



G-Cloud 15 Service Description

Technical Procurement Services



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1. Our Services

Cloud21 provides end-to-end technical procurement support for NHS and public sector organisations navigating technology acquisitions from requirements to award. We deliver vendor-neutral leadership, developing specifications, evaluation frameworks, and finance models. Our independent approach ensures decisions driven by organizational needs and strategic objectives secure optimal value and fit-for-purpose solutions.

1.1. Procurement Support

Cloud21's specialist technical team brings comprehensive healthcare sector knowledge to support procurements across the full technology estate:

Infrastructure & Platform Procurements

- Physical data centres and hybrid cloud platforms
- Server infrastructure (physical, virtual, and cloud-based)
- Storage architectures and solutions
- Network infrastructure including WAN, LAN, HSCN, and wireless
- Backup solutions, processes and strategies
- Structured cabling and physical infrastructure

Healthcare Systems & Applications

- Electronic Patient Record (EPR) systems
- Laboratory Information Management Systems (LIMS)
- Picture Archiving and Communication Systems (PACS/RIS)
- Electronic Document Management (EDM) solutions
- Patient Administration Systems (PAS)

Security & Compliance

- Cyber security architecture and controls
- Anti-virus, MDR, and SIEM solutions
- Medical IoT security platforms
- Certificate authorities and PKI infrastructure
- Security operations and monitoring tools

End-User & Communication Technologies

- End-user device procurement and Mobile Device Management
- VoIP and unified communications platforms
- Collaboration and productivity tools
- Identity and access management solutions

Supporting Services

- Licensing strategy, compliance and optimization
- Disaster recovery and business continuity solutions
- Contract and SLA development with performance frameworks
- Risk assessment and mitigation planning
- System integrations, interoperability (HL7, FHIR) and automation
- ITIL-aligned service delivery tools and processes

1.2. Technical Expertise

Our technical specialists bring vendor-neutral expertise across healthcare technology domains:

Core Infrastructure

- Data centres and cloud platforms (Azure, AWS, private cloud)
- Compute, servers and storage architectures
- Network infrastructure including firewalls and wireless
- Virtualisation technologies (HyperV, VMware)

Healthcare Applications

- EPR, PAS and LIMS infrastructure and application layer
- Clinical systems integration and interoperability
- Healthcare-specific networking (HSCN, CoIN, N3 legacy)

Security & Identity

- Cyber security, anti-virus, MDR and SIEM platforms
- Honeypots and advanced threat protection
- Active Directory and authentication services
- Medical IoT security and segmentation

End-User & Communications

- End-user devices and Mobile Device Management (MDM/MAM)
- VoIP and unified communications
- Collaboration platforms and productivity tools

Service Management

- ITIL-aligned service delivery tools
- Service desk and asset management platforms
- Automation and orchestration solutions

2. Why Cloud21

- **Independent and vendor-neutral** - advice focused solely on your requirements
- **Healthcare specialists** - extensive experience with NHS digital maturity frameworks and standards
- **Proven delivery** - supporting 200+ NHS trusts and public sector organisations
- **Quality assured** - ISO27001, ISO9001, ISO20000-1 and Cyber Essentials Plus accredited
- **Cost-effective** - identifying savings through contract optimization and licensing compliance

3. Pricing

We offer pricing that is engagement dependant, please do contact us to discuss but also please see our published rate card.

4. Vendor partnerships

graylog

paloalto
NETWORKS

solarwinds

splunk>

CYLERA

Qualys

ManageEngine

OSIRIUM

aws

DELL Technologies

Azure

Microsoft
Solutions Partner

LogicMonitor

UiPath™

THINKST
CANARY

ANW

SOPHOS

imprivata

Acronis

Z O H O

vmware
PARTNER
PROFESSIONAL
SOLUTION PROVIDER