



Cloud 15

Service Definition Document

Lot Two B: Software as a Service (Saas)

January 2026 | Version 1.0

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Introduction

PayRight is a cloud-based decision-support software service designed to assist public sector organisations in reviewing and assessing invoices against purchase orders and contract terms. The service supports finance, procurement, contract management teams, as well as clinical staff and budget holders, by providing structured insights to inform invoice approval decisions, rather than replacing existing controls or approval processes.

Through a secure web interface, PayRight enables users to upload invoices, purchase orders, and contract documents. The service applies rule-based and AI-assisted analysis to highlight variances, identify potential discrepancies, and present findings in clear, audit-ready assurance reports. Final approval decisions remain with authorised users.

PayRight helps organisations improve transparency, strengthen contract management, and identify potential savings opportunities by highlighting pricing inconsistencies, missed discounts, and non-compliant billing patterns. The service is suitable for NHS trusts, Integrated Care Boards (ICBs), Integrated Care Systems (ICSs), and other public sector bodies seeking improved financial assurance, governance, and accountability.

Service Features and Benefits

<u>Service Feature</u>	<u>Description</u>	<u>Benefit to Users / Organisation</u>
Contract-aware invoice review	Reviews invoices against relevant contract terms and purchase orders	Reduces risk of paying non-compliant or incorrect invoices
Manual document upload	Allows users to upload invoices, purchase orders, and contracts	Enables use without system integrations or IT dependency
Structured and unstructured contract analysis	Analyses both contract registers and PDF/Word contracts	Improves visibility of contractual terms often missed in manual checks
Decision-support insights	Highlights discrepancies and risks without automating approval	Maintains human oversight while improving decision quality
Invoice accuracy scoring	Produces an accuracy score for each invoice reviewed	Helps prioritise review effort and identify higher-risk invoices
Discrepancy identification	Flags pricing, quantity, discount, and date mismatches	Supports early identification of overcharging or billing errors
Potential savings identification	Highlights value differences between invoiced and expected amounts	Supports cost control and savings opportunities before payment
Audit-ready assurance reports	Generates downloadable PDF reports with findings and evidence	Improves transparency and supports audit and governance requirements
Role-based access controls	Controls access for finance, procurement, and budget holders	Supports appropriate segregation of duties and accountability
Activity audit trail	Records user actions and review outcomes	Strengthens governance, assurance, and internal audit processes

Optional additional services may be provided by agreement to support implementation and adoption. These services are not required to use the core service and are not included in the standard subscription price.

Optional services may include enhanced onboarding support, additional training sessions, or bespoke reporting requirements. Any optional services are agreed at call-off stage and priced separately.

Benefits of the Service

<u>Benefit Area</u>	<u>What PayRight Delivers</u>	<u>Why This Matters to NHS Organisations</u>
Financial Control	Supports the review of invoices against agreed contract terms	Reduces risk of overpayment and unvalidated spend before payment is made
Overspend Prevention	Identification of potential overcharging and misapplication of terms	Supports prevention of overspend rather than retrospective recovery
Assurance & Audit Readiness	Clear audit trails, checks, and supporting evidence	Improves assurance for internal audit, external audit, and regulators
Operational Efficiency	Streamlined review and approval processes	Reduces manual effort and reliance on spreadsheets and ad-hoc checks
Clinical Focus	Governance embedded without increasing burden on clinical teams	Enables staff to focus on patient care while maintaining financial control
Decision Support	Clear recommendations and actions on invoices	Supports informed, timely decision-making at point of payment
Consistency & Standardisation	Consistent application of contract rules across teams and services	Reduces variation and risk caused by fragmented contract ownership
Scalability	Applicable at Trust, group, or system level	Supports growth, collaboration, and future organisational change
Value for Money	Better outcomes from existing contracts	Maximises value without renegotiating or replacing contracts

Vision of the Service

The long-term vision for PayRight is to support a more proactive, transparent, and data-driven approach to contract and invoice assurance across the NHS and wider public sector.

Over time, PayRight is intended to integrate with existing procurement and finance systems to reduce reliance on manual document uploads and streamline invoice review workflows. By connecting to core systems, the service aims to support earlier and more consistent identification of discrepancies, enabling issues to be addressed before payment and reducing the administrative burden on finance teams, clinical staff, and budget holders.

PayRight is also designed to support improved decision-making beyond individual invoice approvals. Invoice accuracy insights and historical assurance data can be used to inform contract renewals, supplier performance reviews, and pre-procurement exercises. This helps organisations assess supplier behaviour over time, challenge persistent issues, and make more informed commercial decisions.

At a broader level, the service vision includes the ability to aggregate anonymised invoice accuracy insights across participating organisations. This would support the identification of common overcharging patterns or recurring discrepancies from the same suppliers across multiple trusts. Such insights could help NHS organisations collectively reduce overspend, limit financial leakage, and strengthen contract management practices at both local and national levels.

Throughout this evolution, PayRight remains focused on supporting informed human decision-making, improving transparency, and helping organisations protect value for money within contract management processes.

About Us

GovernTerms was established to address a critical and long-standing challenge within healthcare systems: the absence of consistent, structured, and enforceable governance across the full contract lifecycle. Despite the scale and complexity of contractual arrangements within the NHS, contract management has historically remained fragmented, under-resourced, and heavily reliant on manual processes.

The organisation was founded by its Director and Founder following extensive experience managing and overseeing contract management at national, regional, and organisational levels within the NHS. Through these roles, the Founder held responsibility for complex contractual portfolios involving multiple providers, commissioners, and suppliers, gaining first-hand insight into how contracts were negotiated, interpreted, varied, and ultimately paid.

Across these environments, a recurring pattern was evident. While contracts were often robust at the point of award, ongoing governance and assurance were frequently limited once services moved into delivery. Detailed review of contractual activity identified instances of overcharging and incorrect application of contract terms, with savings only realised where contracts were actively reviewed and challenged. However, such review was inconsistent and often constrained by limited capacity and competing priorities.

Responsibility for service delivery within the NHS rightly sits with clinical and operational teams whose primary focus is patient care and safety. These teams frequently initiate or validate activity that has contractual and financial implications, yet do not always have direct visibility of contract terms, payment rules, or agreed variations. As a result, there is often a disconnect between contractual intent and operational reality, increasing the risk of overspend and unvalidated payments.

This challenge is compounded by the fact that contract management responsibilities are commonly dispersed across finance, commissioning, operational, and clinical functions, with no single, integrated view of contract compliance. In this environment, addressing contractual issues is often reactive, with assurance activity taking place after payments have already been made.

GovernTerms was formed to tackle these systemic issues at their root. Rather than focusing on retrospective recovery alone, the organisation was created to develop governance-first frameworks, methods, and technologies that embed control, transparency, and assurance directly into day-to-day contract management.

As part of this work, GovernTerms undertook detailed analysis of NHS contract management practices across multiple regions and organisations. This analysis consistently identified contractual leakage including overpayments and incorrect charging as a significant and under-addressed source of financial inefficiency, often remaining undetected due to limited real-time controls and fragmented ownership of contracts. In response to these challenges, PayRight was developed.

Document management

Version control

Version	Date	Author	Reason for amendment
0.1	28.01.2026	LN	Creation of first draft

Contact points

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