

IBM Consulting



G-Cloud 15

IBM – EPR and EHR Procurement, Migration
& Implementation Services for Health

Service Definition Document

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IBM EPR/EHR Procurement, Migration & Implementation Services for Health

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Service Overview

IBM EPR/EHR Procurement, Migration & Implementation Services support healthcare organisations through the full lifecycle of selecting, procuring, deploying and operating modern Electronic Patient Records (EPR) and Electronic Health Records (EHR) systems. We bring vendor-neutral guidance, deep NHS experience, and a structured delivery approach to reduce risk, accelerate outcomes and ensure organisations achieve the full value of their digital investment.

Our services cover strategy, procurement, commercial negotiation, migration, implementation and post-go-live optimization all underpinned by strong governance, data quality and interoperability aligned with your transformation roadmap.

Features

1. EPR/EHR Strategy & Readiness Assessment

- Digital maturity assessment and organisational readiness reviews.
- Gap analysis against national standards and HIMSS maturity models.
- Roadmapping, investment case development, and benefits modelling.

Example: Assessing an acute Trust's readiness to transition from paper-lite systems to a fully integrated EPR.

2. Vendor-Agnostic EPR/EHR Procurement Support

- Requirements definition, specification development and market engagement.

- Support for procurement routes including CCS, G-Cloud, OJEU-aligned and local frameworks.
- Structured scoring, supplier evaluation and commercial negotiation.

Example: Running a fair, transparent vendor evaluation across suppliers such as Epic, Oracle Health/Cerner, MEDITECH, Dedalus, SystemC, Alcidion and TPP.

3. Clinical & Operational Workflow Design

- End-to-end patient and staff journey mapping.
- Model Hospital-aligned process redesign.
- Optimisation for quality, safety, experience and operational efficiency.

Example: Redesigning maternity, theatres and ED workflows for EPR alignment.

4. Data Migration Strategy & Execution

- Data quality profiling, cleansing, mapping and enrichment.
- Migration planning covering legacy EPR, PAS, community, mental health and diagnostic systems.
- Structured cutover design, validation and migration rehearsal execution.

Example: Migrating structured and unstructured data from multiple legacy systems into a unified new EPR.

5. Technical Architecture, Integration & Interoperability

- Integration architecture covering FHIR, HL7, API and event-based patterns.
- Interoperability across Trust, ICS, Shared Care Record (ShCR), FDP and NHS App.
- Environment design: non-prod, prod, cloud and hybrid deployments.

Example: Ensuring seamless EPR integration with LIMS, RIS/PACS, ePMA, theatres and national systems.

6. Programme & Change Management

- Programme mobilisation, governance, risk management and PMO.
- Stakeholder engagement and multi-disciplinary collaboration.
- Adoption planning, clinical safety, training and change support.

Example: Mobilising a 12-month EPR implementation with clinical engagement at every stage.

7. Implementation, Testing & Go-Live Support

- Functional, integration, performance and clinical safety testing.

- Dress rehearsals, go-live cutover planning and command centre support.
- Stabilisation, hypercare and optimisation.

Example: Providing 24/7 support for a Trust during the first four weeks of go-live.

8. Post-Go-Live Optimisation & Benefits Realisation

- Workflow optimisation, configuration refinement and performance tuning.
- Benefits tracking (productivity, safety, clinical outcomes).
- Continuous improvement roadmap aligned to Trust and ICS priorities.

Example: Reducing documentation burden and improving flow KPIs through targeted optimisation sprints.

Benefits

Improved Quality, Safety & Patient Experience

A structured approach to procurement and implementation improves patient safety, reduces variation and enhances care coordination.

Example: Accurate, real-time access to patient information across care settings.

Reduced Programme Risk

Vendor-agnostic guidance and proven delivery methods reduce delays, integration challenges and unexpected costs.

Example: Early technical readiness checks preventing late-stage integration failures.

Better Value for Money

Strong commercial and procurement expertise ensures organisations secure the most appropriate solution at the best value.

Example: Negotiating contract terms that protect the Trust from cost escalation.

Future-Ready Architecture & Interoperability

Modern, open standards-based design ensures alignment with ICS priorities and national platforms.

Example: Enabling seamless data flows to ShCR, FDP and NHS App.

Successful Migration & Adoption

Structured migration, testing and training ensure smooth go-live and strong clinical adoption.

Example: Clinicians confident and ready on day one due to role-based training.



Key Differentiators

Vendor-Agnostic Across All Major EPR Suppliers

IBM works across the full ecosystem without bias, ensuring the best fit for your organisation.

Deep NHS Delivery Experience

Experience across acute, community, mental health, ICS and national transformation programmes.

Strong Data Migration, Integration & Interoperability Expertise

Covering FHIR, HL7, SNOMED CT, ICD-10/11 and full Trust/ICS interoperability patterns.

Clinical, Operational & Technical Expertise Under One Roof

Multidisciplinary teams ensuring balanced decision-making and safe implementation.

IBM Garage Co-Creation

Rapid prototyping, testing and coalition-building to accelerate success.

Closing Statement

IBM is committed to supporting NHS organisations through the full lifecycle of EPR/EHR transformation from strategic planning and procurement, to data migration, implementation and post-go-live optimisation. Our experience, methods and vendor-neutral approach ensure a safe, efficient and high-value journey towards a modern digital care environment.

To explore our broader healthcare capabilities and how IBM supports transformation across the UK health sector, please visit our UK Healthcare Sector page:

<http://ibm.biz/uk-healthcare>

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