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Shared Business Services



# Smartcard Registration Authority

An expert smartcard and system access service that benefits multi-site organisations and feels like an extension to your workforce



# Creating and managing smartcards and authenticators for NHS workforces using the Care Identity Management system

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Our Registration Authority (RA) solution delivers expert knowledge, experience and governance, removing the administrative burden of managing access to NHS systems from NHS organisations.

It particularly benefits multi-site organisations because all requests are raised via our contact management system and all new cards are posted out, eliminating the need for an on site RA presence.

Additionally, by taking our Registration Authority service, it means your organisation does not have to worry about recruiting or training on-site employees to operate a service internally.

Our team has over 20 years of Registration Authority experience between them. Our agents, with robust and resilient systems in place, manage the complete service, including the security required. The result is that NHS employees are freed up to focus on more important things to support the provision of frontline care.

## The NHS SBS solution

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The key components of our service include:

- Smartcard creation for relevant employees
- Access controls to clinical systems
- Replacing lost or damaged cards
- Deactivation of access for leavers
- Amending card holder details
- Smartcard management and queries
- RA management and reporting to include ESR leavers who still have active smartcard access
- 24/7 self-service access via our portal
- Non-smartcard-based authentication management



Employee or Senior RA user **logs call** in CRM portal, available 24/7



NHS SBS RA team **pick up the call** from CRM



NHS SBS RA team will **liaise** with employees to action their request



RA team **close the call** and confirm to employee

## How does it work?

All queries go through our secure online portal system. The level of access a user has will determine what options are available to them in the system: Senior RA User or standard employee access.



### Senior RA Users

As agreed with the organisation, certain users will be granted Senior RA User access which **allows them to log RA calls on behalf of other users** for new and replacement smartcards, access changes, and leaver administration.



### Employees

All employees can use the CRM portal to log general RA-related queries. **The portal is available 24/7**, making it fast and easy for employees to request help with minimal interruption to their other work or needing to call our Employee Service Desk.

# Why NHS SBS?

With our Registration Authority and smartcard service, NHS organisations don't have to worry about recruiting, training, and managing staff. **They can simply rely on our experience and expertise** to manage smartcard administration quickly and efficiently.



We are part of the NHS family and have an **in-depth understanding** of its unique needs and challenges



Our scope, scalability, and subject matter expertise makes us ideal partners to provide key services that **allow NHS teams to focus on other, more important tasks**



Our service is **quick and easy to set-up**, and provides a full registration authority and smartcard management capability



**Personalised training and support** are included to ensure quality and deliver value for money



**Full management reporting available** including monthly call volumes, KPI stats and leaver reports to ensure their access is revoked.



**Able to assist with large projects** such as departmental roll-out of smartcards for new systems or support with changes in line with national requirements e.g. cervical screening, or CIS2 authenticators.





# Proven performance

Call type	Contractual KPI
Change to access .....	24 hours
Replacement cards – urgent (locked, expired, lost, etc.) .....	48 hours
Replacement cards – non-urgent (name or photo change) .....	7 working days
General query .....	7 working days
Leaver .....	7 working days
New smartcard .....	10 working days

**100%**  
calls


For the contractual year of 2025-26, 100% of calls were answered within the KPI requirement

**0.5**  
days

Average time to complete calls was under 0.5 days across all KPIs

## What our clients say


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**The NHS SBS RA team have always been super responsive and knowledgeable,** nothing being too much trouble. Requests for information such as reports are provided almost immediately, and the team are very friendly and approachable. New systems in place have been evaluated together and any issues addressed to ensure seamless working. I cannot praise the RA team highly enough. Thank you for all you do for our staff.”

### **Sharon Waites**


Clinical Systems Manager  
Cambridgeshire and Peterborough  
NHS Foundation Trust



**The RA service has been absolutely fantastic for us.** The SBS team are incredibly supportive, always friendly, quick to jump in, and genuinely great to work with. Having such a reliable group assisting us in managing our smartcard processes, especially the regular bulk work, keeps everything running smoothly and takes a huge amount of pressure off our side.”

### **Yasmin Bostan**

Digital Education & Access Lead  
Nottingham University Hospitals NHS Trust



We outsource our RA work as we do not have the capacity to deal with this as well as the clinical systems responsibilities that we have at the Trust.

In my role as Clinical Systems Manager for CCS, I have found working with NHS SBS as an RA provider to be both easy and efficient. The team are very flexible, responsive, and adaptive, and their portal is very user friendly. They are always willing to discuss any issues we may have and work closely with us to ensure we can continue to deliver an efficient and effective service to our staff.”

### **Ruth McLaren**

Clinical Systems Manager  
East of England Community Health and Care  
NHS Trust

## Next steps

To obtain a free no-obligation quote, please run the “completed requests” report in the Care Identity Management system and send to [sbs-s.smartcard@nhs.net](mailto:sbs-s.smartcard@nhs.net). Our RA Manager will analyse the data and come back to you. If you need to anonymise the data within the report, please replace each name with a unique identifier so we can group the requests by name to obtain accurate volumes.

If the full service is not the right fit for your organisation currently, remember that **NHS SBS can also assist you with ad hoc projects** such as new department smartcard roll-out. If your needs change and additional support is needed, we can then tailor our services to meet your requirements.

Find out more about our Registration Authority service at [www.sbs.nhs.uk/es-registration-authority](http://www.sbs.nhs.uk/es-registration-authority)



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## Why NHS SBS Employment Services?

Our solutions are designed specifically for the NHS and its employees, adding value in the areas which really matter – enabling the NHS to recruit, retain and support the very best employees to provide outstanding levels of frontline patient service whilst driving down costs and streamlining processes.

For any queries, please contact us on: [sbs.hello@nhs.net](mailto:sbs.hello@nhs.net)



NHS Shared Business Services was created in 2004 by the Department of Health and Social Care to deliver the most cost effective and highest quality corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement, workforce, digital and expert advisory services to more than half the NHS in England. Sharing common values and unity of purpose with the rest of the NHS family, our solutions are underpinned by cutting-edge technologies and our teams' expertise, in-depth understanding of the NHS, and commitment to service excellence

For more information, please visit [www.sbs.nhs.uk](http://www.sbs.nhs.uk)