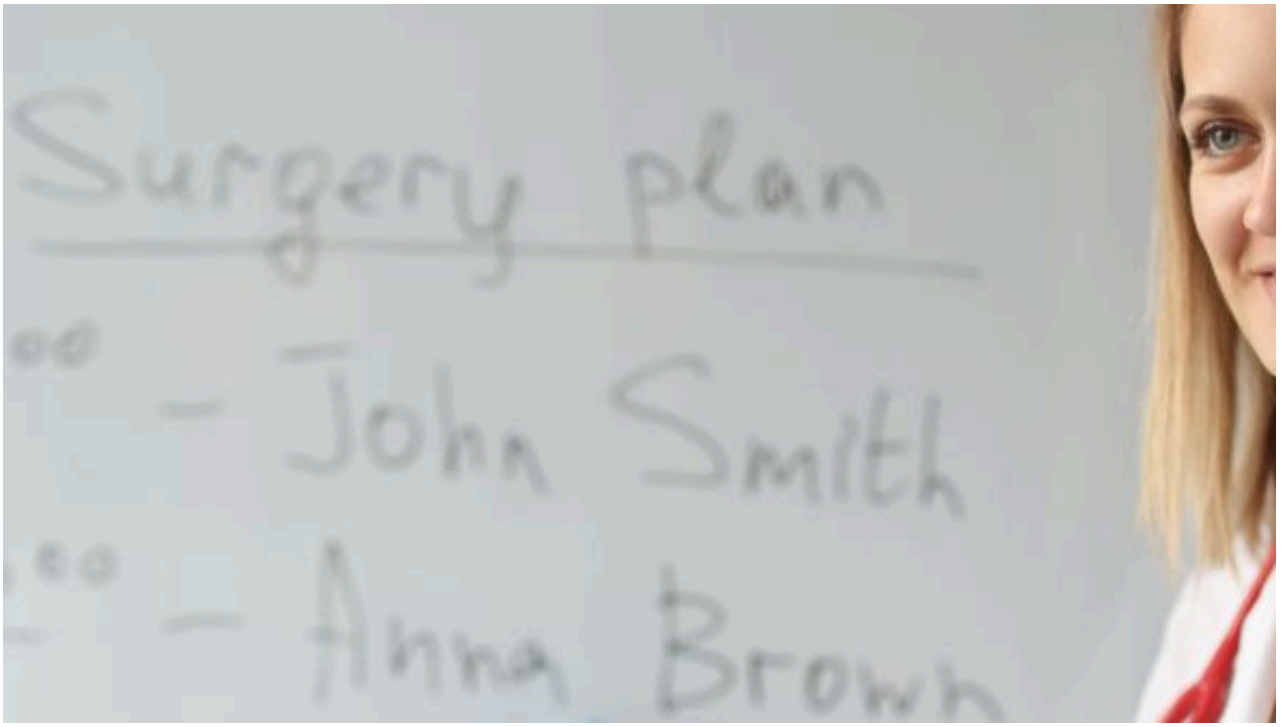
**Case Study**

NewRedo




# Managed Service for an EHR and Occupational Health Practice System

## / Latus formerly Peritus Health Management

Latus, formerly Peritus Health Management, is a UK leader in occupational health and workplace wellbeing. They provide proactive, tailored solutions that support regulatory compliance, improve employee health, and keep teams working safely and sustainably. With nationwide coverage, sector-specific expertise, and a people-first approach, Latus focuses on building healthier, more resilient workplaces rather than simply meeting minimum compliance requirements.

> " NewRedo's managed service has been exceptional, ensuring the reliability, security, and scalability of the platform they built for us, allowing us to focus entirely on our core occupational health business. "
>
> Amanda Dowson - CEO

info@newredo.com · www.newredo.com · 0113 320 7336
NewRedo, Platform, New Station St, Leeds LS1 4JB

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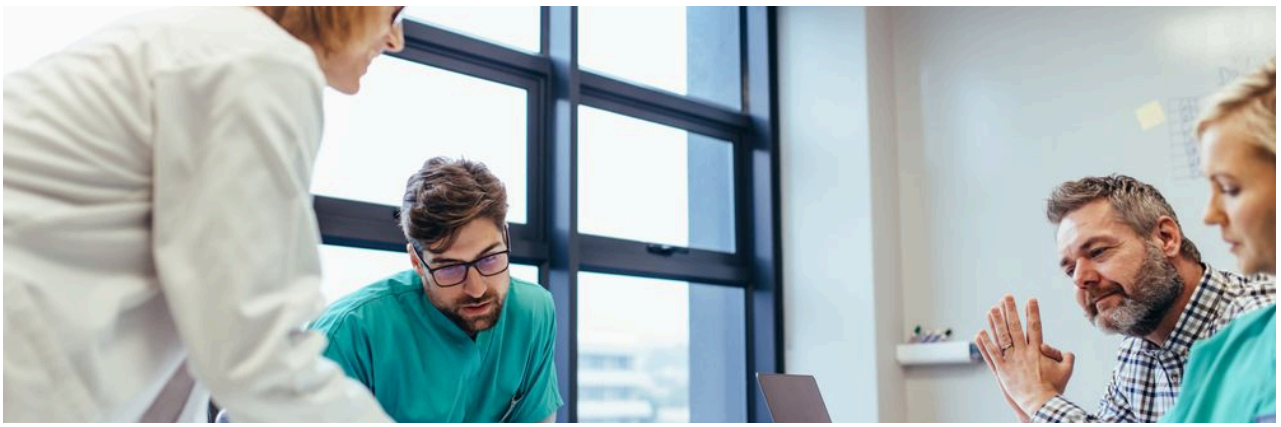

# Project Introduction

Delivered an ITIL-aligned managed service for a cloud-based EHR system, ensuring 24/7 availability, security, and compliance with UK and NHS standards. Enabled seamless transition with knowledge transfer, incident management, proactive monitoring, and secure access protocols. Defined SLAs and provided insights to support scalability and long-term growth.

# Project Challenge

While the Peritus Practice Management system was previously designed and built by NewRedo, moving the platform into production and long term operational support still presented several challenges. NewRedo's familiarity with the platform provided a strong foundation, however a thorough knowledge transfer was still required to transition operations seamlessly and address any operational gaps. Adhering to UK and NHS health data governance standards, the service needed to ensure 24/7 availability through robust monitoring, incident management, and performance baselining. Security and compliance were paramount, requiring the implementation of secure access controls and data protection while addressing any emerging vulnerabilities. Additional challenges included integrating legacy tools, meeting evolving customer expectations, aligning the service with ITIL standards, and optimising costs. The solution also had to support scalability and future enhancements to ensure the platform's long-term reliability and adaptability.

# Project Solution

NewRedo established a robust managed service for Peritus Health Management through a structured process grounded in ITIL standards. A thorough knowledge transfer and performance baselining ensured a seamless transition and clear metrics for ongoing monitoring. Governance processes included incident management, escalation protocols, and change control to handle updates and maintenance effectively, all while ensuring compliance with UK and NHS health data standards. A dedicated service desk was set up to handle user requests and incidents efficiently, while secure access management and proactive monitoring protected sensitive data and maintained operational reliability. Scalability frameworks were also implemented to support future growth and evolving requirements. This proactive and structured approach enabled Peritus to focus on their core business with confidence in the platform's reliability, security, and adaptability.

## Customer Value Proposition

Past operational inefficiencies, reactive issue handling, and limited visibility into platform performance were eliminated through NewRedo's ITIL-aligned governance framework. Structured incident management, change control, and proactive monitoring minimised downtime, ensured compliance with UK and NHS health data standards, and delivered consistent reliability. A dedicated service desk streamlined support, reducing delays and operational overhead, while real-time performance data provided actionable insights to optimise efficiency. This operational confidence enabled Peritus to expand into new markets, serve larger customer bases, and focus on innovation and growth, supported by a secure, scalable, and dependable platform.

## Project Skills

ITIL, SLAs, KPIs, Identity and Access Management (IAM), RBAC, SIEM, RMM, APIs, Cloud Operations Management, IT Service Management, Security Engineering, Platform Reliability Engineering, Systems Administration, Incident Management, Systems Monitoring, Compliance Management, Help Desk Management, Solutions Architecture