

InView - Data Warehouse Designed for the NHS

Lot 2b: Software as a Service (SaaS)

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1. Description of Service

- NHS Trusts need their data to be accurate, reliable and readily available for critical reporting and decision making. However, this can be one of the biggest struggles for data professionals across the NHS. CACI's InView will help achieve:
 - Data readiness
 - Completeness
 - Accuracy
- Modular by design, InView comes with over 30 modules out of the box and with its breadth of content, and ability to integrate multiple data sources, it will empower the Trust.
- The Trust will easily be able to implement a data warehouse solution and BI function for all reporting requirements.
- This ensures all data reporting, whether internal or external, are using the same data repository providing the confidence of correctness, consistency and completeness.
- InView aligns to the needs of the Integrated Care System (ICS) in terms of analytic capability and importantly, data sharing. In addition to providing Trust analytics across its operation and statutory outputs, InView will provide Trusts with a robust conduit for sharing data with the ICS for analytic purposes. In addition to outward sharing of data, InView's roadmap includes facilities for data ingestion from other ICS partners for the purposes of opening up cross organisation analytics (e.g., for requirements such as capacity planning) and benchmarking use cases.
- InView will therefore continue to provide an ICS-enabled future proof data platform for Trusts, who will benefit from CACI's continual investment in the platform.
- On the following slides we have detailed key **features** and **benefits**, as to why CACI is confident InView is the right, fit for purpose solution for the Trust.

1. Description of Service continued

EXPANSION

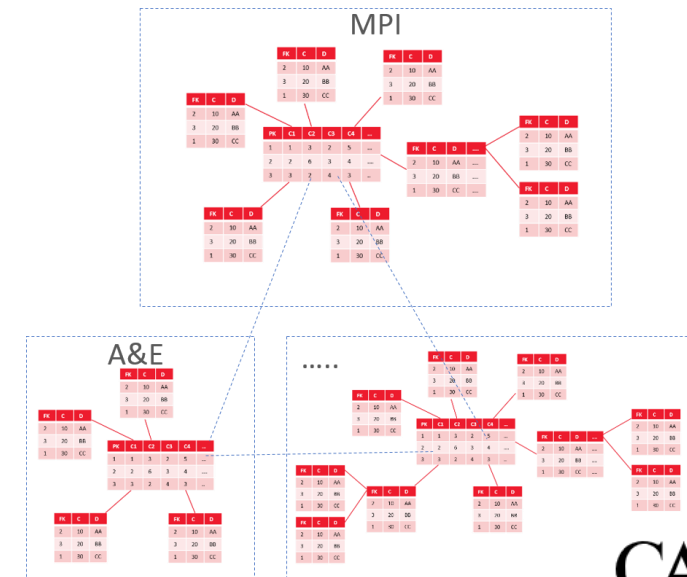
- Prebuilt modules built against NHS standards with mapping templates and examples.
- Over 30 modules covering areas of NHS operations, these range from MPI, IP, OP and A&E to HR and Finance.
- Integration templates for a wide range of patient and clinical systems, allowing rapid loading of the prebuilt modules - this includes a pre built interface using the 835 Real-time analytics solution available on G Cloud from Nautilus Consulting Limited
- Users can customise Inview by adding additional datasets such as:
 - CACI's consumer segmentations - Acorn and Household Acorn
 - CACI's health and wellbeing segmentation - Wellbeing Acorn
 - CACI's gross household income - Paycheck Family of productsUsers can customise their service for an additional fee via a contract amendment.

Included Modules

MPI
IP Activity
Augmented Care / CC
OP Activity
Look Ups
Income - PBR
PSS
Care Pathway Analyser
IP Waiting Lists
OP Waiting Lists
Referrals
A&E
Cancer Wait Times
HR
Maternity
Community
Radiology
Theatres
Endoscopy
Service Line Reporting

CDS, ECDS, MSDS

Bed Management
Finance
Mental Health
Pathology
Satellite / Outreach data
Pharmacy
Order Comms
Oncology
Renal
Cardiology
Complaints
Incidents
Flowsheets Dynamic Warehouse
Knowledge Trees Dynamic Warehouse
Health Issues
Significant Events
Allergies
Friends and Family
Discharge Letters APC and OP
Nurse Staffing Fill Rate
Stroke



2. Key Features



GOVERNED

We will provide a presentation of clean, governed, high-quality integrated data to the Trust's BI tool of choice via its configurable semantic layer.



FULLY MAINTAINED

InView provides all key statutory outputs and these are fully maintained by CACI in line with NHS change notifications as part of core product releases



SELF SUFFICIENCY

The Trust will be self-sufficient in enhancing the data warehouse solution incl. the implementation of local requirements and local content.



MODULAR

With over 30 modules specifically designed for NHS market, it has the ability to integrate multiple data source to each of its modules for all reporting needs



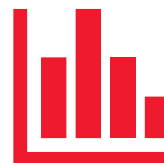
SOLID DESIGN

InView is designed to bring data together from several disparate systems. This ensures reporting is from a central and fully tested and documented system.



EXTENDABLE

Able to add to the existing fact and dimension tables, ensuring that InView combines core reporting with all of the Trust's local requirements without the need for a product upgrade.



AGNOSTIC ANALYTICS

Able to use any reporting tool to perform agnostic analytics whether internal or external, providing the confidence of correctness, consistency and completeness.



LOW TCO

Each InView module is built from an elegant layered design to minimise future maintenance costs and provide future proofing.



3. Benefits

NHS TRUSTS CAN DRIVE CHANGES THROUGH AN EASY IMPLEMENTATION OF A FIT FOR PURPOSE DATA WAREHOUSE SOLUTION DESIGNED SPECIFICALLY FOR THE NHS

Consistency



A single version of the truth that drives consistency in; decision making, financial measurement, forecasting and sharing information.

Availability



With real time data updates, clinicians and staff can make time critical decisions at the point of need with confidence.

Efficiency



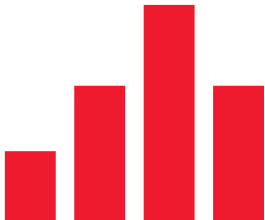
Automated processes and reporting allow analysts to better allocate time to focusing on strategic Trust goals.

Flexibility

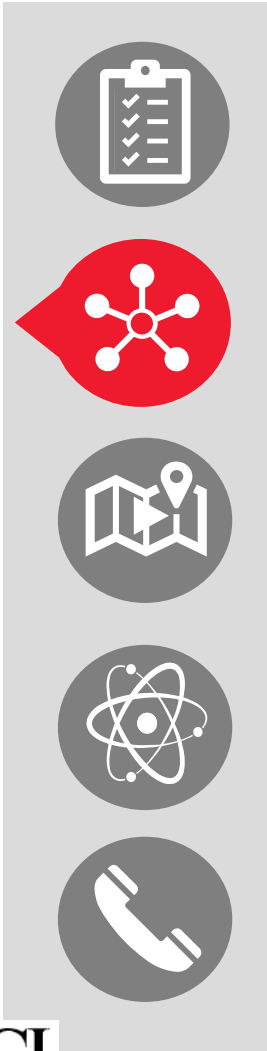


Ability to adapt to changes and new requests through the use of local extension(s).

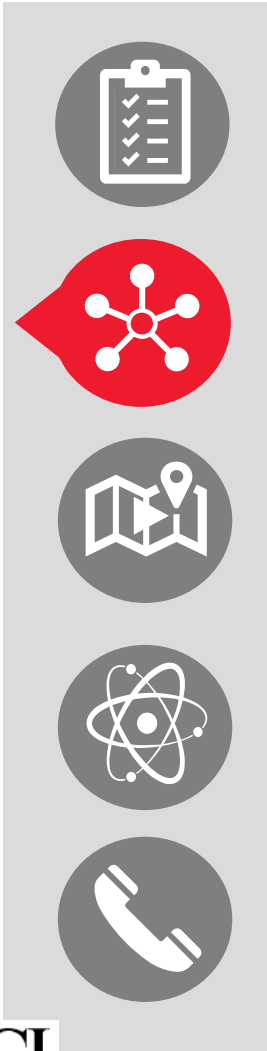
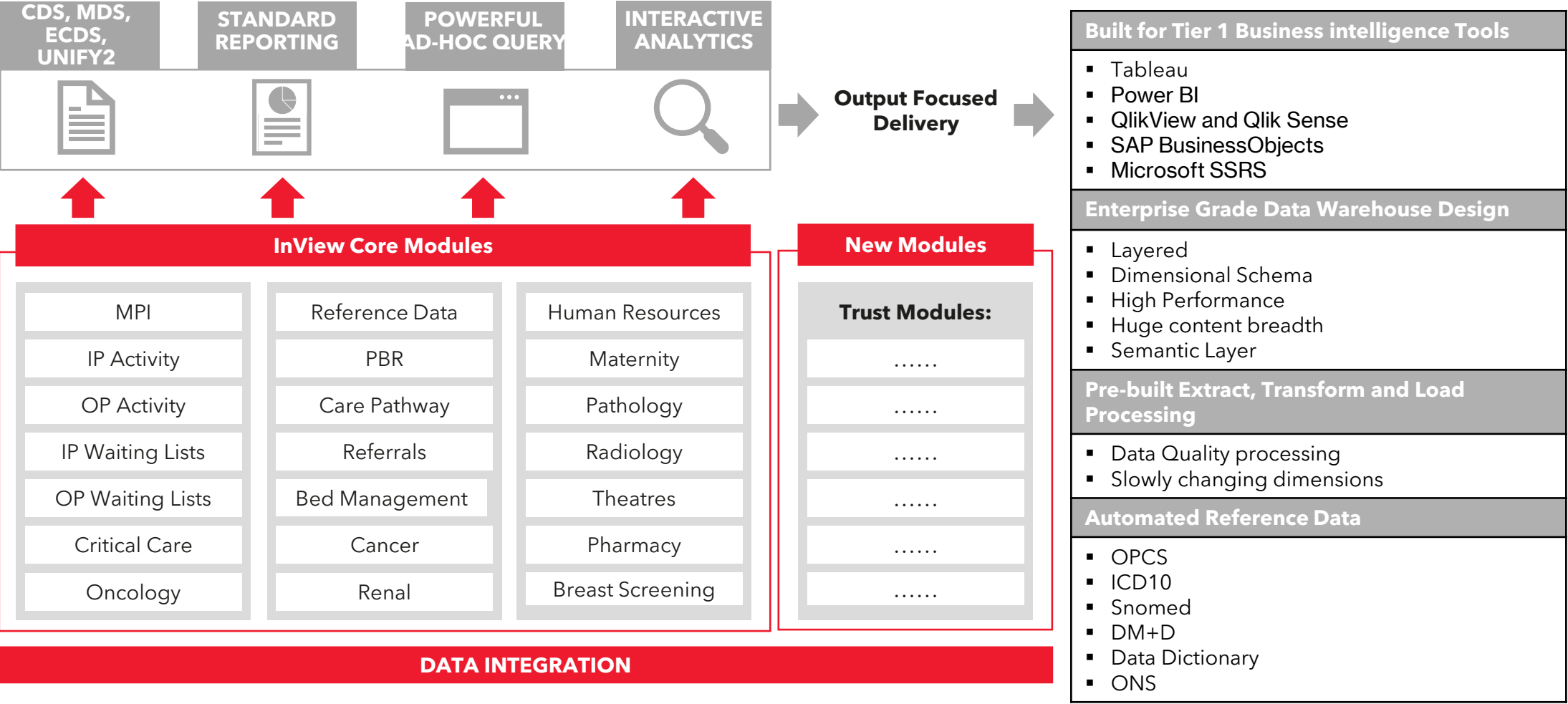
Volume



Through storing more historic data than ever before, new analysis can help make informed decisions for depts.

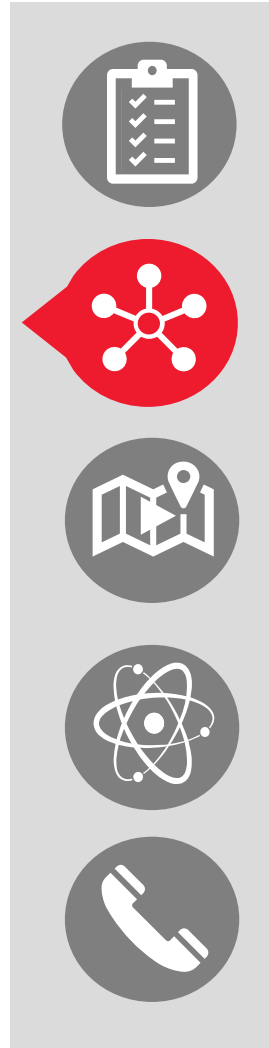


4. What's in the Box?



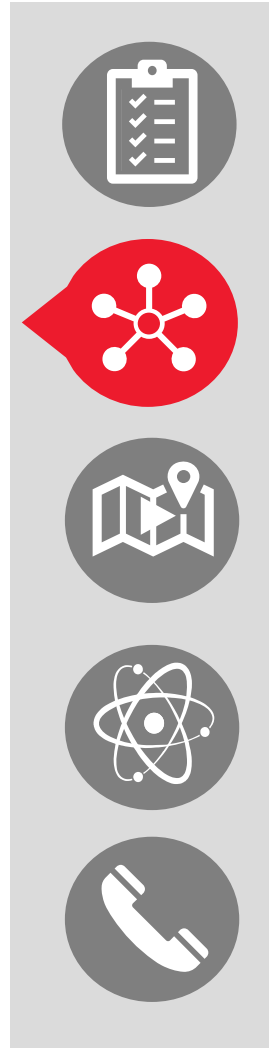
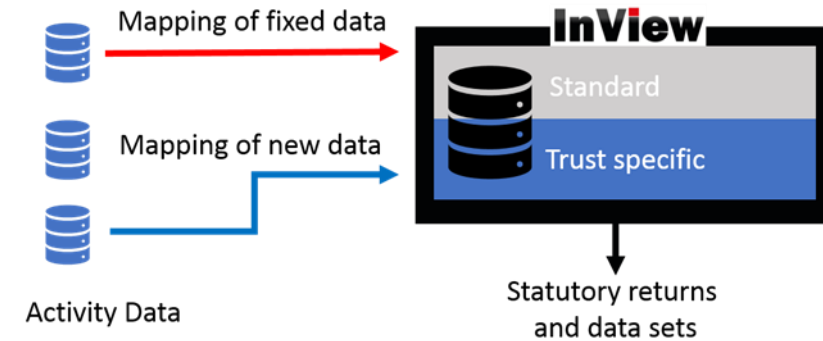
5. Compliance

- Statutory NHS changes are maintained in InView by CACI. For example, as changes are made to NHS definitions, statutory returns or CDS extracts, CACI will incorporate these changes into the InView software.
- The PBR or the Grouping and Pricing (including PSS) built within InView, is based on the PBR National Guidance, which is released each year by the Department of Health. InView is initially upgraded each year based on the draft guidance (Consultation Grouper or Road Test Grouper), which is released annually in December. In March, it is further upgraded based on the final guidance. The solution is upgraded on an incremental basis; hence, the solution supports Grouping and Payment calculation for multiple financial years.
- The production of statutory outputs can be automated from InView as frequently as required. These can be run using the InView Application which is a graphical user interface to allow the end user to select which output to run and across which time period. The setup of the system will extract the data into the expected format for review and submission by Trust staff.



6. Flexibility

- InView, whilst a maintained product, is also fully extensible to provide a full end to end reporting solution for the Trust. It can be implemented ensuring all local rules are applied to incoming data, at the point of applying PBR rules and within the production of key data sets or submissions.
- The InView Extensions functionality allows authorised users to add their own columns to existing InView Data Warehouse (DW) tables (both facts and dimensions) for local purposes. This can be performed without any impact to maintenance and the application of InView upgrades. This functionality can be managed using the InView user GUI to simplify the configuration and setup, ensuring the InView solution combines core reporting with any local requirements.



7. Onboarding and Offboarding

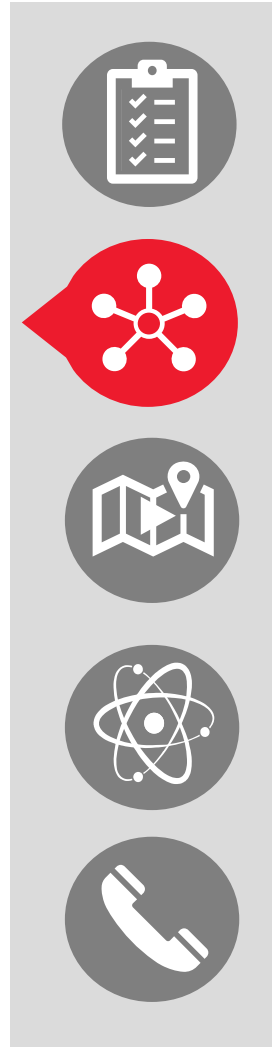
WE MAKE THE ONBOARDING PROCESS AS SIMPLE AS POSSIBLE

ONBOARDING

- We provide access to a clean prebuild environment with all data structures and up-to date against the latest NHS guidance.
- We deploy secure HSCN data connection from your site to the hosted environment for data transfer and data warehouse use.
- We can help configure the necessary data integration using prebuilt templates.
- We deliver key outcome focussed analytics in PowerBI
- Onsite and online training available
- Environment documentation

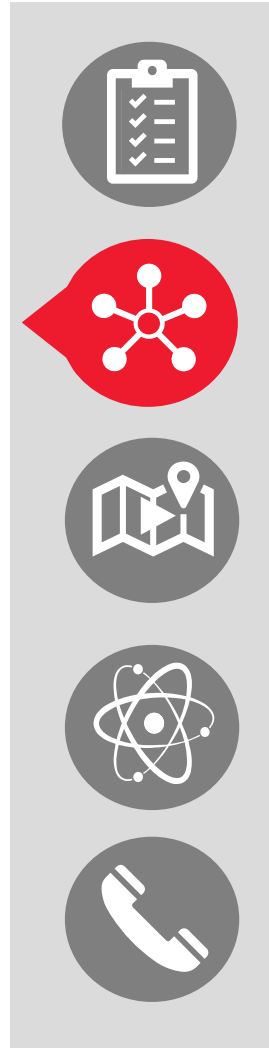
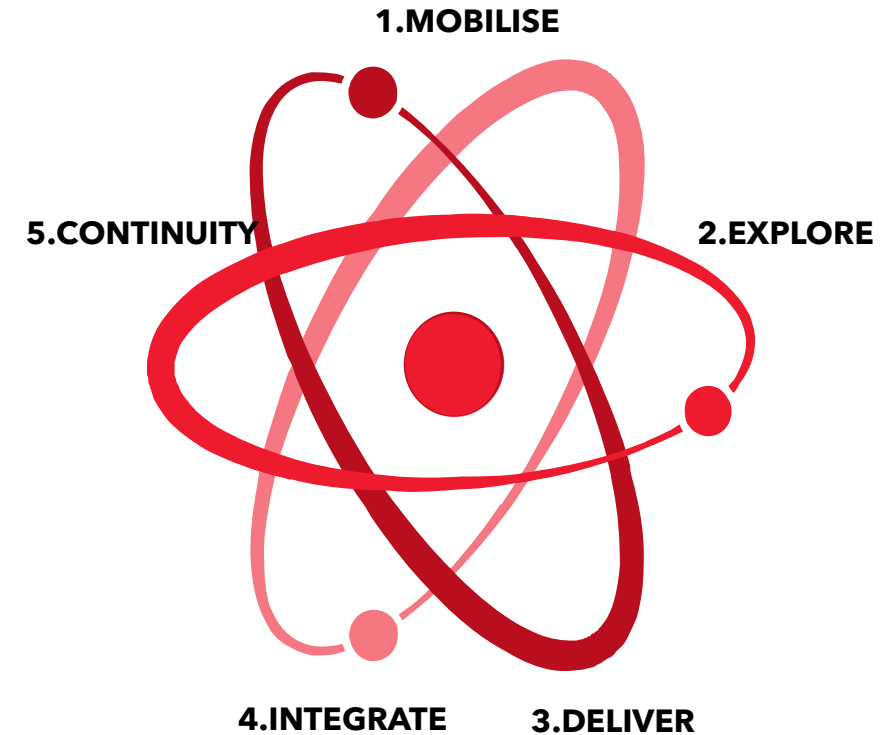
OFFBOARDING

- All data entities extracted to flat files.
- Extract of all local processing rules and configuration available via flat files.



8. Our Methodology

- To implement InView, we use our Healthcare Insight Success Cycle framework to deliver immediate value throughout your data journey.
- We use our proprietary implementation stage framework, FUSION, to provide robust governance and structure. FUSION consists of five phases focused on seamlessly embedding InView - providing a return on investment quickly and on an ongoing basis.
- We will use each phase of FUSION to guide and build your knowledge of the solution. This will equip you with the skills to administer and grow your deployment as changes or additional functionality is required.



9. Fusion Delivery : Mobilise and Explore

The Mobilise Phase involves the following activities and outcomes to get moving:

- Agree Governance including;
 - Statement of Works (SoW)
 - Project Plan
 - Issues Log
 - Raid Log
- Get stakeholders on board
- Trust to sign-off on their pre-requisites for the project.

The Explore Phase involves activities and outcomes to focus on understanding you. We will:

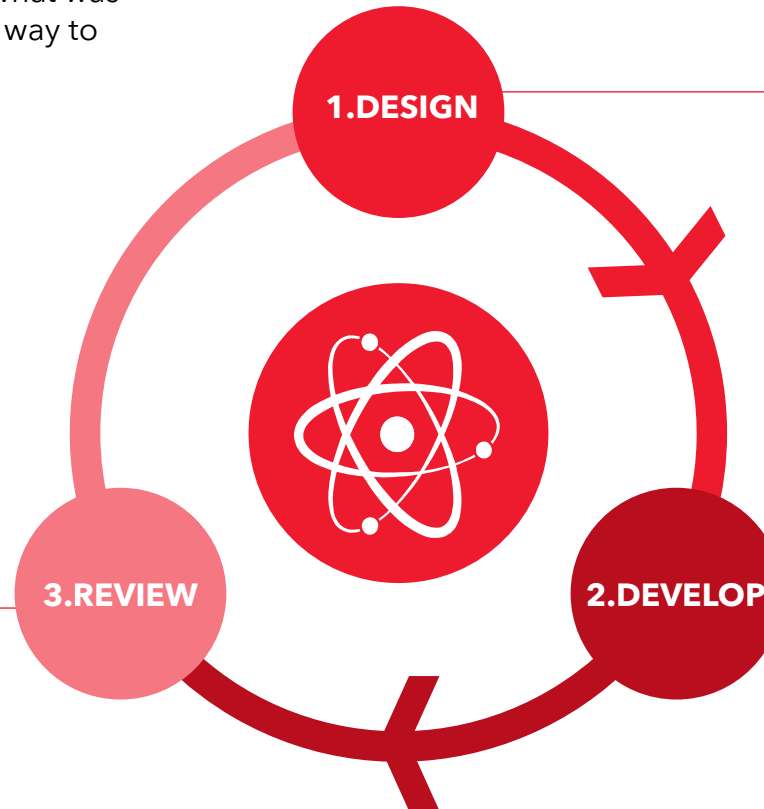
- Undertake analysis to ensure required outputs can be achieved
- Finalise mapping document to include design decisions and completed mappings. The mapping document will contain a reference of all agreed mapping rules between your extracts and the data structures used to load the data
- Subsequent integration script design and build, and testing will be based on this mapping document



10. Fusion Delivery: Deliver

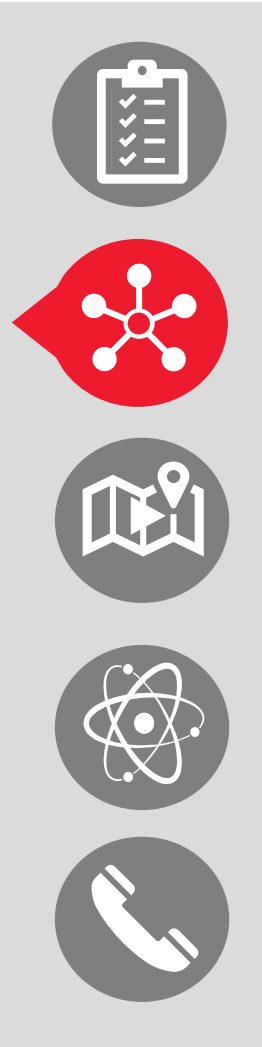
The Deliver Phase is focused on realising what was scoped during Explore - in a collaborative way to ensure InView meets your needs:

- Reviewing mappings
- Review local requirements for integration
- Produce and review submission extract in scope
- Complete operational run-book
- Review implementation and sign-off acceptance criteria.



- Deploy and Configure
- Complete Application Training
- Complete data source mappings
- Design and understand local requirements

- Integrate Inview modules to source systems (Migration and on-going integration)
- Implement local requirements
- Implement reporting functionality



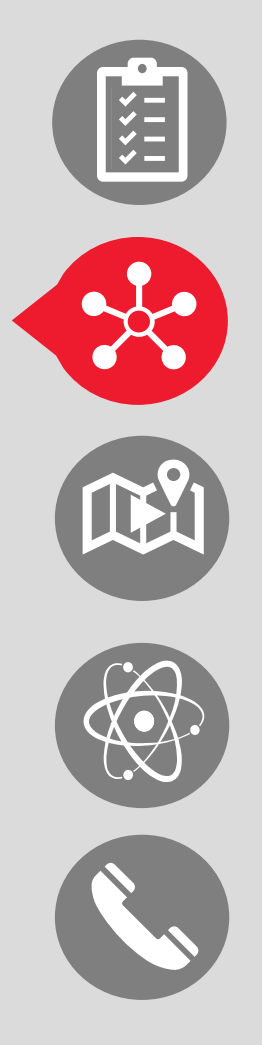
11. Fusion Delivery: Integrate and Continuity

The Integrate Phase is all about completing and transition the solution and our relationship to a BAU stage:

- Integrate data Power BI Analytics
- Handover application over to CACI's Customer Care
- Completion of handover.

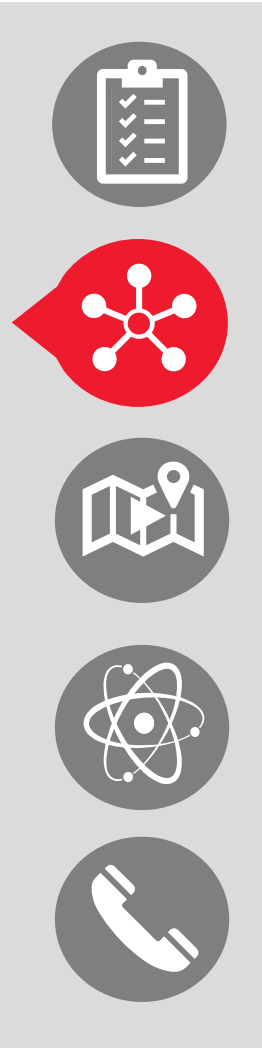
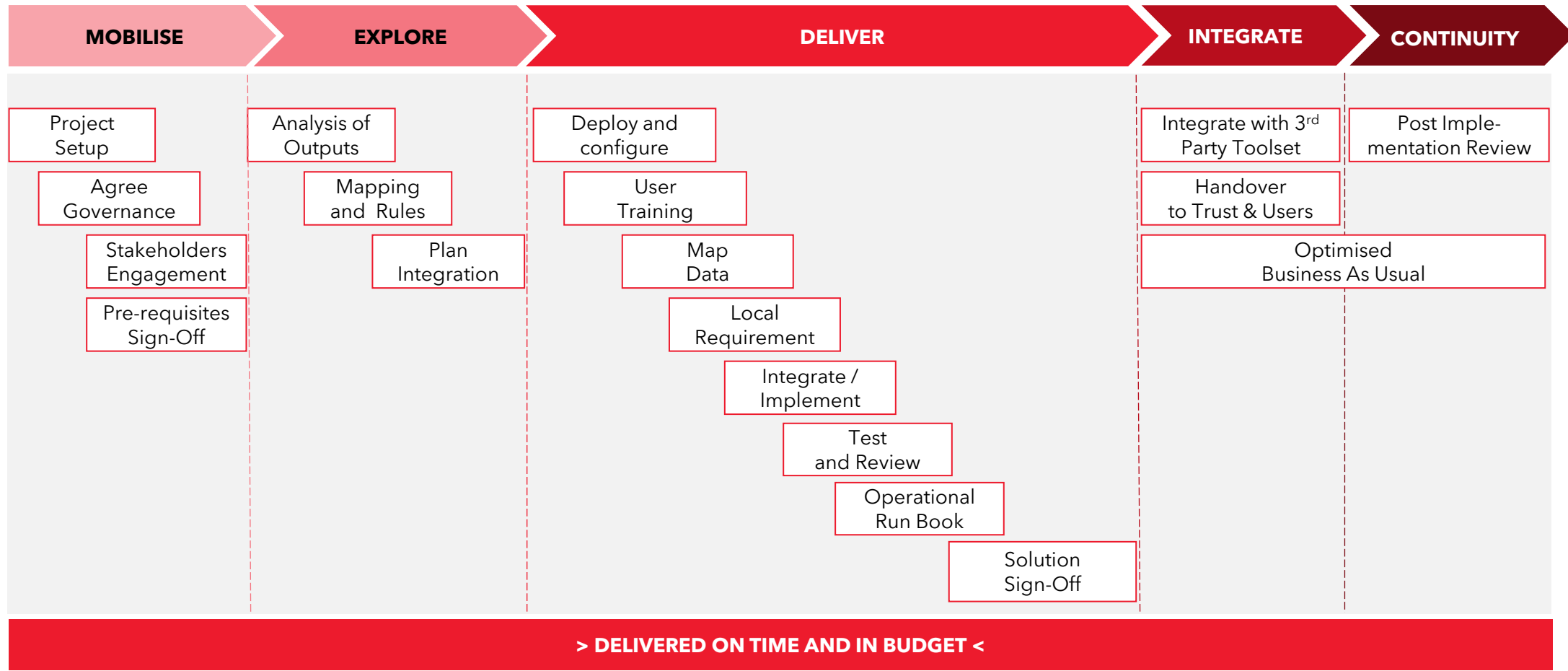
The Continuity Phase is focused on reviewing and checking what we agreed as an outcome(s) at Mobilise have been met and delivered:

- Post implementation review
- Lessons learnt
- Review of business outcomes.



12. Fusion Delivery: Implementation Journey

THIS IS THE END-TO-END JOURNEY MAPPING THE STAGES WITHIN EACH PHASE:

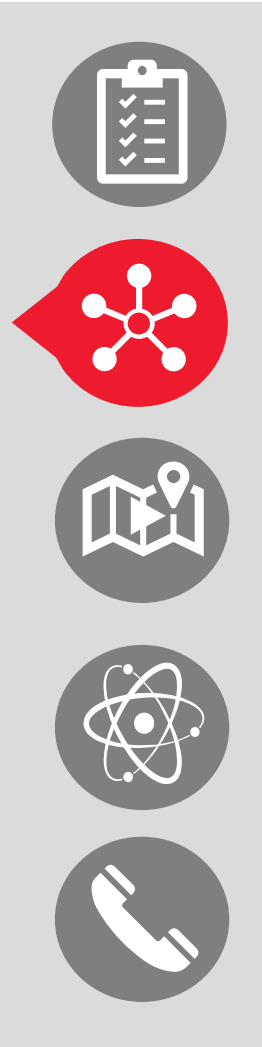


13. Technical Requirements and Training

- InView is built on the MS SQL Server stack. This is either managed as a service in the cloud or can be deployed on-premise utilising existing infrastructure and licenses.
- InView would require connectivity to the Trust's environment, CACI can assist in the creation of site-to-site VPN connections for secure data transit.
- CACI maintains HSCN connectivity for supporting on premise deployments.
- System administration training and knowledge transfer packages are available from within or outside of a project. This enables internal system administration staff to be self-sufficient, e.g., adding new users, applying new or amending existing security permissions, validating queries and enhancing the data analytics content.

To ensure self-sufficiency in enhancing the data warehouse solution including the implementation of local requirements and extending the solution to include local content, CACI will provide detailed training and onboarding to empower the Trust to make changes once InView is live. This includes:

- The construction of new content such as additional data modules and population of related source data.
- Changes to the live implementation such as amending data integration rules.
- Amending source system feeds in the event of underlying clinical system changes.
- Production of new reporting output for ad-hoc and recurring requirements.
- The ability to be able to add/amend existing module data items and business rules, but also to be able to develop and implement additional/new InView modules.



14. Ordering and Invoicing

ORDERING

- We will accept a direct purchase order.
- Following a decision at management board level and in consultation with procurement, you can simply place an order.
- After this we arrange a project kick off meeting at your offices to agree all the details of a joint implementation project and suitable timeline.

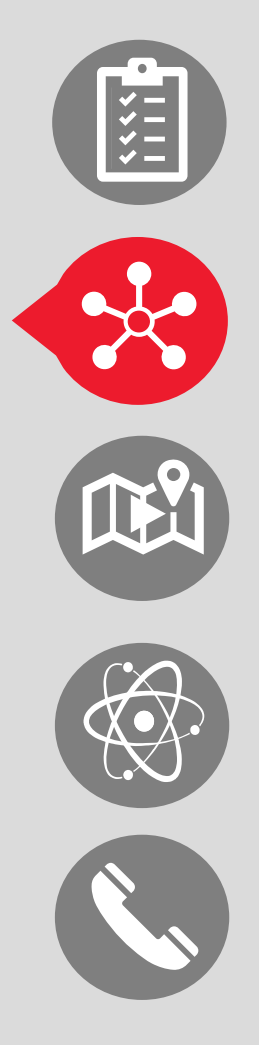
INVOICING

- Initial implementation services are billed monthly in arrears and based on agreed project milestones where applicable e.g. User Acceptance Testing.
- The annual support and maintenance service is billed in advance from an agreed milestone and then annually from this anniversary date.



15. After Sales Support: Comprehensive Service

Area	Inclusions
InView Software	▪ Twice yearly upgrades with regular hotfixes released ▪ Dedicated product development team ▪ Ongoing development of InView under maintenance agreement.
Consultancy support	▪ On-site days and remote call-off days (set per-annum) for data warehouse and analytic support.
Miscellaneous	▪ Managed Service bespoke for clients, including; service management, product maintenance, user group membership and advice and guidance ▪ BI and Analytic experts. Multiple BI platforms ▪ User groups and content sharing ▪ Hosting and on-premise Deployment Options.

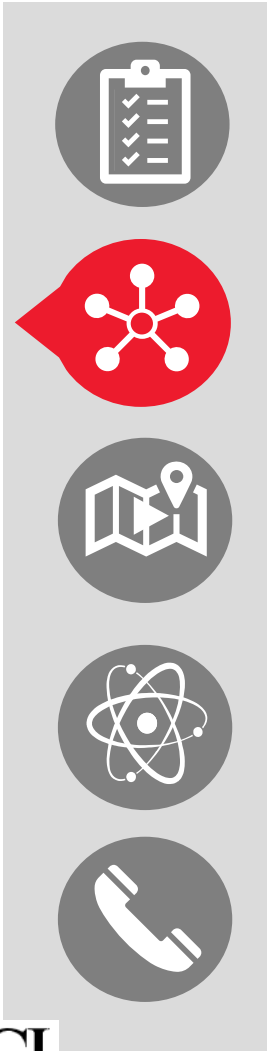


16. Helpdesk: At Hand When You Need

CACI’s helpdesk includes the following:

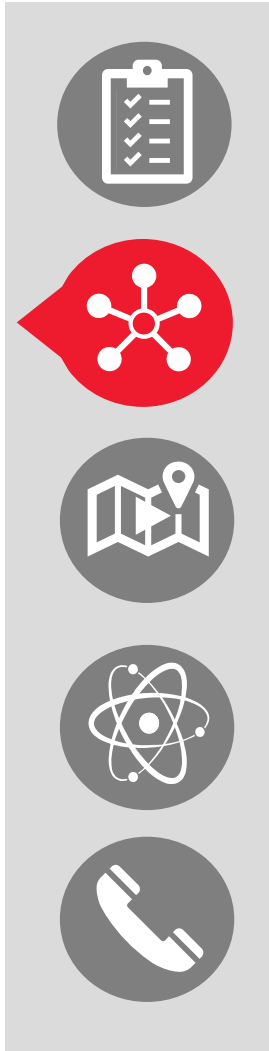
- Dedicated CACI Customer Support Team based at CACI’s Manchester office
- Support Service provided during the agreed Service Cover Time (SCT) which, as standard, is 9:00AM to 5:00PM on weekdays, excluding public and bank-holidays, 52 weeks per year
- Remote HSCN Connectivity
- Standard SLA response times >

Severity	Target Response	Target Resolution
1 - Critical	1 hour	Continuously within service cover time until fixed or a workaround delivered
2 - High	4 hours	3 working days
3 - Normal	8 hours	10 working days
4 - Low	1 day	30 working days



17. Customer Engagement and Account Management

Inclusion	Purpose
Dedicated CACI Account Manager	▪ Understanding of solution and healthcare data ▪ Regular account reviews ▪ Facilitate contact with other InView users ▪ Share content, developments and experiences
Customer Success / Journey Timeline	▪ Process defined ▪ Customer Feedback
Webinars, Training and Health Checks	▪ Demonstrate functionality ▪ Access to Product Owner ▪ Agree roadmap





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Thank you
