



Resolution

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February 2026
FOI_7677

The following information was requested on 22 January 2026:

I'd like to make a Freedom of Information Request regarding two contracts you hold with Accenture.

First, the NHSR_44 Core Systems Replacement contract ending in September:
<https://www.find-tender.service.gov.uk/Notice/027032-2021>

Second, the Core Systems Programme also ending in September: <https://www.find-tender.service.gov.uk/Notice/003540-2024>

Could you provide more information on the scope of the work and services provided? Especially the second one, where there's no description currently provided.

If any of this is outside the remit of the FOIA, please answer what you can and advise and assist on the best way to uncover the remainder of the information.

Thank you in advance,

Our Response

Please find our response to your request for further information about two contracts held with Accenture and the scope of the work and services provided.

Clarification of the contracts referenced

The two Find a Tender notices you have referenced relate to the same underlying contract:

- **Notice 027032-2021** represents the original contract award for the Core Systems Programme.
- **Notice 003540-2024** is a contract modification notice, published to reflect changes made to the existing contract in line with procurement regulations.

There is therefore **one Core Systems Programme contract** with Accenture, rather than two separate contracts.

Scope of the Core Systems Programme contract

The Core Systems Programme contract relates to the replacement and modernisation of NHS Resolution's legacy core business systems, using a cloud-based solution and associated software.

The scope of work and services provided under the contract includes:

Programme purpose

- Delivery of a **single, common core system** to replace multiple legacy case management systems used across NHS Resolution.
- Modernisation of technology to reduce the risk of technical obsolescence and support long-term organisational resilience.
- Enable improved data quality, consistency and accessibility to support operational delivery, reporting and learning.

Key services and activities

- Provision and implementation of a cloud-based core system and associated software.
- Systems integration services to support case management, document management, workflow and reporting.
- Configuration of the system to support NHS Resolution's operational services, including:
 - Claims Management
 - Practitioner Performance Advice
 - Primary Care Appeals
 - Safety and Learning
- Data migration from existing legacy systems into the new core system.
- Integration with other internal and external systems, including finance systems, identity and access management, and reporting platforms.
- Testing, assurance and controlled release of functionality through a phased implementation approach.
- Programme, technical and delivery support, including knowledge transfer and user enablement.
- Post-implementation and ongoing support services.

Strategic objectives

The Core Systems Programme supports NHS Resolution's strategic aims by:

- Improving efficiency, consistency and transparency in case handling.
- Enhancing data analytics, business intelligence and learning from claims.
- Enabling earlier resolution of disputes and improved stakeholder engagement.
- Providing a flexible platform capable of adapting to future operational and policy change.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
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<https://ico.org.uk/>