



G-Cloud 15 Service Definition

Accenture System Cutover Services

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 **accenture**

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1.0 Scope of our services

Cutover, when an organisation switches over to using a new or upgraded system, presents significant challenges as staff begin to use processes for the first time. If cutover and the immediate post-go live period are not managed carefully, then end user experience, system adoption, operational management and ultimately patient safety can be significantly impacted. Cutover management is therefore a critical aspect of systems delivery and requires expert planning and coordination.

We have significant experience of working as part of the hospital team and with suppliers to successfully deliver cutover services. This includes:

- Establishing cutover workstreams: identifying and helping to embed related processes and governance
- Identifying, analysing and appraising cutover options; minimising any downtime
- Developing detailed cutover plans and assisting with agreement of any downtime with operational and clinical staff
- Managing and supporting cutover processes from initiation through to return to business as usual operation, including technical planning, operational readiness, roll out planning, data catch up, and coordination of service management and user support processes

Our range of services, supported by a library of document templates and best practice, includes:

- **Technical and Operational Cutover Planning and Management:** Running the Cutover workstream, working with the operational Cutover sponsor, technical teams, operational teams and Business Continuity teams to govern and plan Go Live.
- **Communication Planning:** Ensure all stakeholders, internal and external to the Trust, are fully aware of Cutover arrangements and responsibilities.
- **Templates and documentation:** Detailed Cutover Plan templates, Cutover checklists and trackers developed from wide experience of recent EPR cutovers. Includes operational readiness tracking and data catch up estimation tools.
- **Early Live Support planning and management:** Identifying, agreeing, communicating and co-ordinating Early Live Support processes.
- **Business Continuity impact assessment:** Assisting with changes to Business Continuity Plans to take account of Cutover and Early Live Support activities. We can also provide services beyond Cutover Planning to assist with identifying and accounting for the potential impact on Business Continuity of new systems or functionality.
- **Applying learning:** Facilitating cutover lessons learnt and best practice sessions to ensure the benefit of prior Trust experience and our experience of cutover is applied.

Outcomes we have delivered for our clients include;

- **Go Lives that run to schedule:** We work at a level of technical and operational detail that has enabled go lives to be practiced, run to plan and meet expectations.
- **Stakeholder buy-in and commitment:** Cutover Plans, Downtime, Recovery and Early Live Support processes are developed with a consultative approach ensuring understanding and buy-in across IT, operational, clinical teams and suppliers.
- **Agreed Cutover and Early Live Support processes:** Fully documented governance, processes and logistics developed and provided in a “Go Live Bible”, providing a ready reference on what to do throughout Go Live.

- **Well informed and prepared staff:** Agreed and targeted communication and downtime and recovery practice, to ensure staff really understand plan and their individual responsibilities throughout the cutover.
- **Maintaining engagement:** Daily stand ups and broadcasts during Early Live Support keep staff updated on progress, workarounds and fixes maintaining momentum.
- **Conditions for co-operation and co-ordination:** Working as an integral part of Technical/IT, Project and Operational teams, providing the “glue” that delivers the co-ordination, communication and cooperation so essential for smooth roll outs.
- **Value for future projects:** Re-useable tools and models for incorporation into digital business continuity plans and future projects to enable more accurate downtime and data catch up planning.

2.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

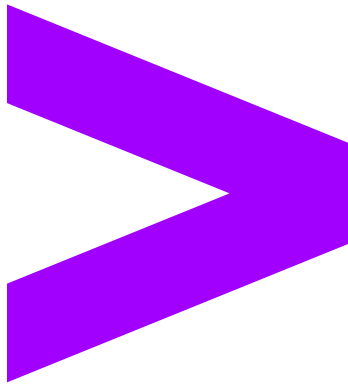
3.0 **Contacts**

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4.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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