

# Infosys Secures £1.2 Billion Contract to Deliver New NHS Workforce Management Solution

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**The NHS Business Services Authority (NHSBSA) has awarded a substantial £1.2 billion contract to the IT consultancy firm Infosys to deliver a new and enhanced workforce management solution for the National Health Service (NHS).**

The solution, named the **Future NHS Workforce Solution**, is set to replace the existing Electronic Staff Record (ESR) system. Over the 15-year contract duration, it will provide a complete employment lifecycle platform for NHS employees, supporting everything from recruitment and onboarding to career development, payroll, and retirement.

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## Transformational Change for 1.9 Million Employees

The new platform is a critical investment in NHS infrastructure, designed to modernise the organisation's human resources and payroll functions. The NHSBSA currently pays **1.9 million NHS employees**, representing 5% of the UK workforce, over **£55 billion in payroll each year**. The new system will continue this vital function while aiming to provide significant benefits and efficiencies across the service.

The NHSBSA stressed that the design of the future solution has been driven by the end-users, having listened to over **15,000 people** across the NHS workforce to understand their needs. The contract demonstrates the Government's commitment to supporting healthcare workers with the tools they need to free up time to continue delivering excellent patient care.

**NHSBSA Chief Executive Officer Michael Brodie said:** "Delivering the Future NHS Workforce Solution

is a critical step in supporting the NHS workforce ambitions and commitments in the 10-Year Health Plan to create a NHS fit for the future. The future solution will go far beyond replacing ESR – it provides an opportunity for the NHS to save significant amounts of money, which can be put back into patient care to help people live longer, healthier lives. Working with Infosys, we’re creating a modern, data-driven solution that will help the NHS better attract, retain and support its people. This is about delivering lasting change for the NHS workforce and the communities we serve.”

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## Data-Driven Efficiency and Modernisation

Implementation of the new system is expected to be completed by **2030**. Beyond rolling out new technology, the project offers a transformational opportunity to **standardise ways of working** across the NHS, creating a more consistent and user-friendly experience for colleagues throughout their careers.

The solution will utilise the latest technology and **artificial intelligence**, allowing employees to connect more easily with other digital systems and manage their personal information more efficiently. Furthermore, it will give the NHS improved data about its workforce, enabling managers to make better planning decisions, driving cost reduction and productivity improvements.

**Salil Parekh, Chief Executive Officer & Managing Director at Infosys said:** “We are honoured to be chosen by the NHSBSA to deliver generational change for employees of the NHS in England and Wales through the Future NHS Workforce Solution. We will deliver a platform that not only drives efficiency today but empowers the NHS to elevate its invaluable work into the future.”