships alongside a full, role-based permissions model.

Self-Service Ordering

An intuitive user portal where users can:

- Browse product catalogues with live pricing and stock levels
- Place, modify, and track orders.
- Access documentation (invoices, delivery notes).
- Receive real-time status updates via email / portal notifications.

Real-Time Data Synchronisation

Through robust integrations with ERP, CRM, inventory, and pricing systems, CentrixConnect delivers accurate and up-to-date information on product availability, pricing, delivery schedules, and customer accounts directly to the commerce portal. Real-time data exchange ensures that customer decisions and transactions are based on the latest business data.

ERP/Business Systems Integration

Integration is a fundamental capability; CentrixConnect supports connectivity with major ERP platforms such as SAP, Sage and NHS Supply Chain as well as other internal business systems to sync catalogue, account, pricing, and order data. This enables automated workflows from customer order through to back-office fulfilment.



CentrixConnect provides a stock management solution designed to support the operational, financial, and clinical needs of departments and networks. Built to streamline stock control across different sites, it ensures consistent availability of critical consumables, reduces waste, and enhances traceability, enabling department to maintain uninterrupted services.

The stock management module within CentrixConnect is designed to give departments complete visibility and control of their stock. Through real-time stock monitoring, re-order workflows to ensure stock replenishment, and centralised reporting, the solution standardises stock management across sites, supporting efficiency, compliance, and patient centred service delivery.

Key Features and Capabilities

Stock Management:

- Monitors stock levels continuously across all departments.
- Tracks item usage down to specific instruments, benches, or departments.
- Provides alerts for low stock, expiring materials, or unusual consumption patterns.

Automated Replenishment & Demand Forecasting

- Generates re-ordering based on predefined thresholds or usage trends
- Order anomaly detection spots mistakes and product diversion
- Reduces manual ordering effort and minimises risk of over stocking

PEPPOL-Compliant Electronic Data Interchange (EDI)

Fully PEPPOL compliant EDI messaging for secure, standardised document exchange across NHS and public sector procurement. Integrated directly into the portal workflow, the platform enables automated, auditable, interoperable trading without the need for external EDI middleware.

Standardised Stock Control

- Enables consistent catalogues, product codes, and naming conventions across the department(s).
- Supports centralised procurement and distribution models, ensuring uniform practices across multi-site operations.
- Provides multi-location visibility for more efficient internal transfers.
- Barcode support for 1D and 2D matrix

Expiry, Batch, and Lot Traceability

- Records complete traceability data for reagents, pharmaceuticals and consumables, including batch and lot numbers, expiry dates, and supplier details.
- Link items to 'product form' workflows for audit documentation and product validation.

Operational Reporting & Analytics

- Provides dashboards and reports for stock usage, wastage, cost analysis, and forecasting.
- Enables comparison of stock usage across departments or sites, supporting continuous improvement.

Integration with external systems

- Integration with managed services providers as well as essential business applications, including financial systems.
- Supports integration with procurement systems.
- Integration with NHS Supply Chain

DLS Health Operations

Onboarding and Implementation

CentrixConnect is delivered using a structured, collaborative methodology aligned with PRINCE2 Practitioner standards, ensuring clear governance, controlled delivery, and effective communication throughout the project.

Delivery begins with a focused initiation phase in which the project plan, stakeholder roles, and governance structures are defined. This establishes a shared understanding of scope, responsibilities, timelines, and communication channels from the outset.

The implementation phase covers solution build, configuration, and integration activities. The project team works closely with customer technical resources to ensure that data flows, integration points, and technical requirements are fully understood and executed to a high standard.

A full User Acceptance Testing (UAT) cycle is conducted to validate end-to-end workflows and confirm reliable, accurate data exchange across systems. This ensures the solution meets defined acceptance criteria before progressing to live deployment.

Following UAT, a controlled phased rollout allows the solution to be introduced to a selected user group or customer subset. This staged approach supports live validation, risk mitigation, and readiness assessment prior to wider adoption.

The engagement concludes with a supported go-live and hyper-care period, during which the project team provides targeted support, training, and proactive monitoring to enable a smooth transition into business-as-usual operations.

The PRINCE2 aligned approach ensures consistency, quality, and successful outcomes across all customer implementations.

Architecture

CentrixConnect is built on modern cloud services that automatically scale to meet user demand. As usage increases, the platform automatically adjusts capacity in the background to maintain performance during periods of high

activity, without manual intervention. Auto-scaling is enabled by default and operates without interrupting users. The service operates in an active-active model across multiple cloud regions for resilience, with the same auto-scaling approach applied consistently in each region.

Business Continuity and Disaster Recovery

Should our precautions and resilience strategy prove insufficient, and a significant failure occurs, we will activate our Business Continuity and Disaster Recovery plan, which is tested regularly. This covers restoration priorities, defined recovery time and recovery point objectives, internal and customer communication strategies, escalation paths, and post-incident review to prevent recurrence.

System Availability

We aim to provide unrestricted access to the System 24 hours a day, 365 days a year. We guarantee 99.5% service availability between 09:00–17:00, Monday to Friday (excluding public holidays), excluding planned maintenance.

Support Hours

Our standard support hours are 09:00–17:00 (UK time), Monday to Friday, excluding UK bank holidays. Outside of standard support hours, we actively monitor the support desk for Priority 1 (P1) and Priority 2 (P2) incidents. Critical and high impact issues reported out of hours will be assessed and responded to in accordance with their priority to minimise service disruption.

Service Levels

The following SLA targets are in place for the CentrixConnect services:

Severity	Target Resolution Time
Severity 1	Within 4 business hours.
Severity 2	Within 24 business hours
Severity 3	Withing 2-3 business days.
Severity 4	Resolved in the normal course of development, often in future releases or updates.

Pricing Overview

CentrixConnect pricing is specified in the 'CentrixConnect Pricing' Document.

Invoicing Process

This is specified in the DLS Health 'Terms & Conditions' document.

Contract Termination

This is specified in the DLS Health 'Terms & Conditions' document.

