

Health Sector Cloud Services

Transform legacy full-stack applications into modular, future-proof, cloud-native systems



Service Overview

Successful delivery of cloud projects is significantly enhanced by using experienced and expert Cloud Services focused on the healthcare market. Telefónica Tech provides these Services when migrating to new solutions for customers and when customers require existing systems to be updated with new versions in a controlled manner.

Telefónica Tech has successfully transitioned to full ICT Managed Services, Cloud environments, applications and associated support services. Each transition is unique to the client, although often requiring similar services to be transitioned in each case. Therefore, the mechanism of transitioning services from customers and incumbent third-party suppliers is familiar, understood, proven, and supported by Telefónica Tech. Each time, we refine our approach as necessary, depending on the type of service being transitioned and the client's requirements.

The Telefónica Tech Approach to Cloud Health Sector Services

The overall objective of our Health Sector Cloud Services is to ensure a seamless transfer of service and to deliver that service at the contracted level with minimal disruption to the customer, users, patients, and business operations. To do this, we follow PRINCE2 and ITIL best practices, ensuring all work is planned, implemented, tested, reviewed, and managed.

A Cloud transformation is usually viewed as a programme of work, with multiple work streams operating concurrently; therefore, detailed and careful planning is required. The high-level phases of such a programme typically include:

Engagement

- Requirements analysis and definition
- Identification of programme resources
- Integration with key stakeholders
- Development of solution options

Delivery

- Agile or Scrum approach
- User-oriented
- Governance of projects and programmes
- Collaboration
- Standardised delivery models

Operations

- Implementation and roll-out
- Service Management

On-Boarding Activities

The scope of onboarding activities will vary depending on client requirements and the type of service being transitioned. Example activities may include:

- Ensuring data connectivity is established from the customer's sites to the service provider sites, or third-party sites;
- Defining data migration requirements and identifying the data transfer plan – for example, physical data transfer, logical transfer, replication, backup/restore, or export/import;
- Identify user training requirements – such as how to access new systems, use new applications, or contact the Service Desk;
- Defining a security policy;
- Incident, support and escalation procedures;
- Change Management procedures;
- Service Levels agreed; and
- Service Performance monitoring and reporting.

Off-Boarding Activities

It is common that at the termination of an existing contract, there is a handover to a new supplier or, indeed,

back to the customer. This process requires that service continuity is maintained. Telefónica Tech will provide support and assistance at the end of the contract term for customers leaving the service, which can include:

- An Exit Manager will be nominated as the primary contact in relation to contract termination and transfer of operations activities;
- An exit plan will be developed to identify the required tasks and activities to be completed; and
- All data, licenses and other assets owned by the client will be returned.

Transformation

Occurs after the transition has been completed and the systems are stabilised so that continuous service improvement can commence.

Outputs

The deliverables of this service will depend upon the in the Service Order, but can, for example include the following common use cases:

- Project definition and planning
- Project management reports and updates throughout the life of the programme
- Solution design and architectural documentation (HLD, LLD) relating to your warranted environment
- Data Integration and data flow documents
- Testing approach and validation documentation
- Security design, documentation, and testing.
- Data migration plans and documentation
- Training
- Electronic Patient Record solution
- Clinical pathways, workflows, and dashboards
- Stakeholder engagement
- Transition plans
- Early Life/Hyper Care Support
- Ongoing support and service reporting

Our Deliverables:

- Outline and full business case development (OBC/FBC).
- Technical and programme assurance.
- NHS Electronic Patient Record (EPR/EHR) cloud delivery.
- NHS Application knowledge, including Epic, Cerner, PatientFlow, and AllScripts.
- Define the performance and service levels for the new environment.
- Involve key stakeholders.
- Plan for data migration, including bandwidth, volumes, formats, and security
- Independent advice and expertise.

Benefits:



Minimise the disruption to the business while improving the services.



Delivering within agreed timescales and to budget.



Enhanced Risk Management to ensure minimal impact on business.



Transformation combinations of Applications, Systems, Products, Infrastructure, and Processes.

Key stakeholder engagement, buy-in and active support.



Delivery models
PRINCE2/OMO/MSP/ITIL/AGILE/S
CRUM.

Why Telefónica Tech?

1. Our Propel method gets you from idea to working solution fast. This lets you unlock value quickly from your modernisation initiatives.
2. We have deep expertise across the full app stack with proven customised solutions that speed your modernisation.
3. We help you adopt change with less risk and disruption, using modular delivery that keeps compliance and quality high.

We focus on high-value apps and features that deliver clear business impact.

Additional Services to Elevate Your Business

Cloud Strategy

Scale cloud adoption for maximum business impact.

GreenOps

Measure and optimise your cloud carbon footprint, making your cloud operational sustainable.

FinOps

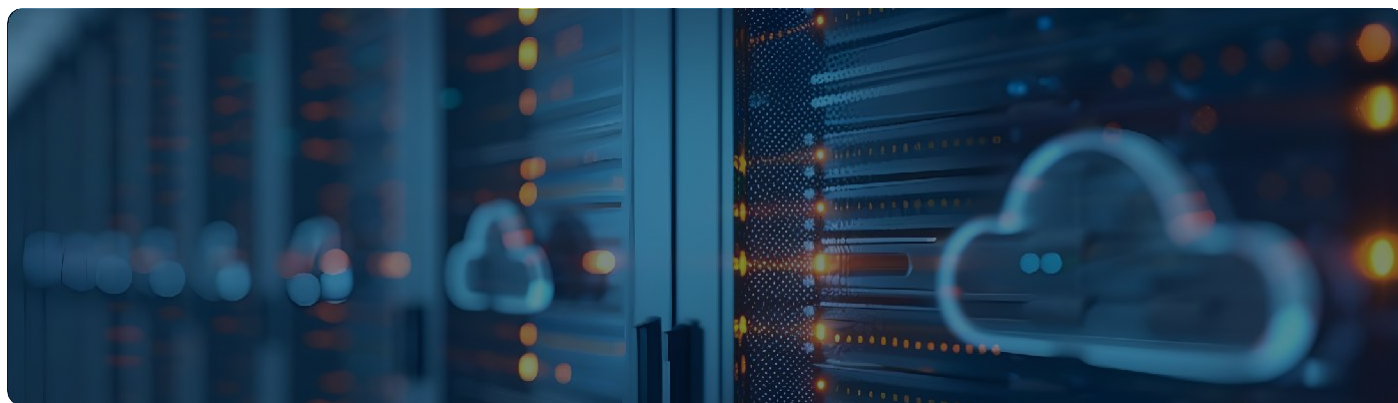
Optimise your cloud spending and boost financial accountability.

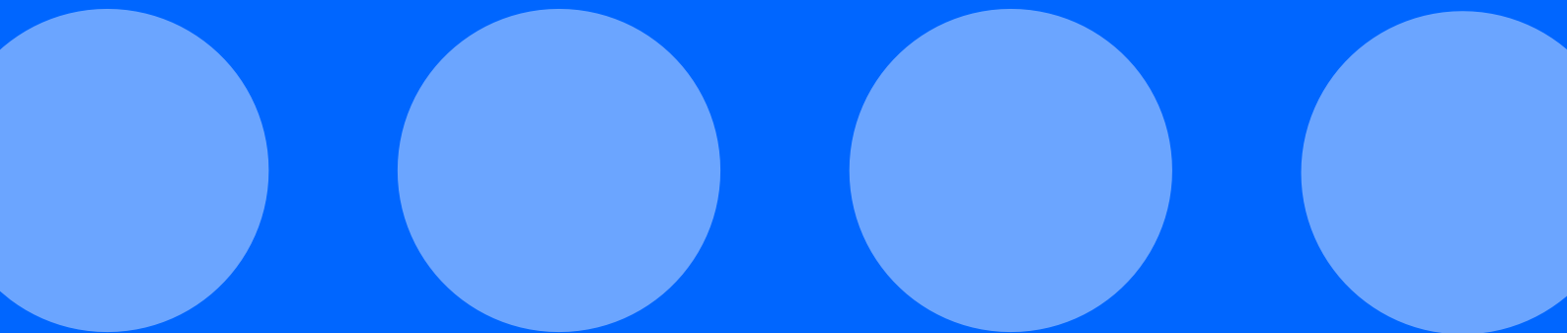
Multi-Cloud

Deliver workload freedom by deploying your workloads across multiple cloud providers seamlessly.

Cloud Managed Services

Expert management and support for your cloud environment.





Leading the Way in *Digital Transformation* for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.