



NHS Core Clinical & Corporate Systems

Enablement (EPR & ERP)

Service Definition Document

G-Cloud 15

morson **EDGE**

NHS Core Clinical & Corporate Systems Enablement (EPR & ERP)

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

Service Definition for NHS Core Clinical & Corporate Systems Enablement (EPR & ERP)

We support NHS organisations to configure, integrate, and optimise core clinical and corporate systems, including EPRs, ERPs, and specialist clinical platforms, with a focus on cloud enablement, interoperable integration, and architecture-aligned delivery across NHS Trusts and Integrated Care Systems (ICSs), while ensuring full organisational ownership and accountability.

As part of core systems enablement, we provide Enterprise Architecture support to align EPR, ERP, and specialist clinical systems with agreed Trust-wide and/ or Integrated Care System (ICS) target architectures.

- **Enablement:** Architecture enablement supports the development and validation of architectural views aligned to buyer-defined digital strategies, operating models, and integrated care objectives, without assuming ownership of enterprise architecture governance or design authority.
- **Assurance:** Architecture assurance activities support independent, technically grounded review of major digital programmes, including EPR and ERP implementations, upgrades, and cloud migrations. This includes alignment with NHS England architecture standards, participation in "Let's Talk Architecture" engagement where appropriate, and support for Digital Blueprint alignment.
- **Delivery:** Architecture delivery focuses on translating strategy into executable designs that support real-world implementation. We shape solution architectures, integration patterns, and deployment models for EPR, ERP, and specialist systems, ensuring that integrations, deployment patterns, and platform choices are coherent, scalable, and aligned to long-term NHS digital maturity goals.
- **Integration enablement:** Through the provision of actionable data, Framework Buyers can exploit opportunities for improvement that would not have been identified without the use of analytics and can obtain actionable feedback when implementing new ideas. This fosters an environment that acts as a catalyst for innovation. Morson Edge can provide Framework Buyers with the tools, insights, and capabilities that are needed to continuously identify new ideas, optimise processes, and capitalise on emerging opportunities
- **Adoption:** Adoption is supported by embedding architectural guidance into delivery processes, decision-making, and governance. This ensures that teams understand and apply architectural standards consistently, enabling sustainable change, reducing rework, and supporting continuous improvement as organisational needs and technologies evolve.

Our project management and delivery approach for NHS Core Clinical & Corporate Systems Enablement (EPR & ERP) provides structured governance, clear accountability, and controlled delivery – aligned to statutory and assurance requirements – through end-to-end implementation and transition to live service.

Morson Edge does not provide enterprise-wide strategy definition, operating model redesign, or formal architecture governance ownership. All architectural decisions, approvals, and governance remain the responsibility of the customer.

Service Features

- Enablement and optimisation of buyer-selected EPR/ERP/core clinical systems.
- Support for Acute, Mental Health, Community, Specialist providers.
- Integration enablement between clinical, operational, corporate systems.
- Cloud migration, upgrade, and modernisation support where applicable.
- Configuration of workflows, interfaces, and data exchange.
- Enterprise Architecture enablement supporting Trust-wide/ICS target architectures
- Development/validation of target architecture aligned with buyer digital strategies.
- Architecture assurance support for major ERP/ERP/cloud-enabled digital programmes.
- Alignment with NHS Long Term Plan priorities and objectives.
- Role-based access controls, audit logging, environment configuration.
- Information governance, DPIA support, UK GDPR alignment.

Service Benefits

- Improved coherence and consistency across Trust/ICS digital architectures.
- Reduced architectural/integration risk across major digital programmes.
- Transformed alignment between clinical, operational, and corporate platforms.
- Increased system investments support long-term digital and integrated care.
- Reduced duplication/technical debt across Trust-wide/ICS landscapes.
- Improved reliability and performance of core NHS systems.
- Stronger foundations for analytics, AI, and automation.

Exit, Transfer, and Portability

- All data remains the property of the customer.
- Data and configuration documentation can be exported in standard formats.
- The service does not restrict supplier change or internalisation.
- Exit does not require ongoing paid support or proprietary tooling.

Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and

customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data Restoration / service migration

We assist our customers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Morson Edge agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the assignment in question. Requirements are clearly defined with the relevant customer stakeholders in order to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Edge can provide multiple services in scope of G-Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each customer engagement. This individual is responsible for overseeing the services in scope of the engagement. This individual closely monitors the engagement's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Edge ensures disciplined knowledge and skills transfer from the consultant(s) to the customer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the customer as the engagement progresses – empowering the customer and ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Edge is an approved and accredited supplier to multiple CCS frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Edge's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Edge was to withdraw from G-Cloud 15, Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Customer prior to the commencement of the engagement.



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