



# Costing and Analytics



# Who we are

IQVIA is a global healthcare data company with a strong presence in the UK and Ireland. We excel in using data, technology, advanced analytics, digital transformation, and clinical research to drive healthcare innovation and productivity, supporting the full system lifecycle.

IQVIA works across the entire healthcare ecosystem to support solution development and optimise patient care, with the ultimate goal of improving patient outcomes. Our team work effectively together with:



**95% of NHS organisations** already use one or more of our services including costing, coding, benchmarking, and data warehousing, and our insights and feedback expertise is widespread across a range of healthcare systems



IQVIA is delivering consulting services powered by our own data — using clinical coding analytics, staff surveys, and PLICS data to pinpoint where **digital transformation can drive measurable impact**



IQVIA have delivered the **NHS National Staff Survey**, surveying over 940,000 people across the NHS Workforce in 2025



IQVIA specialises in de-risking our **clients' digital journeys** and supporting them with all elements of the system lifecycle



IQVIA is **delivering the Privacy Enhancing Technology (PET)** for the **NHS Federated Data Platform (FDP)** — the first use case in the NHS of a nationally assured and funded privacy tool to benefit all NHS organisations — ensuring the highest security standards for patient data management across the NHS



IQVIA provide **clinical support to over 50% of GP practices & PCNs** to enhance NHS capacity, optimise treatment, and identify patients



IQVIA is delivering **over 20% of all UK commercial clinical trials** with over a third of all of our UK clinical trials targeting cancer and its causes

# Precision Costing, Informed Decisions, Driving Value

Our Costing and Analytics solution empowers finance and operational teams to make informed decisions, optimise resources, understand unwarranted variation, and deliver measurable and sustainable value across healthcare services. This is all supported by our dedicated Costing and Analytics team, working in close partnership with you.

## Our team

With over 25 years of experience working alongside the NHS, our dedicated team combines deep expertise in Costing and Analytics, delivery, and transformation.

This diversity ensures we understand the operational realities, policy frameworks, and patient-centric goals of the NHS. These insights allow us to deliver practical, impactful solutions that not only meet today's challenges but enable sustainable change for the future.

### Transparent, clarity and confidence

With IQVIA PLICS, every calculation is fully visible and auditable — no black boxes. Finance teams gain complete confidence in the integrity of their data and outputs, ensuring trust and accountability at every step.

### Designed and developed with NHS

Our Costing and Analytics solutions are developed in partnership with our clients. Our solution roadmap is co-created with our clients, integrating cutting-edge innovations such as AI.

### Service line reporting and insight driven analytics

Gain clear visibility into costs and performance across service lines to support engagement, informed decisions, and resource allocation with operational and clinical teams.

### Active user groups

We foster collaboration through active User Groups at both national and regional levels, where clients share their work in Costing and Analytics. We also provide an online forum that enables clients to connect, exchange ideas, and share best practices.



### **Intuitive, flexible, scalable**

IQVIA PLICS is designed to be intuitive and adapt to local requirements, different levels of data maturity, and diverse hospital workflows. The solution delivers rapid, reliable calculations.

### **Meet national requirements**

As well as meeting your local requirements, IQVIA PLICS is fully compliant with national costing standards and kept up to date as they change. Our team will also provide you with support during national cost returns.

### **True bottom-up costing**

We provide a true bottom-up, full absorption costing. Every cost is allocated; nothing is missed. IQVIA PLICS operates at the daily level, giving hospitals precise financial insights to support decision making.

### **Flexible deployment and integration**

IQVIA PLICS can be deployed in the cloud or locally to your environment, giving you flexibility to decide how to deploy. We can support you on automation of processes.

### **Providing you with end-to-end support**

Our Costing and Analytics team work with you from implementation through to training and support. This team have extensive experience in costing and work in partnership with our clients.

### **Partnership and engagement**

We work in partnership with our clients, acting as an extension of your team. Our collaborative approach ensures active engagement at every stage. As a global healthcare organisation, we bring best practices from a local, regional, and global lens.

### **Benchmarking locally, regionally, and nationally**

Our solution empowers you to benchmark performance at every level, providing you with valuable insights that drive informed decisions.

### **Budgeting and forecasting**

We deliver activity-based budgeting and forecasting that help you measure the impact of change with confidence.

## Why NHS Trusts Choose IQVIA

*“The **implementation was very smooth** with both on-site and offsite support to ensure we had an output 10-12 weeks after signing the contract. To date we choose IQVIA because the product is unrivalled in its **flexibility to develop and tailor the System to local requirements** and the processing time is **incredibly fast**.”*

*We publish our PLICS monthly and are able to process and publish on the same day.*

*The **regular user groups** are focussed around sharing ideas and bringing development requests for the group to discuss with the team, that way we all benefit from the development process and have opportunities to challenge.”*

— Scott Hodgson, Head of Clinical Accounting and Costing Transformation, Nottingham University Hospitals NHS Trust



*“IQVIA provided us with **invaluable support** throughout our implementation and in helping us to deliver our national return; thanks to their **professionalism, dedication, and commitment**, we achieved both tasks in the space of 20 weeks. Their approach involved taking large quantities of our data to build a bespoke costing model that was tailor made for our Trust.*

*Throughout this period, they challenged and questioned our requirements and methods **using their wealth of knowledge and experience - they really cared** about what they were doing and their passion to create the perfect costing model for Leeds without rolling forward any pre-existing bad practice meant that the model we created was built logically and collaboratively to provide us with the best possible outputs.”*

— Vinod Basi, Assistant Director of Finance, Leeds Teaching Hospitals NHS Trust



*“We’re very pleased to have selected IQVIA to provide our PLICS. We wanted to work with a company that has a **proven track record for supporting their clients** in making successful submissions to NHSE. Importantly, this fits with our PLICS strategy to have a common tool with an eye on efficiencies.”*

— Gary Alltimes, Head of Costing, Kings College Hospital NHS Trust



*“Our experience of the IQVIA enhanced support package has been excellent. I’m not sure what we would have done without the IQVIA team’s knowledge and support. The **benefits of the service are huge**. Not only is our National Cost Collection submission ready in advance of deadlines, but **we also now have greater confidence** in the cost data we’re producing and can start to **embrace using our PLICS data to drive efficiencies and reduce cost and clinical variations across the trust**.*

*We are in a very different position now to when we didn’t have the enhanced support which is thanks to IQVIA.”*

— Liz Lawrence, Head of Income, Financial Planning, Costing and Data Quality East and North Hertfordshire NHS Trust



*“As one of the largest acute teaching hospitals with a turnover of around £950m and a growing emphasis on the use and reporting of PLICS data, the Trust wanted to ensure that we had **a robust, reliable, and efficient costing system** to enable us to deliver on both our internal reporting requirements and the NCC submission.*

*The choice of IQVIA’s PLICS solution has so far proven to be fully justified, with a successful submission of the NCC return (helped by **excellent support** from the IQVIA team) and all signs pointing towards a successful implementation of our monthly PLICS model. We now look forward to making use of the **actionable insights** provided by the solution to **inform transformation within the Trust.**”*

— Steven Lee, Head of Finance – Costing,  
University Hospitals of Leicester NHS Trust,



*“IQVIA has successfully implemented and supported the Trust from working as three independent Hospital Trusts, to working as a Hospital Group, and is now supporting us to use the three individual platforms to pull the data together into **one consolidated model to meet the future needs** of MSEFT as a newly merged organisation.*

*At all stages of this process, we have **formed close working relationships** with the IQVIA team who have worked **flexibly to support** us and have ensured we were able to keep on track to meet our planned deadlines. IQVIA have **exceeded our expectations in terms of customer care and support** throughout the complex process of merging three Trusts and have gone above and beyond when needed to ensure our latest implementation is successful.”*

— Jenny Powell, Head of Finance, Costing and Benchmarking,  
Mid and South Essex NHS Trust



*“The PLICS Review was something which we were able to undertake, but had never taken the option up before. From start to finish, it was a **seamless process** with a wide range of ideas for improvement from IQVIA which will help develop the efficiency of running our script and getting the best use of our costing model.*

*Working closely with our consultant throughout the process, it has allowed us to have the **time and discipline to focus on key areas for improvement**, which we have often overlooked before and will assist us going forward.”*

— Craig Gora, Finance Manager,  
Sheffield Teaching Hospitals NHS Trust





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