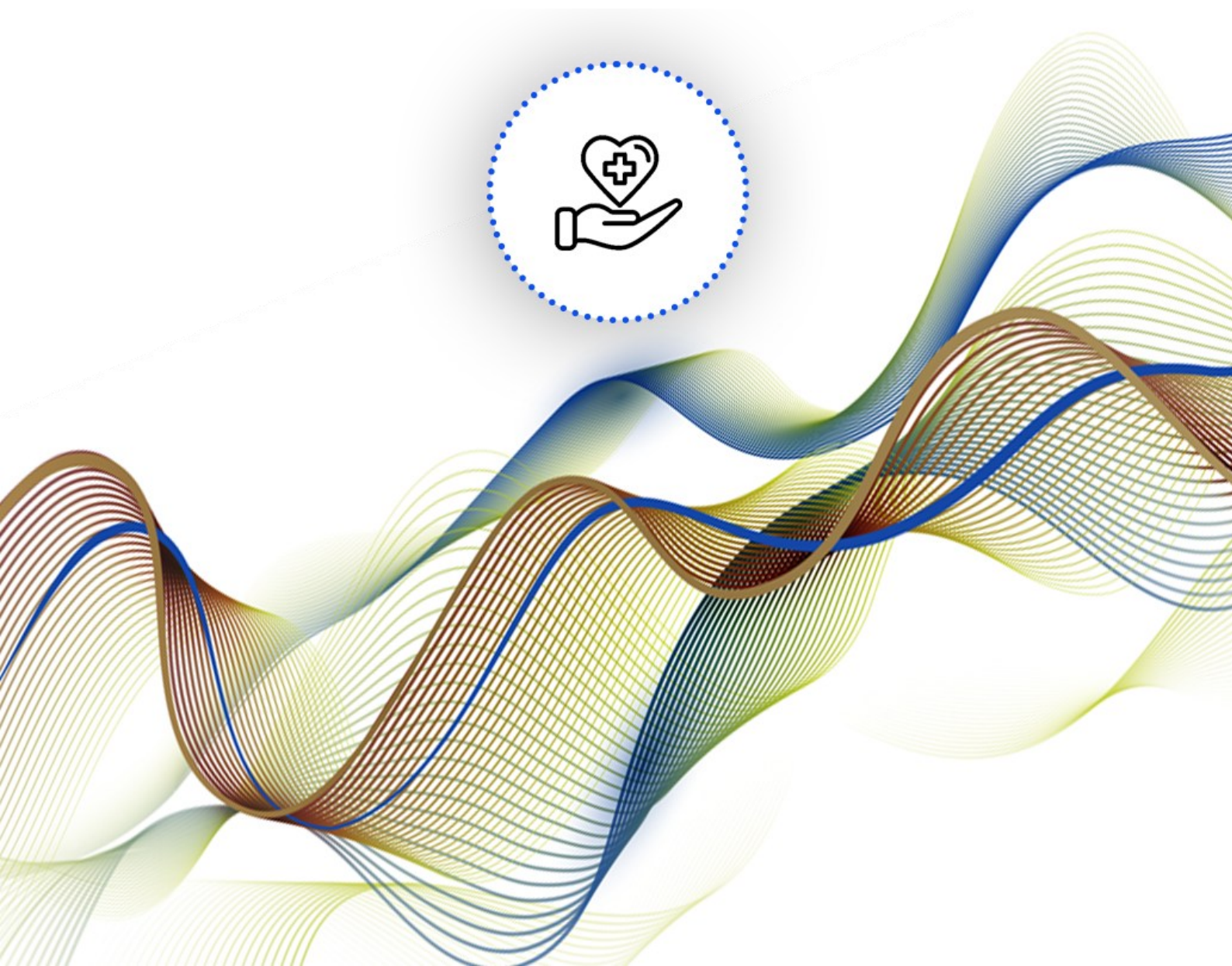


TCS services for NHS Clinical Solutions

G-Cloud 15: Lot 3

Service Definition



Service Description

TCS understands NHS pathways and adopt an integrated approach to design and build solutions that improve outcomes, increase patient safety, enable more timely information about care, increase staff productivity, provide faster access to key information, and support trusts to meet their digital strategy roadmap.

We work closely with different stakeholders and service owners to refine the existing process flow and introduce digital first approaches to reduce paper, and fast track the overall time consumed. The solutions are designed in conjunction with trusts' IT policies and meet the required NHS compliance requirements.

Our services cover different stages of the transformation journey of your digital clinical solutions, including:

- **Advisory services:** These services include strategic planning, change management, system evaluation and optimisation, ensuring alignment with organisational goals, and industry best practice
- **Implementation services:** These services offer expertise in project management, training, system design and configuration, testing, and integration.
- **Optimisation services:** These services focus on improving workflow efficiency, enhancing data accuracy and interoperability, and implementing additional functionalities
- **Support services:** system configuration, maintenance, and support through the lifetime of the contract.

We focus on the following areas:

- Standardise and Improve data capture and data quality
- Reduce time spent on managing and organising tasks
- Enable faster decision making
- Increase patient engagement and access to their care records
- Introduce machine learning and AI capabilities to the extent possible
- Reduce cost by application rationalisation and interoperability.

Service Features

TCS provides support services for healthcare providers to design, develop and implement care solutions that are fit for purpose. We focus on and enable outcome-based transformation and benefits. This includes technology and business architecture,

configuration, API led integration, business change & training, governance effective programme management, optimisation and providing annual support.

- Support on discovery, design, development, and implementation of solutions that fit departmental needs.
- Enable output-based specifications covering functional, and non-functional requirements.
- Smooth health information exchange, interoperability and sharing of information with social care, GPs for faster decision making, and supporting community wide access and planning.
- Ensure thorough adoption of the solution across the organisation using technology by replacing paper records and moving towards a Digital First approach.
- Reduce the administrative burden and cost of care.
- Increase sustainability of service enabling clinical staff to make best use of their time
- Contribute to prevention, wellbeing, and reducing NHS England reporting and compliance by enabling accurate reporting/analytics with that data.
- Encourage virtual care pathways by increasing non face to face, patient initiated follow up (PIFU), and other similar initiatives.
- Leverage machine learning and artificial intelligence in diagnostic reporting and enable data to support research and innovation programmes.
- Target departmental technology debt – and focus on application rationalisation by refreshing the IT infrastructure, introducing the right tools in the right place, and migrating small applications.
- Development of systems that support automation of services and development of skills by reducing duplication of efforts.

Service Benefits

- Access to our proven global capability in rapid digital transformation at scale in limited time frames.
- Improve effectiveness by enabling integrated clinical, operational and business specific data
- Rapid outcomes due to our proven best practices in implementing various clinical and non-clinical solutions across Trusts.
- Increase patient engagement, improving safety with compliance to NHS standards

- Use of AI and machine learning to improve pathways
- Build robust health information exchange for seamless data sharing across facilities
- Increase patient and clinician experience and satisfaction (user-friendly user interfaces and workflows)
- Ensure excellent stakeholder engagement across the organisation with robust planning, deployment and maintenance of various programs.
- Enable smooth change management and adoption of new systems, and ensure benefits to trust from ongoing investment
- Target faster discharge from hospitals and greater patient independence.

Why TCS

The widespread adoption of technology by businesses has led people to expect similar experiences from the public sector. Governments across the world are harnessing digital innovation to respond to people's needs and empower them.

The vision is clear and compelling: a forward-thinking government that embraces innovation and is always a step ahead, ready to meet the future.

We ensure that technology and strategy work together to help governments meet people's needs, embrace innovation, and address complex issues – from climate change and public health to education and national security.

Our approach is to work in partnership with our customers, co-developing solutions to assist in digital transformation and re-imagination. TCS helps organisations handle the competing pressures that the shift to digital can bring; providing the skills and scale needed to react quickly to short-term concerns, while always ensuring that the focus remains on what is right for the client in the long-term.

The ***NHS is a strategic sector for TCS***, and we have a dedicated team with deep expertise in NHS and the UK public sector. We deliver a wide range of services to the NHS, ranging from advisory services, implementation services and support services. We work with AI solutions, data and analytics, cloud enablement, implementation and support of clinical (e.g. EPR) and non-clinical solutions (e.g., ERP), assurance services using a range of commercial models that are best suited to serve the interests of our NHS customers.

Our global public sector health and social care experience includes:

- **Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana (PM-JAY), India** –digitalising the world’s largest government-funded healthcare programme supporting 500 million citizens.
- **State Department of Health, Australia** – delivering flexible, scalable, responsive, and secure Cloud platform aligned to the client’s Health Digital & Cloud adoption strategy, providing standardisation and integration.
- **Ministry of Health (MoH), Kingdom of Saudi Arabia** – delivering improved quality of healthcare services; through a single ERP platform and a central e-Service for patients.

The TCS Advantage:

- **Modernisation Expertise** - TCS works closely with several Public Sector agencies across the globe to help leverage digitisation to modernise services
- **Public Sector domain experience** - Extensive experience in solutions for governments, local agencies, municipal corporations, public-sector entities, and security establishments
- **Dedicated Centres of Excellence (CoE)** - Mature assets and accelerators
- **Leveraging strategic partnerships with product vendors** – Strategic alliances with industry leading and niche partners. We leverage the TCS Co-Innovation Network (COIN™) that brings start-ups, academia, customers, research institutions together to create effective, innovative solutions to business problems.
- **Large pool of skilled resources** – The right blend of management, industry, and technology expertise.

Pricing

Please refer to the TCS Pricing Document for this service.

Terms and Conditions

Please refer to the TCS Terms and Conditions for this service.

About Tata Consultancy Services

Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) is a digital transformation and technology partner of choice for industry-leading organizations worldwide. Since its inception in 1968, TCS has upheld the highest standards of innovation, engineering excellence and customer service.

Rooted in the heritage of the Tata Group, TCS is focused on creating long term value for its clients, its investors, its employees, and the community at large. With a highly skilled workforce spread across 55 countries and 202 service delivery centres across the world, the company has been recognized as a top employer in six continents. With the ability to rapidly apply and scale new technologies, the company has built long term partnerships with its clients – helping them emerge as perpetually adaptive enterprises. Many of these relationships have endured into decades and navigated every technology cycle, from mainframes in the 1970s to Artificial Intelligence today.

TCS sponsors 14 of the world's most prestigious marathons and endurance events, including the TCS New York City Marathon, TCS London Marathon and TCS Sydney Marathon with a focus on promoting health, sustainability, and community empowerment. TCS generated consolidated revenues of over US \$30 billion in the fiscal year ended March 31, 2025.

Visit www.tcs.com

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