



G-Cloud 15 Service Definition

**Accenture Smoking Cessation Platform Cloud
Services**

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accenture

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1.0 Scope of our services

The Smoking Cessation Platform is a digital solution designed to support smokers who are quitting through the smoking cessation pathway and contributes to improved health outcomes for the individual, and fully supports the holistic ‘**whole system**’ approach to smoking cessation. It facilitates seamless interaction between healthcare providers, NHS Stop Smoking Services (NHS SSS) and the individuals, offering features such as patient profiles, appointment scheduling, real-time performance monitoring, notifications, and offline capability. Integrated with NHS-IAM, it tracks CO2 test results and sends encouragement notifications via gov.uk notify. The service spans across various categories including healthcare analytics, management, scheduling, individuals care, and pharmacy, and it provides multi-cloud support.

Approach

Our approach focuses on delivering a comprehensive digital solution tailored to the specific needs of staff engaged in guiding smokers through the Smoke Cessation pathway and encompasses the integration of cutting-edge technology with healthcare expertise to deliver a seamless experience for both healthcare providers/NHS SSS staff and smokers who are quitting. Key elements of our approach include:

- **Patient-centric Design:** We prioritise a user-friendly digital platform that centralises profiles and demographics, ensuring ease of access to relevant information.
- **Real-time Monitoring:** Through a dynamic appointment scheduling function and a robust KPI dashboard, users gain real-time insights into the individuals progress and pathway adherence to national standards, and supports data-driven decision making.
- **Integrated Communication:** Seamless integration with NHS-IAM enables efficient tracking of CO2 test results, supporting adherence, and personalised encouragement notifications via gov.uk notify, enhancing individuals engagement and smoking cessation goals.
- **Multi-Cloud Support:** Our service is designed to be flexible, offering compatibility and accessibility via various cloud environments, enabling seamless integration with existing healthcare systems and infrastructure.

Benefits of Approach

Our approach delivers numerous benefits to healthcare providers, smokers who are quitting, and the healthcare ecosystem as a whole:

- **Enhanced Care:** By providing a single view of the individuals and their Smoke Cessation pathway, healthcare providers/NHS SSS staff can deliver more personalised and effective care due to enhanced coordination and continuity of care.
- **Efficiency and Accessibility:** Instant appointment scheduling and offline capability reduce no-shows and cancellations, as well as administrative burden, thereby optimising resources and enhancing engagement. Staff are empowered to work from anywhere, eliminating the need for multiple logins and facilitating remote monitoring and support for the individuals, further improving overall efficiency and accessibility.
- **Improved Communication:** Personalised email, SMS, and social media notifications enable instant and tailored communication with the individuals, fostering greater engagement between healthcare providers/NHS SSS and individuals, and adherence to treatment plans, leading to better outcomes.

- **Streamlined Processes:** The platform streamlines manual processes between health providers/NHS SSS and pharmacies, eliminating duplicate entry, reducing administrative burden, and enhancing overall workflow efficiency.
- **Data-Driven Decision Making:** Real-time KPI monitoring and comprehensive analytics empower healthcare providers/NHS SSS with actionable insights to optimise care and pathway management.

Security

Our platform prioritises robust security measures to safeguard sensitive data throughout its lifecycle. We encompass data protection protocols, including TLS (Version 1.2 or above) for data transmitted over networks and encryption coupled with physical access controls for data-at-rest to ensure protection. Identity and authentication are ensured through 2-factor authentication and username/password systems for user and management access, respectively. Furthermore, our adherence to ISO/IEC 27001 certification accredited by the British Standards Institution, along with Cyber Essentials and Cyber Essentials Plus certifications, underscores our commitment to maintaining the highest levels of security standards and compliance.

2.0 Assets and Tools

Our Smoking Cessation Platform leverages a range of assets and tools to deliver exceptional service. Features include:

- **Profiles and Demographics:** Comprehensive profiles and demographics of smokers who are quitting enable personalised care and efficient management of individuals information.
- **Dynamic Appointment Scheduling:** Real-time scheduling capabilities ensure efficient allocation of resources and minimise appointment conflicts.
- **Real-time KPI Dashboard:** A dynamic dashboard provides insights into key performance indicators, allowing healthcare providers/NHS SSS to track progress and adherence to national standards.
- **Integrated Notifications:** Integration with NHS-IAM and gov.uk notify enables automated and personalised notifications, enhancing individuals' engagement and adherence to Smoking Cessation goals.
- **Offline Capability:** Enabling flexible remote access enhancing care.
- **User Support:** Provided via email, phone, and web chat during UK business hours, offering flexible and prompt assistance.
- **Multi-Cloud Support:** Our platform offers flexibility and interoperability with multi-cloud support, ensuring compatibility with existing healthcare infrastructure.
- **Voucher integration for issuing prepaid cards** and to top-up cards remotely to facilitate financial incentives scheme. The platform has ability to have tracking of the cards, value issued towards individual.
- **Pharmacy Integration for automated prescriptions:** Seamless integration with pharmacy systems facilitates automated prescriptions and streamlines medication management for smokers who are quitting.
- **Staff/Individual Business Intelligence Dashboard:** Staff have access to a comprehensive business intelligence dashboard, providing insights and analytics to support decision-making and resource allocation.

3.0 Pricing

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

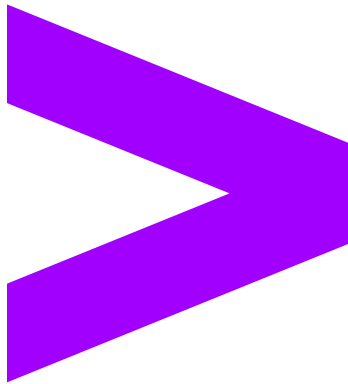
4.0 **Contacts**

Email: UK.TenderMonitoring@accenture.com

Telephone: +44 (0) 20 7844 4444

5.0 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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