

SMS DATACARE LIMITED



SMS

BUILDING FROM STRENGTH

SMS DATACARE LIMITED

MISSION STATEMENT

Through long-term partnerships in the health industry, we help our customers improve their quality of care, financial performance, and strategic position by providing superior, cost effective solutions based on information systems and services.





DELIVERING INFORMATION SOLUTIONS FOR HEALTH

SMS Datacare works with its clients applying processes, applications, technology and services to create information solutions that help them meet their performance objectives. Its vision is to be the information solutions company of choice for the health industry and its professionals – working together to improve health world-wide.

SMS Datacare is part of the very successful, financially stable and world leading health information solutions provider, Shared Medical Systems Corporation. It provides its clients with the fullest benefits from solutions tailored to their specific needs and does so from a solid, consistent business base dedicated exclusively to health.

SMS Datacare can trace its history to the early days of computing in the National Health Service. It was founded from Professional Datacare, the Regional Computer Services arm of the former North Western Regional Health Authority, and today it offers a notable and unique expertise derived from both its position as the sole developer of the NHS Standard Payroll System (SPS) and its SMS pedigree. As a result of over 30 years of involvement with the NHS SMS Datacare now operates one of the largest outsourcing and networking services in the health sector and supports a wide range of technologies including Digital, Hewlett Packard, ICL and MDIS.



SMS: THE LEADING PROVIDER OF HEALTH INFORMATION SOLUTIONS

SOLID FOUNDATIONS

Shared Medical Systems Corporation was established in the United States nearly 30 years ago. Since then it has built its success exclusively on the provision of solutions for health and has expanded globally to employ over 4000 staff and generate an annual turnover exceeding \$650 million (£433 million).

Its core strengths include the provision of integrated health information solutions, networking, outsourcing, and the fact that it spends more than \$40 million (£26 million) each year on research and development. The resulting products and services support over 2000 hospitals and primary health care groups world-wide.

Many of these outsource, or contract their information services to SMS which runs one of the world's largest on-line, real-time healthcare information databases at its Information Systems Centre in Malvern, Pennsylvania. The centre supports over 130,000 users and enjoys partnerships with hundreds of clients that span over many years. While SMS clients control their own direction, SMS experts help them operate more effectively in an environment that is increasingly competitive and experiencing rapid business, legislative and technological change. Outsourcing frees them to concentrate on the core of their business – health.





In European healthcare, SMS has expanded carefully to meet the needs of particular countries and clients. It has operations and clients in over a dozen countries including Belgium, the Czech Republic, France, Germany, Hungary, Republic of Ireland, Italy, Luxembourg, the Netherlands, Poland, Spain and the United Kingdom. Revenues from its European software and service activities exceed \$80 million (£53 million).

TOTALLY COMMITTED TO HEALTH IN THE UNITED KINGDOM

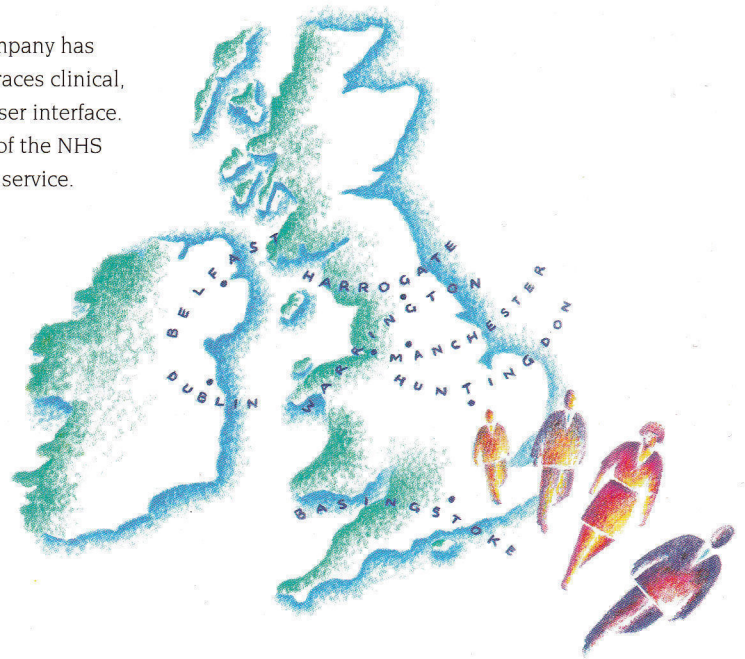
Evidence of SMS' commitment to supporting the constantly evolving needs of health can be found with Purchasers and Providers throughout the UK where the company has established a large and growing client base and developed long term alliances and partnerships. SMS is dedicated to both its clients and to health. Its success has been achieved through a unique mix of resources and expertise, and a flexible approach to solutions using a wide variety of technologies and service options.

As a strategic response to clients' requirements, the company has created an integrated health network solution that embraces clinical, financial and administrative systems using a common user interface. This integrated solution is designed to function as part of the NHS Network, providing information across the entire health service.

SMS works with hundreds of Purchaser and Provider organisations. Confirmation of its technical expertise, dedication to quality and commitment to excellence is found in the award of BS EN ISO 9000 certification across the business.

This commitment, to excellence and unrivalled levels of understanding, is carried through to the work of SMS Datacare whose wide range of support services are dedicated to running information systems for any health client, regardless of the software applications and hardware configurations they use.

Clients find working with SMS very different. This is because providing a solution is not the same as simply providing applications software. It involves actually understanding the business needs and relating the information solution to those business needs. SMS is an effective solutions provider and its many satisfied clients offer testimonies to this achievement.





SERVICES AND SUPPORT FOR HEALTH

SMS Datacare applies the particular strengths of SMS in health across a range of software and hardware platforms to match the operational, management and information needs of its clients to their business objectives.

SMS Datacare builds relationships based on a thorough understanding of clients' current requirements and ambitions for the future; delivers professional solutions through a combination of Bureau Services, Outsourcing facilities and Networking Services, and backs this up with highly regarded, round-the-clock support services.

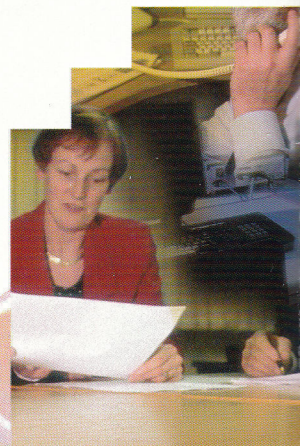
BUREAU SERVICES

SMS Datacare's Bureau Services help clients set up and process the data used by large database systems including payroll, financials, child health and patient activity.

Basic services such as off-site data security backup, disaster recovery, high volume data input and overnight payroll production are enhanced by support and maintenance services. These are provided for the Digital, Hewlett Packard, ICL, MDIS, Novell and personal computer environments.

Payroll/Human Resources

Around 80% of NHS employees are paid through the NHS Standard Payroll System (SPS). SMS Datacare provides comprehensive support for SPS and, as the centre of responsibility for the system, handles all upgrades and amendments, both NHS and statutory, required to keep the software up to date. It has also developed an Integrated Human Resource System, offered on either a Bureau or a local basis, which combines the functionality of the existing Payroll Data Query (PDQ) and Direct Input of Pay (DIP) applications whilst integrating fully with SPS.



Financials

SMS Datacare has built up its expertise and support services to cater for the wide range of accounting systems that have developed across the NHS. It focuses particularly on the integrated Masterpiece General Ledger, Accounts Payable, Accounts Receivable, Purchasing and Commitment Accounting applications from Computer Associates. It also offers a choice of processing other Financials of which Ross Systems is an example.

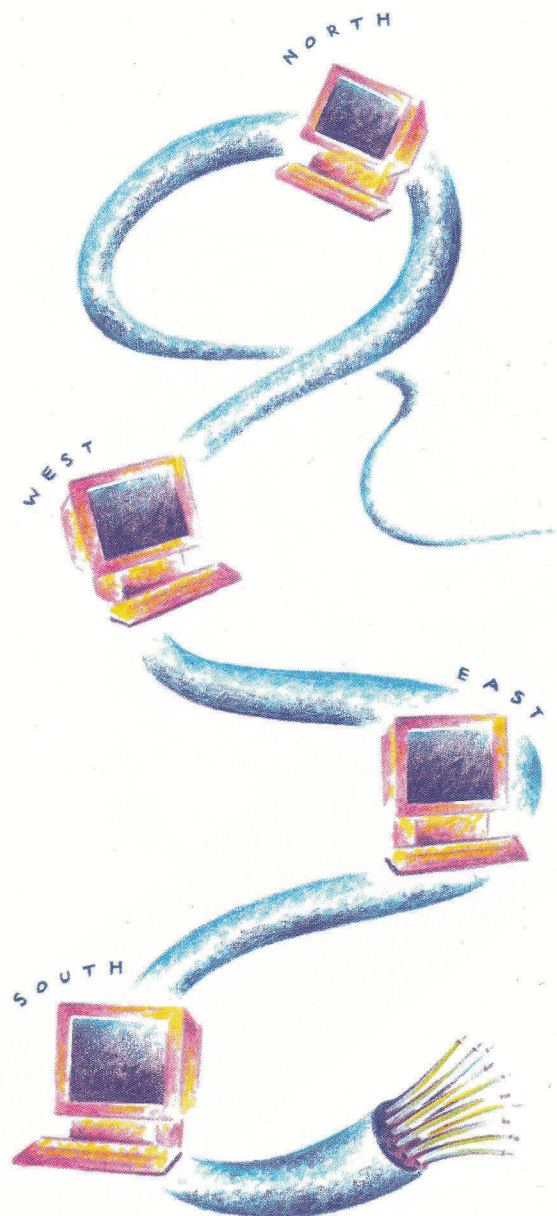
Child Health

A comprehensive database of all children in a catchment area, from birth to the end of their schooling, is provided by the NHS Child Health System. SMS Datacare delivers training, documentation and support for users of this national standard system and has developed added value services including individual report design and statistical analysis.

NETWORKING

One of the largest and most successful private Wide Area Networks in the NHS is operated by SMS Datacare from its data centre in Manchester. It uses advanced routing technology conforming to both de facto industry and international standards to connect Local Area Networks in over 70 UK sites ranging as far apart as Carlisle, Oxford, Cambridge, the Wirral and Hull.

The network is efficient, reliable, flexible and secure and is designed to link directly to the NHS-wide network, other national applications, the Joint Academic Network JANET, the Internet and the World Wide Web.



Security

The requirement for confidentiality of patient data within the NHS makes issues of security even more critical than usual for network providers. The software configuration of the routers on the SMS Datacare network makes it possible to control access to the network to ensure that only authorised connections can be made.

Network Services

Once a connection to the network is established a standard Data Communications support service is provided. To complement the provision and management of the network SMS Datacare offers a network design and consultancy service covering all aspects of communications from the development of a green-field site to the integration of existing systems.

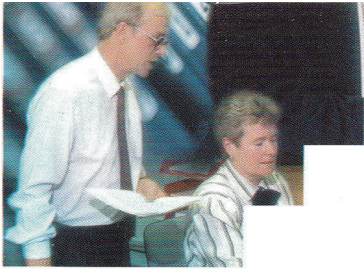
As well as electronic file transfer the network provides on-line application services for key activities such as financial ledgers, payroll, personnel and child health. The Wide Area Network provided by SMS Datacare currently covers nearly 6,000 square miles, linking thousands of users to over 100 host processors.

OUTSOURCING

Many Purchasers and Providers are starting to question whether the delivery of IT services is a core business activity for them. There is no doubt that the data being processed is key and core to their business and information requirements. However, faced with mounting and competing pressures for money and resources there is a growing realisation that outsourcing could provide a better, more responsive and flexible way forward.

SMS Datacare has been particularly successful in delivering outsourcing services, including both off-site and on-site facilities management, to clients of the former Regional Computer Centres of the North Western and the Yorkshire Regional Health Authorities.





Off-site Facilities Management

A remotely-managed computing service is delivered to clients from SMS Datacare's Manchester data centre. Processing services are delivered in accordance with defined service levels and agreed systems availability targets, using up to date technology and established operating procedures. Operations include hardware configuration and maintenance; operating system software and maintenance; media and file management; security and disaster recovery. All systems are operated and maintained to function 24 hours per day.

On-site Facilities Management

Under an on-site facilities management contract SMS Datacare assumes responsibility for the management and day-to-day operations of the on-site processing facility. Appropriate technical expertise is provided on the client's site and the computer systems are managed and operated in accordance with agreed service requirements.

Service Delivery Approach

Where appropriate SMS Datacare will form a multi disciplinary Service Delivery Team whose members are trained to understand a client's business practices, priorities and deadlines. This team will own all aspects of the service being delivered and act as the focal point of contact for all operational services.



Desk-top Facilities Management

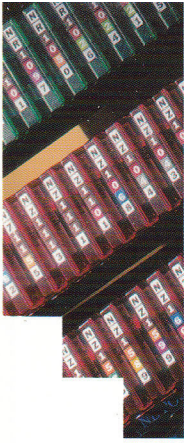
Managed services that deliver responsive, desk-top support for all PCs, terminals and printers wherever they are being used, are also provided by SMS Datacare. They include purchase, installation and configuration; technical, applications and help desk support; maintenance and training.

AN INDEPENDENT AND FLEXIBLE APPROACH

By providing health information solutions across the total spectrum of care provision, SMS helps its clients deal with the continuous changes created in the UK by pressures of reform, an ageing population, redistribution of care and new medical procedures and technologies.

SMS promotes and supports information technology solutions that are independent of hardware platforms and proprietary operating systems. This means Purchasers and Providers can benefit from the results of SMS' world-leading healthcare research and development programmes while continuing to make the most of any existing investment in hardware and software.

This flexible approach is particularly important in the areas of networking and outsourcing and it explains why SMS, whose operations in the UK involve the combined activities of SMS Datacare and SMS United Kingdom, is increasingly being considered as the superior choice of supplier for cost-effective integrated health solutions and related services.



SMS DATACARE – BUILDING FROM STRENGTH

SMS Datacare is proud of its unique combination of direct health service experience, technical excellence and expert support skills. Working with us you will find a team of people who understand health information technology issues and who can provide solutions that translate into effective working practices at all levels.

Our relationships work well because both our staff and our clients are encouraged to listen and learn, while sharing expertise and experience. SMS Datacare teams are flexible, creative and reliable. They can work on-site alongside you, helping to deliver enhanced information and operational services, or take over the complete running of your operational systems so that you are free to focus on healthcare delivery.

You can depend on SMS Datacare to help you respond to the challenge of change.





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