



Health Care
Doctor
Hospital
Pharmacist
Nurse
Dentist
First Aid
Surgeon
Emergency

MEDICAL

MEDICAL

MEDICAL

**NHS Confed
Expo 2023**

**Empowering
Population Health
Through Digital
Solutions & Behaviour
Change**



3i Infotech®

LIMITLESS EXCELLENCE DELIVERED



CAJA

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Power of Partnership



CAJA LIMITED

Caja is an entrepreneurial, UK wide business transformation consultancy. Our innovative model brings a wealth of People, Process and Technology expertise to our clients across areas such as strategy, organisation, service design, transformation, digitisation and technology optimisation, data analytics and behaviour change.

We have many years of experience acting as 'Trusted Advisor', collaboratively designing, developing and delivering innovative solutions, across the Health and Social Care Sectors



3i INFOTECH UK

3i Infotech are emerging as a leading name in propelling the current wave of digital transformation initiatives, with deep domain expertise across Healthcare, Banking, Manufacturing, Retail, and Government sectors. Orchestrating transformation through their digital expertise and through emerging technologies, be it Artificial Intelligence (AI), Blockchain, Robotic Process Automation (RPA), Low-code Development, Internet of Things (IoT), Cloud Computing or Machine Learning (ML).

With over 6000 employees across 15 countries and over 1000+ clients across 4 continents, 3i Infotech has successfully transformed the business operations of customers globally.

Together, the Caja and 3i Infotech partnership presents a team that brings an understanding of technology led change and support with a strong track record of delivery within the public and private sectors, including NHS and Local Authorities. We work across the full technology life cycle from strategy through to design and execution, plus supporting organisations with on-going continuous improvement post Go Live.

The Caja and 3i Infotech partnership will bring, and adapt methodologies and toolkits, to help deliver rapidly, improve outcomes and deliver tangible benefits. In addition, we bring a globally interconnected workforce with on-site (UK) and global (India) or a hybrid model capability to provide cost and time effective services that can be rapidly scaled to meet programme demands, as well as access to thought leadership and capabilities in digital innovation, products and services.

Both organisations pride themselves in being leaders in Service Transformation enabled through leading edge technologies with significant Health and Social Care experience. An innovative team that develop solutions that are citizen and patient focussed, reliable, scalable and cost effective.

Partnership working is in our “DNA” and we will work with you to develop a model that leverages the best outcomes through a globally connected supplier network, where we can truly offer access to leading edge technology solutions, the cost benefits of hybrid on and offshore models, along with delivering quality improvement programmes through the adoption of new innovative products and services.



Digital Transformation Orchestration

We are Global Innovators and Digital Transformation Leaders, with a team of Health & Social Care experts who have a wide range of experience and expertise in transforming organisations, using digital technologies, data and automation to transform and deliver modern services.

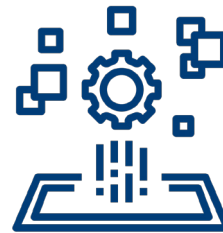
We Co-Design, Co-Work and Co-Deliver, improving the health, wellbeing and outcomes for populations, through the alignment of People, Process and Technology



DATA INSIGHTS & DATA DRIVEN DECISION SUPPORT

Advanced insights and analytics providing decision support to strategic and operational programmes.

Data Strategies, Analytics and Cognitive Computing to maximise Business Insights and Patient Behaviours.



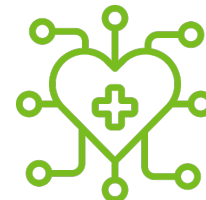
NEW & DIGITAL TECHNOLOGIES

AI, Cloud Computing, Robotic Process Automation, Internet of Things and Digital Interoperability.



IMPLEMENTING NEW TECHNOLOGIES

AI, Cloud Computing, Robotic Process Automation, Internet of Things and Digital Interoperability.



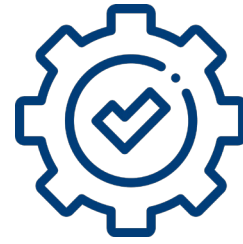
HEALTH & CARE TECHNOLOGIES

Supporting commissioners and providers select, implement, and realise benefits using new digital technologies to support independence.



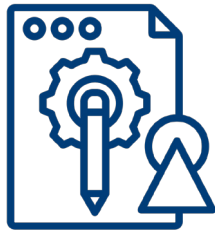
DIGITAL CULTURE

Promoting a Digital Channel Shift for employees and patients through developing Digital Leadership, Skills and Influencing Behaviours.



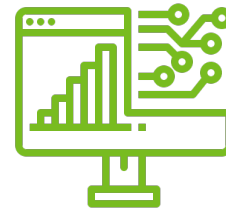
OPERATIONAL EXCELLENCE

Whole system service improvement, operational excellence and continuous improvement.



PROCESS REDESIGN & OPTIMISATION

Redesigning and standardising process to optimise the use of IT and Digital Technologies.



BACK OFFICE TRANSFORMATION

HR, finance & procurement operating models and options appraisal incl. shared service and managed service expertise.



INTEGRATED CARE

Supporting NHS and Local Government redesign systems to improve population outcomes.



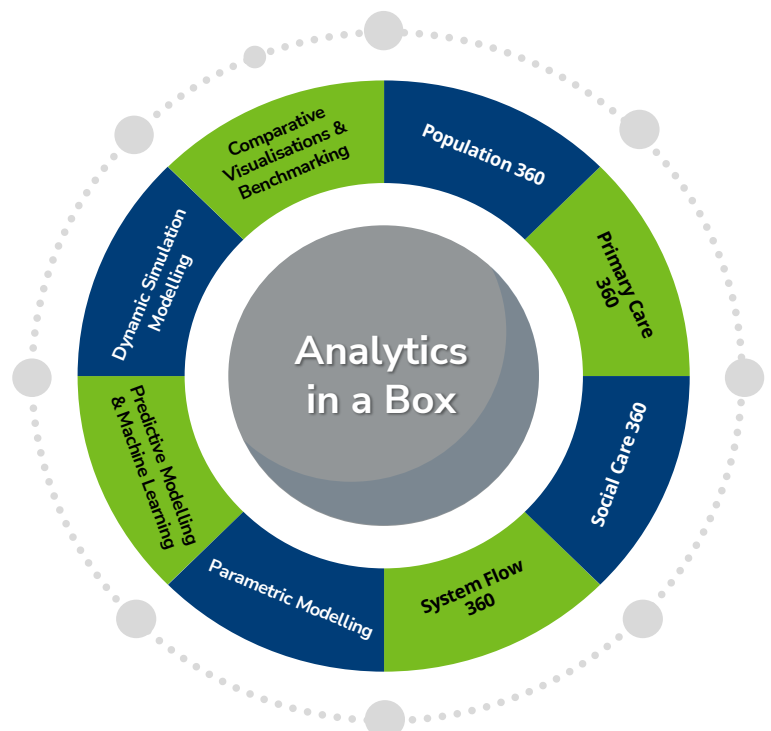
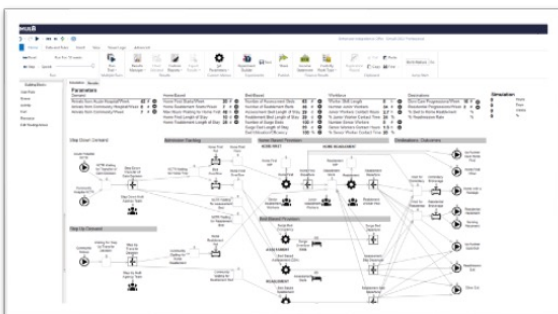
Data Analytics

PATIENT 360 & FLOW 360

Supporting organisations with our ‘Analytics in a Box’ solutions in addition to bespoke modelling expertise. Our tools improve decision making, maximise cost improvement and commissioning strategies, improve patient experience and maximise capacity and resources.

WHY INSIGHT 360?

- ✔ Evidence base for improvement decisions in integrated care.
- ✔ Exploit investment already made in data collection and statutory returns.
- ✔ Understand the impact of strategy and improvement programmes.
- ✔ See how different indicators are changing together, correlated.
- ✔ See how other organisations compare and benchmark key measures.
- ✔ Understand changes at different levels of geography.
- ✔ Identify particular population groups and target Inequalities.
- ✔ Interpret the evidence reliably.
- ✔ Highlight the key improvement decisions and interventions.



Behavioural Science

NUDGE TECHNIQUES

Founded in our work in improving population health outcomes across health & social care, we have developed the **Caja CognitivQI™** methodology: -



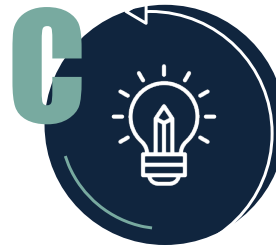
Plan

- Who, what & why do you want to influence?
- What is the desired result?



Assimilate

- Insight 360
 - Demographics
 - Volumetrics
 - Interviews
 - Focus Groups
- Barriers & COM-B



Create

- Develop choice architecture
- Research widely similar context
- Develop hypothesis
- Create 'Nudges'



Execute

- Develop trial plan
- Implement
- Test & monitor results
- Scale



Supported with Data Driven Behavioural Insights through our Population 360 Dashboards to segment and target Interventions.

Developing staff skills and CPD through our Behavioural Science Academy.

SUCCESS STORIES

- ✔ Increase Primary Care Utilisation by **13%**
- ✔ Reduced DNAs in Primary Care by **23%**
- ✔ Increased Cancer Screening rates by **27%**
- ✔ Increased Covid Vaccination rates by **10%**
- ✔ Increased returns of Community Equipment by **14%**



Cloud First

3i Infotech are Global Leaders in Cloud Technologies. We are able to support you deliver seamless workspaces, continuous connectivity, hybrid workforce operating anywhere whilst protecting data integrity and security.



Cloud Advisory Services



Cloud Migration Services



Cloud Managed Services



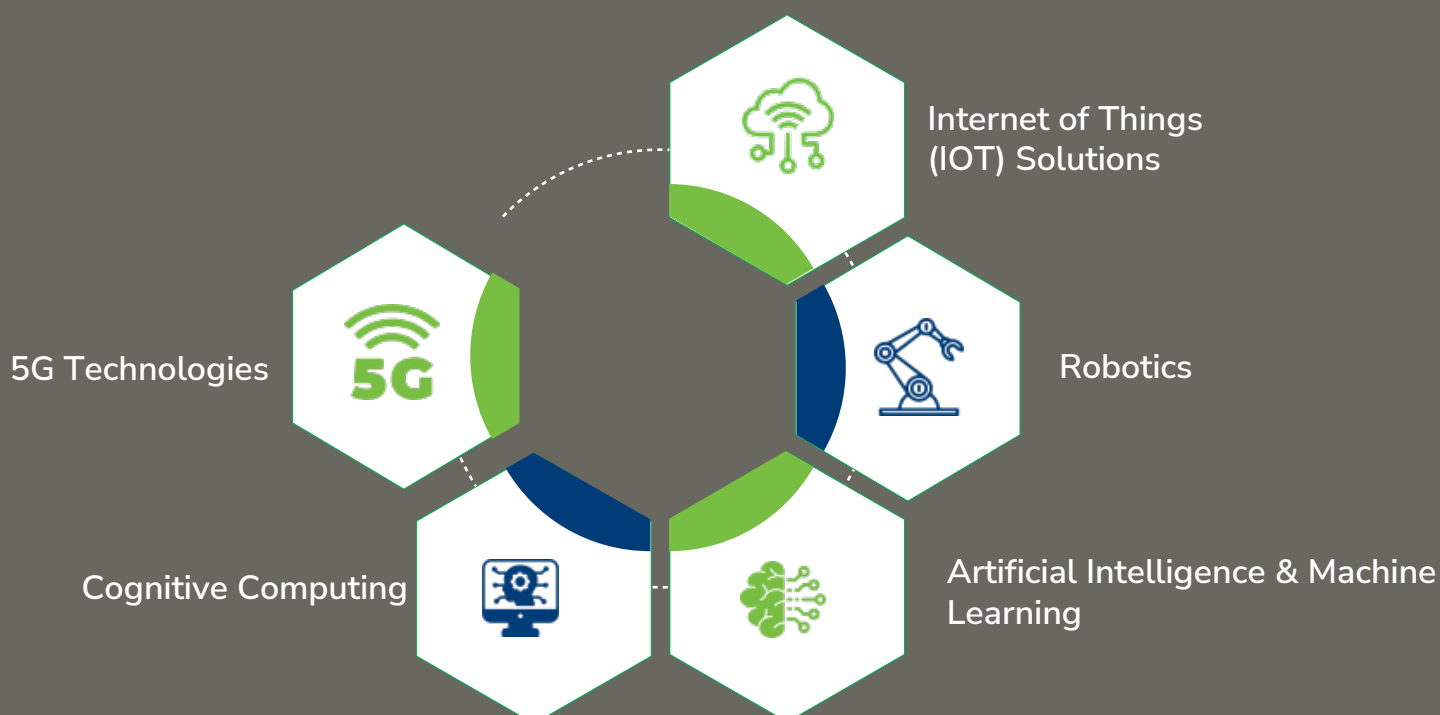
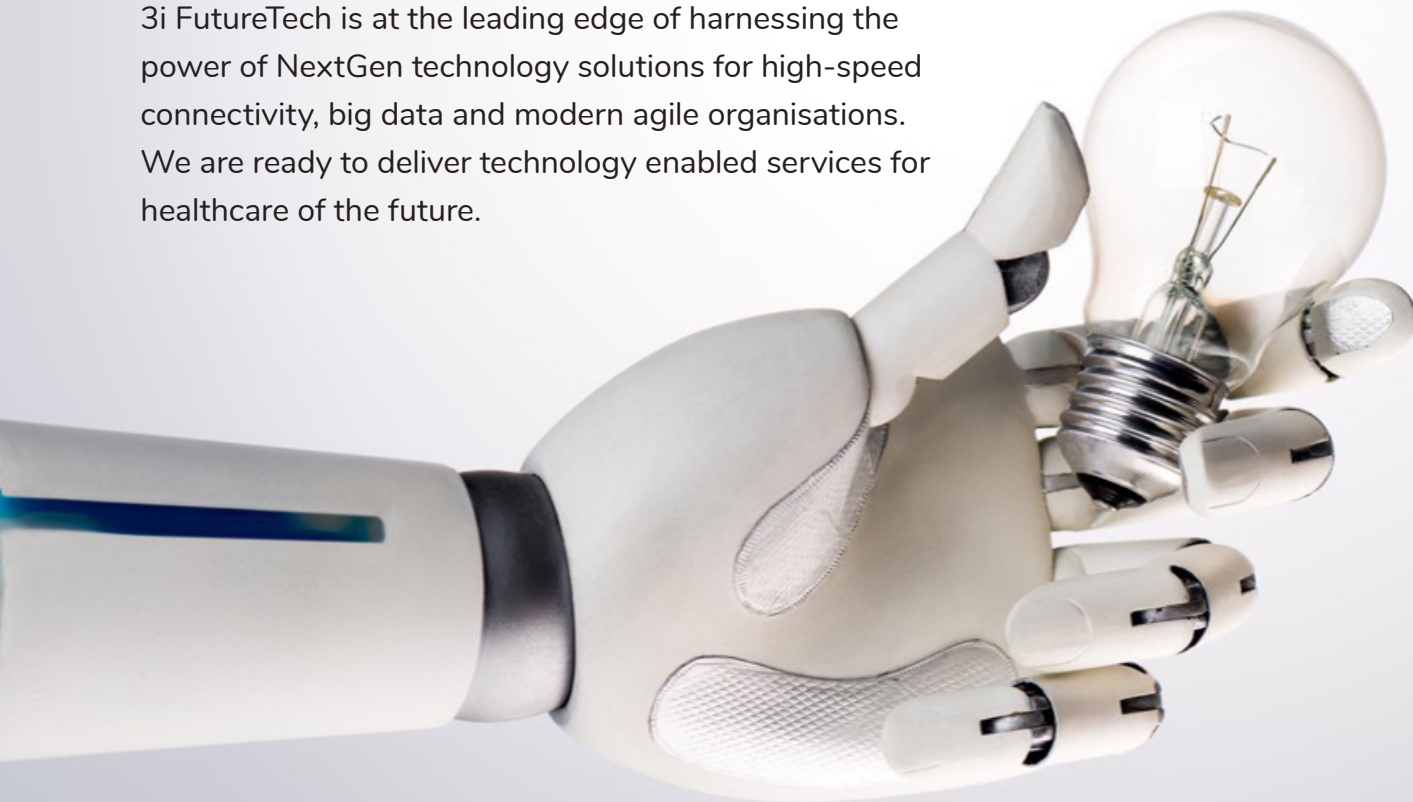
DevOps as a Service



Cloud Innovation & Optimisation

Future Tech

3i FutureTech is at the leading edge of harnessing the power of NextGen technology solutions for high-speed connectivity, big data and modern agile organisations. We are ready to deliver technology enabled services for healthcare of the future.



Digital Managed Services

The 3i Global Delivery Model, provides the best global resources to offer optimal solutions. Our Technology Centres of Excellence represent the convergence of domain expertise, best practices, solution frameworks, proven methodologies, and reusable components – working seamlessly to help enterprises build nimble systems, save costs and be successful.



Data Centre Services



Digital Workplace Services



Digital Service Desk Services



Enterprise Computing



Cyber Security & Network



Cloud Computing



Wael Pharmacy Co. W.L.L. since 1966



مركز أبوظبي للتطبيب عن بعد
Abu Dhabi Telemedicine Centre

A Mubadala Health Partner



Digital Automation

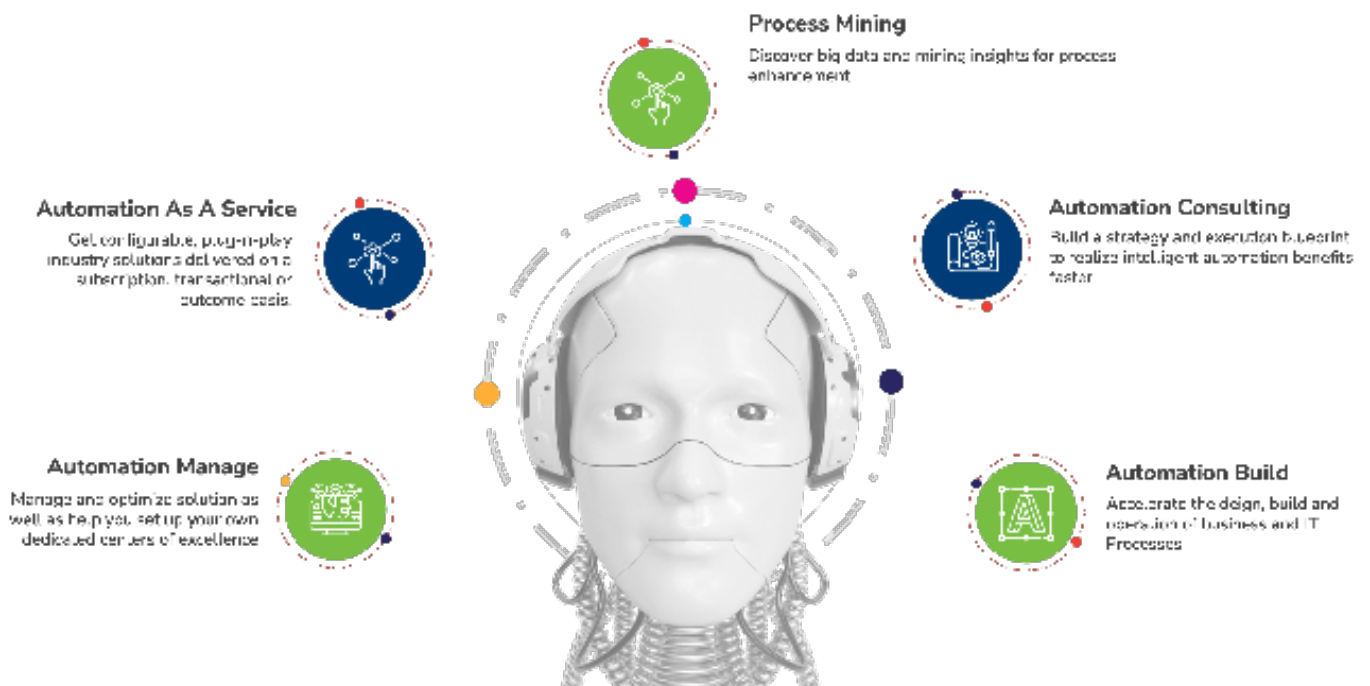
PROCESS MINING



Continuously producing certified and skilled resources within our COE.

Services	Process Discovery	Process Improvements	Compliance Gaps
	Automation Scope	Resource Utilization and Performance	Predictive Analytics
Processes	Order Management	Service Management	O2C / P2P / R2R
	Customer Onboarding	Customer Journey	Customer Service
Industries	Healthcare	Manufacturing	IT
	Telecom	Retail	
Tools	celonis		minit
	Leaders in Gartner's Magic Quadrant		SIGNAVIO Challenger

DIGITAL PROCESS AUTOMATION (DPA) PLATFORM



What Our Clients Say

“

'The work we have undertaken with the Caja Team has really opened our eyes to how important it is to consider behaviour change within design of primary care services to maximise the best use of limited capacity. This work has really engaged the practices involved and the initial observations are being used to co-design innovate new ways of working which will benefit patients and practice staff'.

- Dr Mark Stone,
Partner GP and Research Lead GP - Staffordshire CCG

“

Caja have brought drive and focus to help deliver our ambitious Corporate Technology Programme. We wanted external partners who were dynamic, prepared to challenge us where necessary and would bring expertise on how large digital transformation programmes should successfully operate – Caja have done this. They've clearly understood that at its core, our change programme is focused on transforming the Combined Authority into a digital first organisation which, by the use of flexible and innovative technology, impacts on everything we do and is critical to our future.

- David Gill
Head of ICT Services - West Yorkshire County Council

“

I can highly recommend Kate and the Caja Group for project work. In late 2019 King's College Hospital NHS Foundation Trust together with Capita HR Solutions engaged the Caja Group on a value for money review exercise against the contract we have between us. Kate's work with us was of the very highest standard, getting to grips very quickly in what is a complex contractual arrangement. I was particularly impressed in how quickly she grasped detail and also in the way she produced a high quality report with clear recommendations we could share with our Board. We were so impressed that we are considering future assignments.

- Peter Absalom,
Associate Director: Workforce Operations - King's College Hospital NHS Foundation Trust

“

Caja has truly exceeded our expectations with their commitment to co-develop and implement innovative Behavioural Science ‘nudges’ with our teams across South Yorkshire. Their interventions have not only made a significant impact on cancer early diagnosis and tackling inequalities; they have also paved the way for a ground-breaking advancement in building our capability and capacity through their ‘Nudge the Odds’ Academy. This extraordinary programme has empowered us to deliver tangible results for our communities and helped our teams think differently about how we engage with patients and communities. We have been delighted with Caja’s collaborative approach and cannot recommend them highly enough for their contributions to supporting Population Health.

**- Julia Jessop,
Director - South Yorkshire and Bassetlaw Cancer Alliance**

“

Our relationship with Caja has grown from strength to strength the more we have worked together. Their innovative use of Behavioural Science techniques to tackle a range of public health issues has consistently shown to have a real tangible impact on population health in South Tees. From its beginnings in a rapid-but-successful project aiming to increase COVID vaccination rates, our body of work with Caja has grown, and continues to grow, considerably. Their capacity to work quickly and flexibly, whilst bringing all project stakeholders along with them, is testament to the team and their ability to thrive in collaborative environments. As we seek to push the boundaries of what impact we can have on wider public health priorities, we continue to see Caja positively influencing health behaviours at scale and are excited to see what’s next in our growing partnership.

**- Sarah Slater,
Advanced Public Health Practitioner - Public Health South Tees**



GET IN TOUCH TODAY

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