



## Overview

### Client

Tower Hamlets GP Care Group CIC

### Project Name

HDE Data Platform upgrade to support EMIS IQ system upgrade

The project involved several key tasks, including acquiring and connecting a new data disk to the existing cloud environment, creating the EMIS IQ database, installing and testing the EMIS IQ extraction process, completely rebuilding the EMIS Decipher in HDE, and releasing the solution to the production environment. Whilst also fully maintaining 100% uptime and no loss of business continuity.

## Objectives

- Ensure seamless transition to the new EMIS IQ data feed.
- Maintain continuity of CSDS returns and internal BI content.
- 100% uptime and no loss of business continuity.

## Upgrading Tower Hamlets EMIS IQ data feed to their Insource HDE Data Platform

The EMIS Community EPR system had recently undergone a major system upgrade such that there were significant changes to the internal data structures. This was of such significance it required the building of a completely new data feed from the EMIS EPR to Tower Hamlets Insource Community Health Data Enterprise (CHDE) data platform. A data platform which Tower Hamlets is highly dependent on for its CSDS returns and internal BI and reporting systems.

## Challenges

- Tight deadlines to ensure the transition was completed before the 17th January 2025 deadline.
- Coordination between multiple teams and stakeholders to ensure smooth execution.

## Solution

Insource Ltd provided a tightly managed project plan and high-level technical consultancy services which enabled the Insource team to work closely and seamlessly with Tower Hamlets GP Care Group IT Team to ensure all tasks were completed efficiently and working effectively as a virtual single team. Further to the services Insource provided, additional cloud hosting capacity to facilitate the transition was delivered.

Key steps included:

- Connecting a new data disk to the existing cloud environment.
- Creating the EMIS IQ database and installing the extraction process.
- Testing the extraction process and rebuilding the EMIS Decipher in CHDE.
- Releasing the solution to the production environment and confirming data flow.

## Results

The project was successfully completed one day ahead of schedule and within budget. The new EMIS IQ data feed was implemented within the HDE platform, ensuring continuity of CSDS returns and internal BI content.

The team received positive feedback from the client, highlighting the seamless transition and the pleasure of working with the project team. The Insource team reciprocated, commenting that working with the Tower Hamlets IT team and management team was an absolute pleasure and really enjoyed it, as well.

## Conclusion

This Tower Hamlets EMIS Project is a testament to the effectiveness of Insource Ltd.'s consultancy services and the dedication of the project team and the Tower Hamlets IT team, proving that collaboration between two teams get the right results. By delivering the project ahead of schedule and within budget, the teams collectively ensured that Tower Hamlets GP Care Group could continue to provide high-quality care to their patients without any disruption.

**“Thank you again, Patrick and the brilliant team, for working with us and making this transition so very seamless and easy. It was a pleasure working with you, and we look forward to collaborating on more projects soon!”**

Sabba Hussain, Head of IT, AI, and Digital Transformation,  
Tower Hamlets GP Care Group CIC.

