



G-Cloud 15 Service Description

Technical Consultancy Services



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1. Our Services

Cloud21 brings deep healthcare sector expertise and vendor-neutral technical leadership to support NHS and public sector organisations through digital transformation. Our specialist team combines comprehensive infrastructure knowledge with proven experience across 200+ NHS trusts.

1.1. Core Infrastructure Services

Infrastructure Assessment & Strategy

- Comprehensive reviews across physical data centres, virtualised environments, and cloud platforms
- Server infrastructure analysis (physical, virtual, and hybrid)
- Storage architecture evaluation and optimization
- Backup strategy assessment and disaster recovery planning
- Hardware lifecycle and depreciation analysis
- Security posture reviews including anti-virus, MDR, and SIEM solutions

Design & Planning

- Future-proof technology and platform strategy design
- Risk assessment and mitigation planning
- Disaster recovery and business continuity planning
- Contract and SLA performance analysis
- Licensing compliance and optimization

Deployment Support

- Senior technical leadership for EPR implementations and infrastructure deployments
- Design assurance and design authority services
- Process effectiveness reviews aligned to ITIL best practices
- Options appraisal for major technology decisions

1.2. Technical Expertise

Our team delivers hands-on expertise across the full healthcare technology stack:

Core Infrastructure

- Data centres and cloud platforms (Azure, AWS, private cloud)
- Compute, servers and storage architectures
- Network infrastructure including WAN, LAN, HSCN and CoIN
- Virtualisation technologies (HyperV, VMware)

Healthcare-Specific Systems

- EPR, PAS and LIMS infrastructure consultancy
- Medical IoT security and monitoring
- System integrations, interoperability (HL7, FHIR) and automation
- VoIP and unified communications platforms

Security & Compliance

- Cyber security architecture and controls
- Anti-virus, MDR, centralised logging/SIEM

- Honeypots and advanced threat protection
- Certificate authorities and PKI infrastructure
- Up-to-date knowledge of IG Toolkit and NHS Cyber Security standards

Endpoint & Identity Management

- End-user device management including MDM/MAM
- SCCM/MECM/Intune deployment and optimization
- Active Directory and authentication services
- Mobile device management for clinical and corporate users

Specialist Technologies

- SQL Server architecture and optimization
- Microsoft core services (DHCP, DNS, DFS) and domain architecture
- ITIL-aligned service delivery tools and processes

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

