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## **NHS 24 Signs with Capgemini for New Frontline IT Systems**

*Ten-year multi-million pound contract to support excellence in patient care  
for Scotland's five million people*

**Paris, London, 24th May 2012 – NHS 24 has awarded a multi-million pound ten-year contract for the replacement and support of its core frontline IT systems to a consortium led by Capgemini UK plc, part of the Capgemini Group, one of the world's foremost providers of consulting, technology and outsourcing services. Capgemini will work with a number of key alliance partners, including SAP, clinical trial software provider InferMed and software company OpenText, to replace NHS 24's strategic frontline applications with new systems aimed at improving efficiency and providing a platform for NHS 24 to expand the range of services it offers.**

NHS 24 is the national Telehealth and Telecare services organisation for Scotland. It offers people access to out-of-hours services when their GP surgery is closed, as well as a range of health information and digital healthcare services. The scope of the contract covers patient contact and patient relationship management, clinical decision support tools to assist with the triage<sup>1</sup> process, and knowledge management. The new applications will also interface to external systems including the national patient database and local service information.

By changing to Capgemini as its prime applications partner, NHS 24 aims to deliver ongoing improvements in the quality of the services it delivers to Scotland's five million people, further increase the efficiency and cost-effectiveness with which it responds to the 1.7 million calls it receives per year, and make ongoing progress towards meeting or exceeding the various quantitative and qualitative objectives used to measure its performance.

<sup>1</sup> Triage is the process of determining the priority of patient treatments based on the severity of their condition. This is vital in order to treat patients efficiently and to manage resources. Triage may result in determining the order and priority of emergency treatment, the order and priority of emergency transport, or the transport destination for the patient. It may be used for patients arriving at the emergency department, or to telephone medical advice systems.

The new technology to be deployed by Capgemini and its partners is designed to help NHS 24 meet its three strategic goals:

- Enhance unscheduled care through an integrated patient management solution and the NHS 24 website, as well as making improved decision support tools available to the frontline staff;
- Improve access to NHS services by answering and responding appropriately to calls more quickly;
- Support the improvement of health in people across the country by tackling disease that can be prevented and improving people's awareness, knowledge and understanding of how their lifestyles can affect their health.

Robert Stewart, Director of Finance and Technology at NHS 24, said: *'We are pleased that the partnership with Capgemini has been confirmed and look forward to working with them going forward.'*

The Capgemini bid was successful following a searching procurement exercise by NHS 24, conducted in accordance with EU procurement regulations, which attracted bids from a number of major national and multinational IT companies. Capgemini was able to demonstrate a strong track record in the UK public sector and effective partnerships with SAP, InferMed and OpenText. Its thorough, innovative and cost-effective proposals were supported by the outstanding quality of its Scottish-based team.

Suzy Foster, Account Director for NHS 24 at Capgemini UK, said: *'This is a unique opportunity to help make a real difference to people's lives in Scotland using the right technology and information platform.'*

Capgemini will be prime contractor and systems integrator for the consortium, with responsibility for the implementation and ongoing support of the new systems at NHS 24. Its delivery of services under the NHS 24 contract will be managed by a dedicated team of IT, change management and healthcare professionals based in Glasgow. Capgemini will deploy the data warehouse capabilities of its Business Information Management (BIM) global service line at NHS 24. The BIM service line was established in 2009 with the aim of serving its global customers better, and brings together over 7,000 specialist consultants supporting a global BIM delivery model.

**SAP** applications will be central to the new Capgemini solution and include Customer Relationship Management (CRM) software to be deployed for patient relationship management, Business Communications Management (BCM) and analytics as well as Enterprise Content Management (ECM), which is offered in conjunction with SAP partner OpenText.

SAP Extended ECM by **OpenText** is a tightly integrated SAP module that will help NHS 24 connect unstructured content to the structured clinical processes managed by SAP CRM. It includes document management, records management and collaboration tools to improve productivity and knowledge sharing, and help staff answer patients' questions.

**InferMed** Limited will provide as a core part of the solution its award-winning Decision Support Engine, Arezzo, which will streamline the process of triaging incoming calls to the NHS 24 call centres and help to ensure an optimal service based on clinically proven and up-to-date guidelines personalised at the point of care. In addition, InferMed will provide the links between Arezzo and SAP modules, such as the OpenText Enterprise Content Management system and the SAP Customer Relationship Management system.

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#### **About Capgemini**

With around 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model. Learn more about us at [www.capgemini.com](http://www.capgemini.com).

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