



G-Cloud 15 Service Description

IT Health Checks, Infrastructure Assessments and Service Reviews



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1. Our Services

Cloud21 provides comprehensive IT health checks and infrastructure readiness assessments for NHS and public sector organisations. Our technical experts deliver independent reviews of current IT infrastructure and technology platforms, identifying risks, opportunities, and improvement initiatives to enhance service delivery.

We help healthcare organisations assess the current state of their infrastructure prior to large Electronic Patient Record (EPR), Laboratory Information Management System (LIMS), Patient Administration System (PAS) implementations, organisational mergers, or as part of ongoing governance and assurance programmes.

1.1. Infrastructure Assessment Services

Our assessments provide detailed analysis across the full technology estate with structured reporting, risk assessment, and actionable recommendations.

Assessment Areas

Infrastructure & Data Centre

- Physical data centres and hybrid cloud platforms
- Compute, servers and storage architectures
- Virtualisation technologies (HyperV, VMware)
- Hardware lifecycle and depreciation analysis
- Cloud platform reviews (Azure, Amazon Web Services (AWS), private cloud)

Network & Connectivity

- Network infrastructure including Wide Area Network (WAN), Local Area Network (LAN), Health and Social Care Network (HSCN) and wireless
- Network security and segmentation
- Bandwidth and performance analysis
- Structured cabling and physical infrastructure

Security & Compliance

- Cyber security architecture and controls
- Anti-virus, Managed Detection and Response (MDR), and Security Information and Event Management (SIEM) solutions
- Security posture reviews
- Compliance with Information Governance (IG) Toolkit and NHS Cyber Security standards
- Medical Internet of Things (IoT) security
- Certificate authorities and Public Key Infrastructure (PKI)

End-User & Collaboration

- End-user device management including Mobile Device Management (MDM) and Mobile Application Management (MAM)
- Voice over Internet Protocol (VoIP) and unified communications platforms



- Collaboration and productivity tools
- Mobile device management for clinical and corporate users

Identity & Authentication

- Active Directory and domain architecture
- Authentication services and access management
- Single sign-on and identity federation

Service Management & Operations

- Information Technology Infrastructure Library (ITIL) and service delivery tools and processes
- Service desk and incident management platforms
- Automation and orchestration solutions
- Change and release management processes

Specialist Systems

- Microsoft SQL Server infrastructure and optimization
- System integrations and interoperability (Health Level Seven (HL7), Fast Healthcare Interoperability Resources (FHIR))
- Backup strategies and disaster recovery planning
- Business continuity and high availability assessment

Contract & Licensing

- Maintenance contract audit and review
- Licensing reviews and recommendations (VMware, Microsoft suite, SQL)
- Contract and Service Level Agreement (SLA) performance analysis
- Licensing compliance and optimization opportunities

1.2. Specialist Assessment Services

Optional Vendor-Specific Reviews

- Palo Alto Firewall Best Practice Assessment
- Palo Alto Firewall Security Life Cycle Review
- VMware infrastructure optimization
- Microsoft 365 and Azure configuration reviews

Readiness Assessments

- EPR, LIMS, PAS implementation readiness
- Infrastructure readiness for major system deployments
- Merger and acquisition technology due diligence
- Cloud migration readiness

1.3. Delivery Approach

We use a hybrid onsite/remote approach to maximize efficiency and minimize disruption:

- Assessments typically start onsite (especially where physical audits are required)



- Documentation review, stakeholder interviews, and technical discovery
- Remote follow-up for report writing, stakeholder meetings, and recommendations
- Final presentation and knowledge transfer

1.4. Typical Deliverables

- Structured assessment report with executive summary
- Current state documentation and architecture diagrams
- Key findings and risk assessment with severity ratings
- Improvement initiatives and remediation roadmap
- Future state recommendations and strategic options
- Cost-benefit analysis and business case support (where applicable)

1.5. Technical Expertise

Our assessment team brings vendor-neutral expertise across healthcare technology domains:

Core Infrastructure

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

Healthcare-Specific Systems

- EPR, PAS and LIMS infrastructure requirements
- Medical IoT security and monitoring
- System integrations, interoperability (HL7, FHIR) and automation
- Healthcare-specific networking (HSCN, CoIN, New National Network (N3) legacy)

Security & Compliance

- Cyber security architecture and controls
- Anti-virus, MDR, centralised logging/SIEM
- Honeypots and advanced threat protection
- Certificate authorities and PKI
- Up-to-date knowledge of IG Toolkit, Data Security and Protection Toolkit (DSPT) and NHS Cyber Security standards
- NHS-specific Governance, Risk and Compliance frameworks

Endpoint & Identity Management

- End-user device management including MDM/MAM
- System Center Configuration Manager (SCCM)/Microsoft Endpoint Configuration Manager (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 (Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), Distributed File System (DFS)) and domain architecture
- ITIL-aligned service delivery tools and processes

2. Why Cloud21

Independent - advice focused solely on your requirements, with no commercial bias towards specific vendors or solutions

Healthcare specialists - extensive experience with NHS digital maturity frameworks, DSPT, Infrastructure Risk Assessment and Management (INFRAM), and healthcare-specific standards. Supporting 200+ NHS trusts and public sector organisations with deep understanding of clinical and operational requirements

Proven delivery - established track record delivering technology assessments, health checks, and readiness assessments across diverse NHS environments from small community trusts to large acute teaching hospitals

Quality assured - ISO27001, ISO9001, ISO20000-1 and Cyber Essentials Plus accredited, providing confidence in our processes and security posture

Cost-effective - identifying savings through contract optimization, licensing compliance, and efficiency improvements. Many assessments identify cost savings that exceed the assessment investment

Value beyond assessment - ability to support organisations post-review to realise benefits, implement recommendations, and provide ongoing strategic guidance

Comprehensive expertise - assessments benchmark against relevant frameworks (DSPT, Cyber Essentials, NHS Digital Technology Assessment Criteria, INFRAM) to provide context and industry comparison



3. Pricing

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

Flexible Engagement Models

- Single component assessments (e.g., backup review only)
- Multi-component comprehensive health checks
- Focused readiness assessments (e.g., EPR infrastructure readiness)
- Ongoing assurance and review programmes

4. Vendor partnerships

Cloud21 works with leading technology vendors to ensure our assessment services cover a comprehensive range of enterprise solutions:

