

G-Cloud 12

AdviseInc Master Service Definition

July 2020

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AdviseInc is a HealthTech business that Enables Health and Social Care Spend to Stretch Further

Crown
Commercial
Service
Supplier



Adviselnc's Price Benchmarking tool, one of the key recommendations from my report to help save the NHS £700m through better procurement, has been delivered by Adviselnc effectively, efficiently and is helping trusts to save money.

No other health system in the world has this capability or transparency which means the NHS is now armed with the knowledge to reduce variation and secure the best deal.

Lord Patrick Carter of Coles

Non-Executive Director, NHS Improvement



Why AdviseInc?

Put simply, we **#makesense** of your data.

Our mission is to identify savings for public services by joining web-based analytics with commercial and clinical expertise; saving organisations money, improving efficiency and better outcomes.

The applications we provide bring data to life from across health, social care and its supply base. We partner this data with market knowledge and clinical expertise to provide actionable intelligence and insight.

Our core solutions focus on product price transparency/comparison and non-pay spend visibility. We are the innovators behind the first national Product Price Benchmarking solution, used across the NHS and offer full spend visibility/control solutions to over 80 NHS trusts and growing. Our tools enable 100% visibility of non-pay spend, allowing trust teams to become better informed buyers.

Our NHS customers see significant returns on their investment, with our tools quickly becoming core to how teams work. This puts data and analytics at the centre of decision-making.

We work closely with Finance Directors, Turnaround Directors, Clinicians, General Managers and Procurement to use the power of the data we hold to identify further savings. We complement existing capability, to increase both the quantity and speed at which savings can be identified and realised.

We do this locally, regionally with ICS/STPs and Buying Groups, and nationally.

We provide award winning customer support to all of our customers.

WINNER
HEALTH TECH
LEADERS AWARDS 2020

Who we work with

We've worked with many organisations including:

- Over 246 NHS Provider Trusts, including Wales, Northern Ireland and Scotland
- Private Healthcare
- Collaborative Procurement Organisations
- Category Towers (in the NHS)
- The Department of Health
- NHS England /Improvement
- Business Services Authority
- Supply Chain Coordination Ltd
- Foreign and Commonwealth Office
- Department for Education
- Charities
- Partners within the industry, like NHS SBS, GS1, Inventory Management, Sales Credentialing system providers
- Medtech suppliers
- International Healthcare, including Australia, America, Europe

AdviselInc's Spend Analytics (PD) is an essential tool to run an effective procurement function

Building on the Price Benchmarking tool, Procurement Dashboard provides my team with easy access to all our non-pay spend, catalogues, contract information, categorisation, organisational hierarchy and P2P analysis.

Alan Hoskins

Director of Procurement and Commercial Services,
NHS South of England Procurement Services
and HCSA Chief Officer



Lot 2.1 - Spend Management and Control Analytics / Applications

We have a deep understanding and passion for spend and procurement analysis. We have developed our spend application to import your raw finance, purchasing and 3rd party data, then turn it into actionable insight.

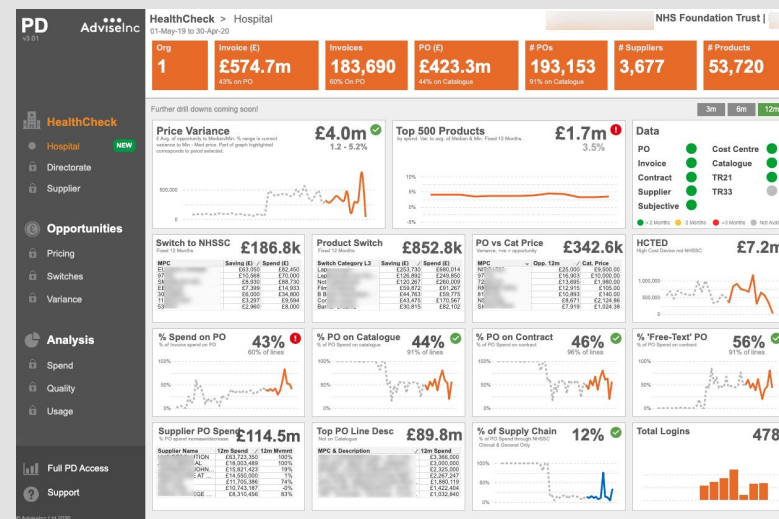
By integrating our spend analysis with your finance data you'll get full transparency of every pound spent. You'll understand spend patterns, identify savings opportunities and report on governance and policy initiatives.

We also integrate many other sources of information such as wholesalers, inventory management systems, contract management, catalogues, work plans and business specific applications, providing you with a single view of your procurement and finance information.

At the time of writing we have over 80 NHS Trusts signed up to our Procurement Dashboard (PD) tool - all with full access to every bit of detail relating to every pound spent.

In addition to basic PD, we provide enhanced services in PD+Service and PD+Workplan. We also provide a Bank & Agency application that sits on top of Managed Service expenditure.

For group, regional analysis, e.g. NHS ICS, we provide our DAaaS service.



“You’re never more than 30 seconds away from answering your non-pay spend questions with Adviselnc.”

Analyst, NHS Provider Trust

PD gives our trust a more in depth understanding of our non-pay expenditure by encompassing a wide range of data sources into a single tool that can be used by non-technical staff.

Through use of the PD tool we have been able to view all non-pay expenditure to identify opportunities wider than the cost paid including maverick spend, non-contracted spend and the potential for prompt payment discounts.

Through use of the PD tool we are developing category plans which will go down to cost centre level, allowing us to present credible data including market conditions to our clinical teams. This will be used to rationalise and standardise products, reducing variation across the trust.

Claire Povey

Head of Procurement, County Durham and Darlington NHS Foundation Trust



Lot 2.2 - Sourcing Analytics / Applications

Using the latest AI technology, we've reduced the time taken to benchmark unit prices paid for products from weeks and months (typical timescales for most benchmark services), to under a single day.

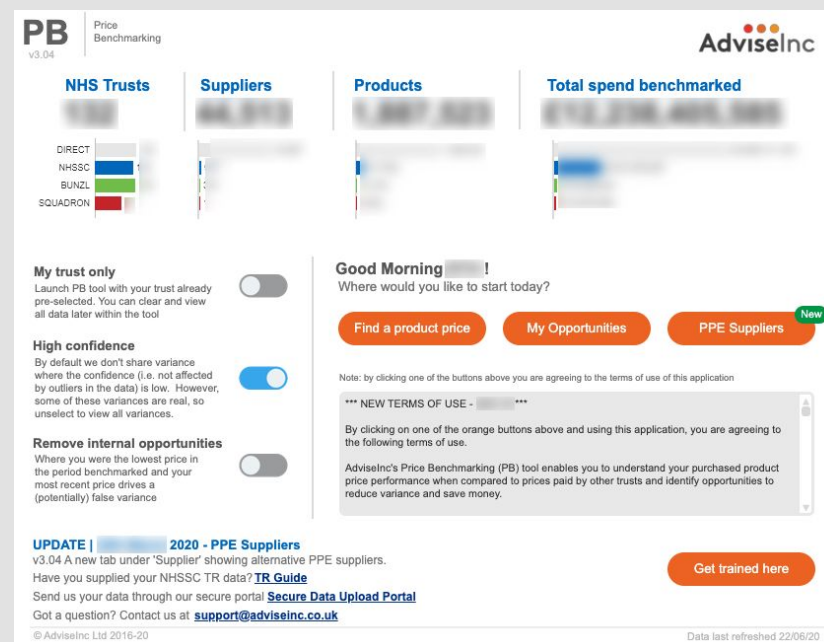
We currently provide the price benchmarking solution across NHS trusts in England and Scotland. In addition we cover the whole of Wales and Northern Ireland.

Collating over £50bn of line item spend per year and comparing the prices for over 1.5m products across more than 40,000 suppliers for over 130 NHS Provider Trusts.

We're experts in procurement data (we're procurement practitioners by background), meaning you spend more time actioning the output and less time trying to cleanse your data in applications such as Excel. We have access to hundreds of thousands of prices from across industry. Few competitors can compete with our expertise, speed or the depth of information we hold, nor with the quality and accuracy of our data.

Our Product Switch and Data Analytics as a Service provide Category Managers with unprecedented detail.

Plus, we now benchmark spend from around the world.



Adviselnc quickly implemented their Bank & Agency tool, providing key staff with insight into ward level expenditure we've never seen before.

For the first time, we can see future bookings and step in to prevent spend before shifts start.

This granularity of information allows trust level decisions to be made quickly with accurate, and more importantly, current data.

Since implementing the tool the trust's agency spend has reduced significantly...

Samantha Parker

Agency Category Manager

Oxford University Hospitals NHS Foundation Trust

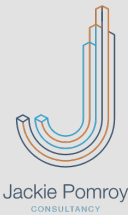


Lot 2.3 - Supply Chain Analytics / Applications

We're known by our customers for developing quick, easy to use applications that bring to life mountains of disparate organisational data. All are available as a SaaS solution and can be configured quickly.

Our Supply Chain analytics focuses on healthcare markets, including medicines and product.

Our main Supply Chain services and Maturity Assessments are delivered in partnership with:



Adviselnc's PPE Tracker, StockWatch, has been a key enabler in understanding & tracking PPE across all of our public services in Greater Manchester.

In a matter of days, we've gone from spreadsheets and inconsistent data to a clean, single source of the truth that is updated in near real-time.

The numbers are now a core part of our daily meetings and enables the system to clearly understand daily stock levels of PPE across the region and better forecast demand. It was evidenced at the end of the first week when our MoD colleagues were able to use the data to feed into the national picture with data available at the click of a button. We really appreciate the time and effort Adviselnc are putting into this at such a critical time for our public services.

Neil Hind

GM Procurement Programme Director
NHS in Greater Manchester

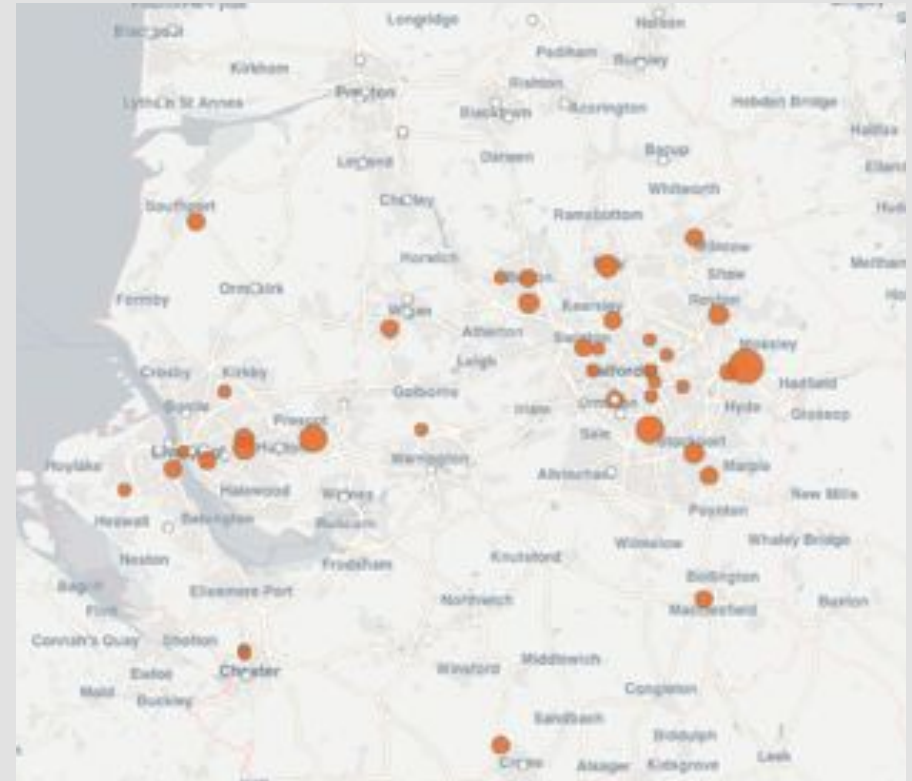


Lot 2.4 - StockWatch, PPE tracker

The difficulties in getting the right PPE to where it's needed, when it's needed has been a theme of the Covid-19 response to-date. With demand going through the roof and supply chains being hit - understanding what PPE an organisation has and being able to forecast future demand has been a critical part of keeping frontline workers safe.

A few days before the Covid-19 lockdown, an NHS trust in the West Midlands approached AdviseInc for some help understanding stock/demand for key lines of PPE. Within hours we'd built the first version of StockWatch and 24 hours later we had a queue of NHS trusts, Local Authorities, GPs, Police and Fire departments wanting to get involved.

With a simple onboarding process, organisations are live within a matter of hours. The quick, easy to use web forms capture and track stock levels of over 156 products, issues to departments/wards, order and deliveries, and the analytics drives daily regional Gold Command sitreps. Artificial Intelligence is used to provide a better way of forecasting demand based on aggregated clinical, epidemiology and capacity data. Plus, we're capturing clean data - no more MS Excel! The data received is in a standard format and normalised so everyone is tracking the same key lines to the same measures and using the same language.



Adviselnc were quick to onboard our trust (over the space of a weekend) and the team have provided fantastic support every step of the journey since

StockWatch has helped remove Excel from the process of tracking PPE and has provided consistent data not only across my trust, but the STP and Region too. Transparency of PPE stock levels and daily consumption has enabled mutual aid across the region.

We now have visibility of all critical PPE across three sites and stock issues out to 100+ wards.

Sue Colbeck

Associate Director of Procurement
Liverpool University Hospitals NHS FT

Lot 2.5 - Master Data Service

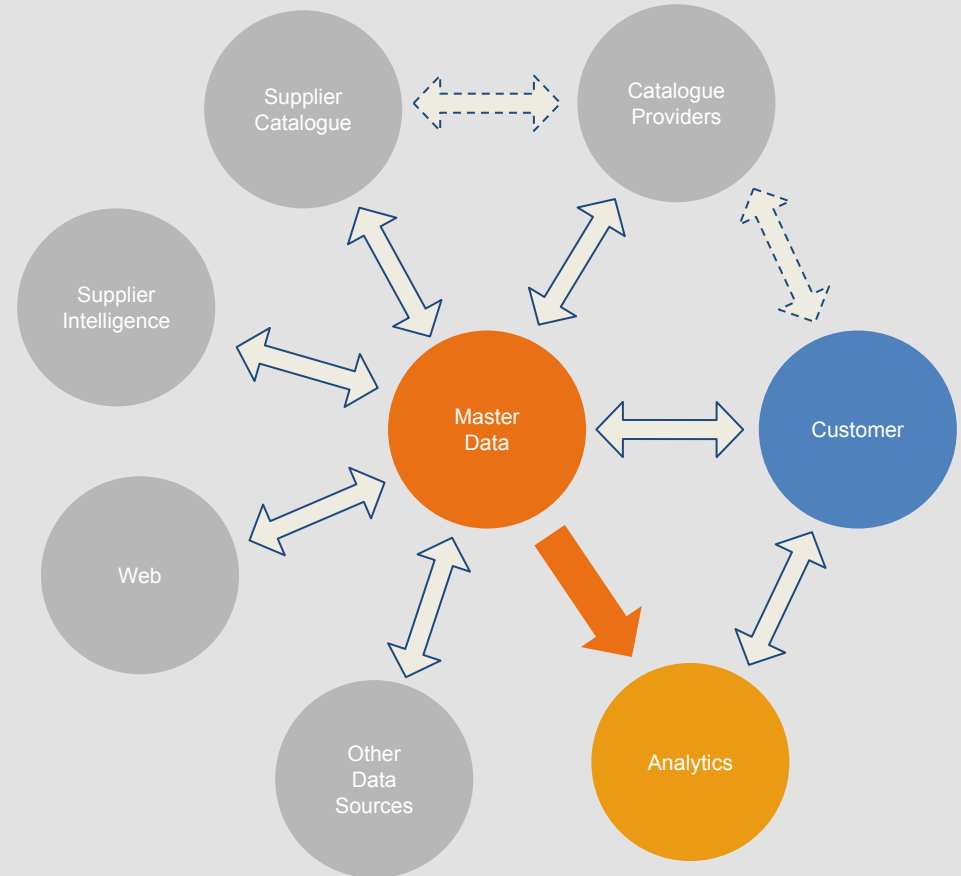
At the core of any effective Purchase to Pay (P2P) process is good quality / timely data in source systems. Unfortunately, many systems contain poor quality data. Not maintained over the years, leading to invoice queries, suppliers and buyers put on hold and a lot of wasted effort.

AdviseInc's Master Data Service works with organisations / regions to provide clean data at source.

We import local spend data along with supplier catalogues to provide an interactive tool that enables you to curate / standardise your catalogue lines.

This includes (but not limited to):

- Clean MPC
- Clean eClass / UNSPSC
- Clean Unit of Measure
- Benchmark price vs last paid, regional / nat. / intl. benchmarks
- On/Off existing catalogue
- Bought before or not



Lot 2.6 - Control Tower

Hospitals and other care providers are complex ecosystems with many independent departments working from siloed IT systems. The situation on the ground changes rapidly, and the lack of a joined-up view of everything going on inside a hospital leads to issues such as inefficient patient flow, supply stock-outs, and difficulties meeting key financial and quality-of-care metrics.

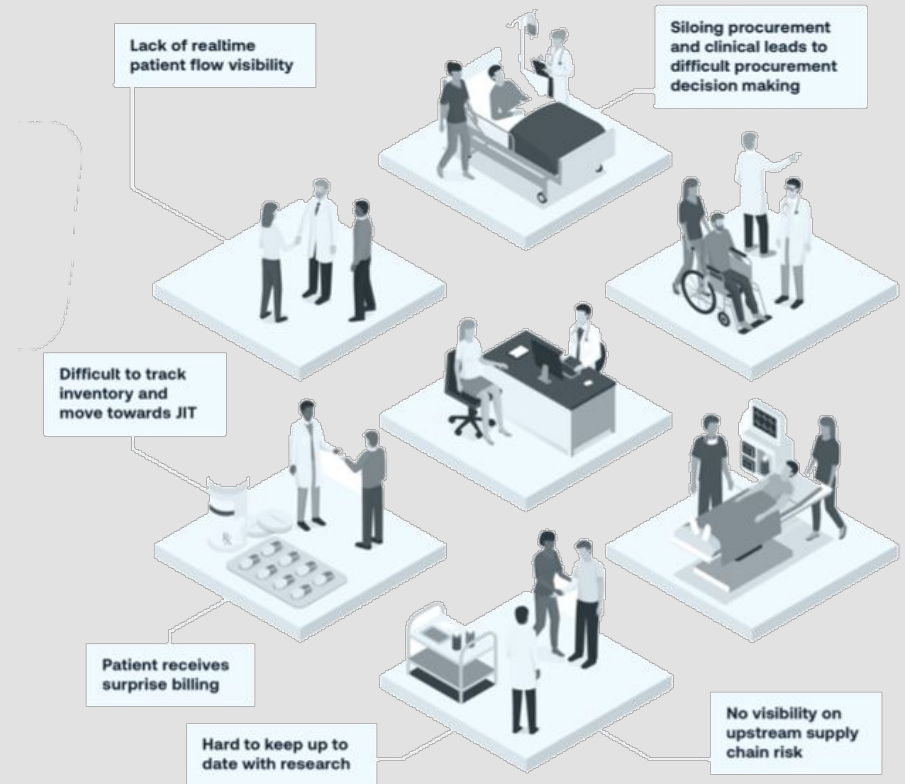
We marry knowledge of health care, with procurement / supply chain, data science and data storage to deliver a solution that translates different systems into a common language.

Working across regions, including buying groups / regions (ICS/STP), we provide three tiers of service:

1. Commercial (spend data)
2. Efficiency (as above, plus inventory)
3. Outcome (as above, plus procedure / episode)

Data is translated into a common language across contributing organisations and visualised through our dashboard. Customers can also consume the data for their own Business Intelligence tools.

Delivered in partnership with Dyad AI:



Lot 2.7 - CultureBlox

At CultureBlox, they support you to define, measure and build your ideal culture.

Their state of the art platform and market leading framework provides you with a real time view of the status of your culture within your organisation and individual departments.

Why focus on culture?

The wrong people in your business costs you money:

- 41% of business owners say they struggle to find the right talent
- 33% of business failures are attributed to having the wrong people on board
- £7-11,000 per employee to replace the wrong people
- 50% of all employees are no longer employed after 18 months
- Recruiting, retaining and developing talent is the biggest challenge in the business according to the Academy of Chief Executives (400 CEOs surveyed)

Delivered in partnership with CultureBlox.



Note: please read CultureBlox documents for pricing / terms and conditions.

The program delivered by CultureBlox was exactly what we needed!

The effectiveness of our line managers was a key challenge for us, specifically, how we could build a successful culture through changing leadership behaviours and then ensuring these behaviours were embedded into the day to day actions of our teams. We found the program delivered by CultureBlox to be exactly what we needed and we look forward to continuing to work with CultureBlox in the future.

Bhavesh Mistry

Finance Director
Premier Inn and Restaurants



Information assurance

We abide by the new GDPR rules. See our privacy statement on our support desk support.adviseinc.co.uk.

There are two methods for sharing your information. For simple benchmarking or spend analysis you can upload your data via our secure file upload facility. For more substantial implementations, such as on-site spend analysis, we will interrogate your data servers and extract the data directly, as required.

We host our spend and benchmarking services via a QlikView server. This server is currently managed by CatalystIT, our technology partner, whose servers are located with Node4, a TIA-942 Tier 1 / G-Cloud compliant data centre. AdviseInc does not hold IL accreditation for its services as it does not provision its own infrastructure. We also use the services of Amazon Web Services.

To reduce the probability of a malicious attack upon Node4's Data Centres and to limit the impact on the operational capabilities of the organisation through negligence or an 'act of God' the following active precautions have been taken.

- Our Network topology and diverse data centres will allow re-routing of network traffic in the event of a site loss;
- Core network equipment and servers are distributed / replicated between sites;
- Network connectivity equipment is situated at TeleHouse and Global Switch, London and TeleCity, Manchester and are served by physically diverse fibre connections;
- Node4's buildings are protected by a perimeter security fence and other security measures;
- The premises are protected by numerous CCTV cameras with continuous digital recording;
- The buildings are manned 24/7 by staff or security. Security firms have adequate backup personnel available;
- Entry to the buildings and data centres is controlled through electronic swipe cards;
- The buildings are protected by a fire alarm;
- The data centres are protected by a self-contained gas suppression system containing FM200 gas;
- The data centres are protected by a redundant uninterruptible power supply unit (UPS) and a N+1 diesel generator bank;
- Backup hardware is tested by the Technical Manager on a monthly basis;
- The network infrastructure (both physical and logical) has sufficient protection from attack;
- The buildings have been visited and assessed by the local Fire Officer.

Data restoration / backup / restore and disaster recovery

AdviseInc operates comprehensive backup and disaster recovery procedures.

Our QlikView based applications are developed and hosted in partnership with the leading vendor in the UK, QlickiT.

QlickiT has effective policies regarding backup, restore and disaster recovery. All of our cloud based servers are subject to backup and restore with content restoration to within 24 hours of any data loss.

On-boarding and off-boarding processes / service migration

AdviseInc's approach incorporates full design and implementation, taking into account all issues around solution design, how it should best be deployed and the best method of hosting the solution. Data migration is a key element of this and we work with you to ensure any data provided is both accurate and fit for purpose.

On-boarding for our Applications can be within 24 hours of receipt of your data if it meets our requirements.

Pricing overview

Pricing depends on the hosting solution, scale of deployment, number of users and scope of data transformation / set-up work.

Please refer to our price list(s) for details.

Service management

Our SaaS services are delivered on a cloud basis with all solutions fully accessible through a web browser. All of our services are designed to be intuitive and easy to use, aiding rapid roll-out.

AdviseInc provides full support to our Spend & Procurement Analysis services including:

- Project management
- Account management
- Training
- Technical support

Service levels

Service levels are dependent on the solution. AdviseInc works with QlickIt (now part of the Catalyst IT group) and leading server farms to ensure 24/7 access. Support is provided through our dedicated team who will work to resolve all issues as quickly as possible. The hardware our SaaS services are based on is owned by AdviseInc and hosted in Node 4's data centre.

Financial recompense model for not meeting service levels

Recompense is dependent on the scale of issue and will be awarded in the form of service credits towards future subscriptions where applicable. None delivery of data or data that does not meet our requirements does not constitute us not meeting service levels. It is for the buyer to ensure data can be provided in line with our requirements.

Service constraints

All of our SaaS services are provided 24/7. Our SaaS services are continually being developed to ensure you receive enhancements and features as they become available.

Enhancements are driven through our active user base who feedback suggestions that we either release immediately or place in the next major release. New product releases take place monthly.

Maintenance

Scheduled maintenance takes place out of normal working hours so as not to impact on our users' access. Major disruption, planned or otherwise, will be communicated to our users via email.

Customisation

Our systems are customised as standard.

Training

Our SaaS services are designed for maximum ease of use. The technical and functional ease of use of QlikView (the underlying system) means end user training is simple to deliver.

For Spend & Procurement Analysis, we provide both self service training through our learning portal and webinar based live training. The majority of implementations cover multiple departments within an organisation and hence it's important we train end users effectively. For larger implementations, we also host more in-depth training sessions, where technical end users learn how to use the tools in more detail. This places you firmly in control of your own analysis.

For smaller applications, we hold online training events. Training is typically run through Zoom or MS Teams. On-site training can be provided in person for a fee (see pricing).

Ordering and invoicing process

Following confirmation of commercial terms, based on the specific requirements of the end user, we would expect a signed Call off Agreement and purchase order for the agreed value. AdviseInc will then invoice the customer directly. Payment terms are 15 days post invoice date unless agreed otherwise. Payment cannot be withheld due to the service not going live.

Termination

By customer

Our applications are based on a fixed contract period of 2 years. Consumers may terminate if AdviseInc is in material breach of the terms of the agreement and, in the case of breach capable of remedy, has failed to address such breach within a reasonable time period.

By supplier

AdviseInc has the right to terminate if the customer is in breach of the agreement or is required to do so by a competent regulatory authority.

Technical requirements

Service dependencies and detailed technical interfaces e.g. client side requirements, bandwidth / latency requirements etc. The minimum web browser is IE10. Note, trial services are not available, however we're happy to show you demonstrations of the live tools.

Name of ISO 27001 compliant data centre used to host services

Node 4

Customer data extraction

The formats / standards of data that can be extracted include, but are not limited to XLS and QVD. In signing up to our services, the customer has no claim or right to any of the insight/data provided, whether that be analysis, categorisation, mapping or any other data contained within our tools / applications. Our (contracted) customers do have full rights over the data they provide us (the Raw Data) and as such can request copies.

Our partners



BI platform
provider



Qlik reseller /
Solutions Partner



Hosting



Cloud Servers



Secure file
transfer



Solution Partner
Control Tower &
Artificial Intelligence
/ Data Science



SME Partner
Supply chain



Solution Partner
Workplace
Culture



SME Partner
Supply chain



Solution Partner
Workplanning