



iFIT

Service Definition

September 2026

Commercial in confidence

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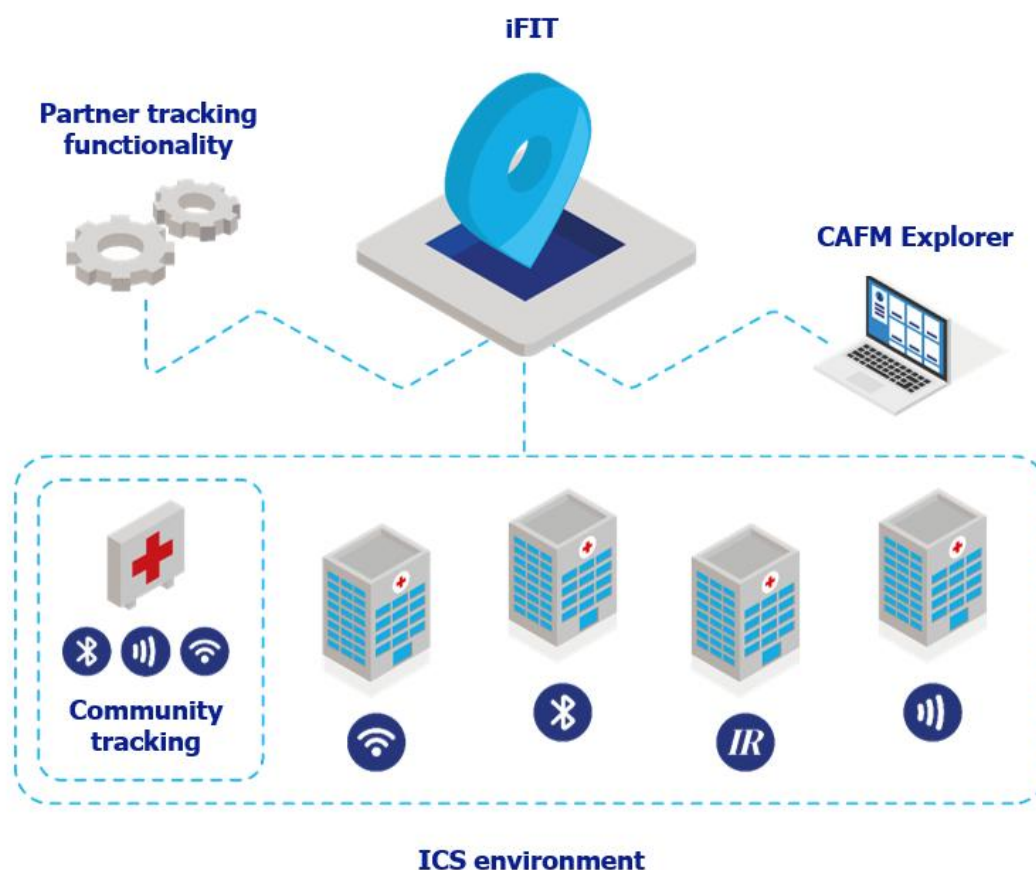
Introduction

Service Description

Our iAsset software is an intrinsic part of our iFIT product suite (referred to as iFIT throughout this document). The software uses proven logistic approaches to support the efficient tracking, retrieval and management of vital hospital and vehicle equipment within the hospital premises and throughout the local healthcare community, empowering NHS Trusts to understand where valuable devices are, how they are being used and if they are actually lost or simply misplaced.

Fully compliant with all seven GS1 keys and aligned with Scan4Safety, our solution supports asset tracking and managing any asset moving around. Users can quickly see the full status of the asset, including its usage and location history, the patients it has been assigned to, and its decontamination and maintenance scheduling.

Trusts can accurately track assets using their existing Wi-Fi and Bluetooth infrastructure, while we also offer a range of technology to suit the Trust's tracking requirements, including RFID, Wi-Fi, Bluetooth, GPS and mobile capability.



iFIT – Software Built on Insight

Built on proven logistics practices to intelligently manage equipment that moves around a hospital, our solution ensures that all mobile hospital assets are accounted for. Providing immediate opportunities to reduce service overheads at department level, iFIT is a scalable solution, designed to continuously increase savings as teams embrace new digital ways of working. Proven and implemented across healthcare estates, medical engineering, medicines, asset utilisation, procurement, patient tracking – and beyond – iFIT helps staff to overcome clinical challenges and increase efficiency across the healthcare estate.

Associated Services

iFIT enables the NHS to track and manage Trust assets across all healthcare settings within hospitals and out in the community.

We have taken this tracking capability a step further to track the BodyGuard™ T (formerly known as T34™) syringe pump. Trusts throughout the UK provide the pumps in hospitals and in the home to ensure patients receive the relief they need, where they need it. This vitally important asset is often lost or misplaced as it follows the patient on their healthcare journey and for this purpose, we provide a secure lockbox and tag that it uniquely secured to the actual device rather than secured to the outside of the lockbox as is the norm.

The benefit of this design is that even if somebody removes the pump out of the lockbox, Trusts are still able to track the actual device via Wi-Fi and/or GPS technology. This added security minimises the loss of expensive Bodyguard™ T devices and enables EBME departments to take control of medical device tracking and subsequent service and maintenance. Most importantly, it ensures these important devices remain available for patients in their hour of need.



***Our T34™ /
Bodyguard™ tracking
solution protects these
valuable devices for
Trusts and patients.***

Value Proposition

iFIT is a software solution that allows any mobile asset to be tracked on or offsite with the ability to create geo-fencing alerts. This deep visibility into the location and use of devices, quite simply enables Trusts to deliver:

- The best possible care to inpatients and outpatients.
- Optimum clinical outcomes

Ultimately Trusts will gain the opportunity to exceed patient expectations using all available resources.

For over 15 years we have tracked devices and assets within the healthcare sector, and our proven technology has been successfully deployed throughout the NHS. Our easy-to-use software, deployed in the cloud or on-premise, supported by tag agnostic tracking technology, RFID, Bluetooth, GPS and mobile capability, enables Trusts to track assets throughout the estate and in the community.

Managed Services and Security

Data Protection Standards and Procedures

We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. As a data processor, we place a high priority on protecting and managing data in accordance with accepted standards including our certified ISO 27001 Information Security Management System (ISMS), Cyber Essentials and Cyber Essentials plus certifications.



Hosting Infrastructure

All customer data is hosted in a Tier 3 UK Data Centre, which complies with EU standards for Data Protection including any Disaster Recovery location. Our infrastructure within the data centres operates on an N+1 architecture where redundancy is available at all levels from hardware and virtualisation platforms to load balanced servers. Together with data centre redundancies, most failures can be handled with no interruption to service. All data remains in the UK. Our data centre is audited and accredited to the following standards:

- ISO 9001
- ISO 14001
- ISO 27001

The hosting hardware is dedicated to Idox Software products only. All customers have separate virtualised environments for their individual systems.

Data Back-Up and Restoration

In the event that data does need to be restored, the environment is backed up to the following schedule with the associated retention periods:

- Servers are subject to full back-up on weeknights with a full back-up at weekends and a retention period of 30 days.
- SQL Databases are subject to a daily full backup with transactional backups every 15 minutes. Retention is 30 days for full backups and 7 days for transactional.
- All backups are encrypted in flight and at rest.

We monitor the hardware, network, and application service availability 24 hours a day, 7 days a week and we will act to restore services as soon as is reasonably practicable should failures occur.

Business Continuity Statement / Plan

Our Business Continuity Plan (BCP) provides a course of action for the assessment of a significant disruption to the business and for the continuation of the business following such an event. In accordance our ISO22301:2019 certification, our BCP meets the requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve our documented management system to protect against and reduce the likelihood of incident occurrence and to prepare for and respond to incidents when they arise.

Privacy by Design

The solution is designed to ensure secure access. The solution uniquely identifies all users, detailing the users access rights which can be set by designated Responsible Officers at the Trust. The solution has a configurable timer that logs a user out of the system after a predefined time.

Access mechanisms support Active Directory and Single-Sign on. Note that we would require Active Directory to be available through ADFS to allow this form of authentication to be available.

As an organisation that provides software used in a clinical environment, we review ISN and NHS requirements and effectively incorporate them into our software to ensure compliance, data integrity and usability.

Accessing the Service

Ordering and Invoicing

The order will be completed by return of the signed G-Cloud contract and invoicing will be issued as per the schedule set out in the contract.

Pricing Overview

Please see the associated pricing document.

On-Boarding

With over 30 iFIT deployments under our belt, our implementation process is well-tested and proven throughout the NHS.

We will support the implementation following PRINCE2 based methodology to ensure the project follows a critical path to go-live supported by manageable work packages. Our Implementation Team will be staffed by a dedicated Project Manager, Lead Consultant, Support Consultant, Application Specialist, Hosting Team and Development Support Team. Together this team has significant experience of successfully implementing iFIT at Trusts throughout the UK.

The table below outlines a typical approach to each work package during an iFIT implementation.

Task	Scope
Project Initiation Workshop	The session will be completed onsite or remotely by our Project Manager, Lead Consultant and the Trust to define the scope and outcomes of the project, in-line with the solution purchased. We will walk through key configuration options and agree roles and responsibilities, and timescales.
Hosted Environment, Solution Installation and Configuration	The hosted solution will be configured by our Lead Consultant in conjunction with our Hosting Team, as per the scope agreed during the initiation workshop. A pre-live environment will be created, this will eventually become the Live environment.
Asset import/integration in iFIT database	We will outline how data will be added to the iFIT database from the appropriate parent source. Test imports will be completed during this phase. Our Lead Consultant and Development team will collaborate with the Trust.
Other Integrations	Integrations between iFIT and other required site systems will be scoped, developed and tested. This work will be undertaken by our Development Team, Lead Consultant and the Trust's IT team.
System Training	Once the pre-live environment has been completed (including configuration, assets linked to database and other integrations in place). System training can commence in two courses: • User Admin session

Task	Scope
	Basic User session This will be delivered by our Application Specialist and typically completed on a remote basis. Once completed, the Trust will have the knowledge to commence testing.
Testing & Support	Testing is initiated following pre-live creation (and connection) when asset data has been added to the database and user training is complete. Our Application Specialist will lead the Trust through the testing approach and specific checkpoints will be organised to ensure issues are picked up. Testing will include system integrations.
Go Live & Support	Once testing is complete and issues resolved, the database will be refreshed for go-live. The pre-live will become the Live system. Our team will provide application support as the Trust starts using iFIT.
UAT Environment Creation	Following go- live, a follow on UAT environment will be created to test future updates, upgrades and system changes. This work will be undertaken by our Lead Consultant and Hosting Team.

Training

During the initiation phase, a Training Needs Analysis will typically be undertaken to confirm training requirements. Generally, we offer a Train-the-Trainer approach, however flexible training packages to fit requirements can be developed and quoted as required. The standard training is split into sessions covering User Admin and Basic Usage. Training materials are provided to support the output of the training.

During the testing phase of the implementation, the Application Specialist will also provide further support so training effectively continues during this activity.

Service Management

Under the terms of the annual subscription agreement, technical support is provided by our Service Desk. The Service Desk is operational from 09.00 to 17.00. Monday to Friday, excluding England and Wales Public & Bank Holidays.

Support Requests can be logged 24/7 via our customer portal or email and by phone during the service hours. More information can be provided on request regarding our response and fix times.

Service Levels

The solution is accessible 24/7 subject to system maintenance or upgrading a customer system to a later version. Any downtime will be agreed in advance with the Trust.

Application availability will be 98.5% in working hours (9.00-17.00 Monday-Friday excluding Bank Holidays) and 96% out of working hours excluding scheduled maintenance windows and planned downtime.

Service Credits

We do not agree to service credit agreements as part of our standard package however specific requirements can be discussed.

Outage and Maintenance Management

Standard infrastructure maintenance is performed in standard maintenance windows outside of working hours. Any product upgrades involving downtime will be agreed on in advance with the customer depending on any upgrade package purchased.

Off-Boarding

Contract termination will be as detailed in the G-Cloud contract.

We will provide an "Exit Plan" should a customer wish to terminate the contract. At all times all the data within iFIT is accessible to the customer and can be exported without supplier input into CSV or Excel format.

Customer Responsibilities

During the project, it is vital that we ensure the resulting iFIT solution is configured in such a way that it will support each Trust for years to come. As such we typically recommend the following Trust resources are made available during the project phase.

- **Senior Responsible Owner:** As a member of the Project Board, they provide the senior oversight that is key to success, setting the strategic direction for the essential project outcomes and supporting swift decision making around escalations, project changes and configuration.
- **Project Manager (PM):** A dedicated Project Manager to work with their Idox counterpart throughout project delivery. They will be responsible for the day-to-day management of the customers team and act as the escalation point for issues and risks on the customer side.
- **IT Lead:** IT experts with a deep understanding of the Trust's internal architecture / network.
- **IT Practitioners:** Individuals who may occupy multiple roles depending on skillset and trust's structure.
- **Super-Users:** Super-Users must have regular involvement in the project including the opportunity to explore the system as it evolves and understand the configured processes. These users will become system champions who will cascade training to end users as per the agreed timings in the project plan.

Following transition to Business-as-Usual (BAU), we the Trust will transfer to our support services. To ensure the smooth operation of the service the Trust will be required to:

- **Use reasonable skill and care in provisioning resource access** to the Application Support Service and ensure that any resolution provided will be of satisfactory quality and performance fit for the purposes of the software.
- **Ensure that Idox retains access to all components of the software**, including the provisions of necessary access rights and privileges for our engineers to enable them to diagnose and assist with resolving requests, performing upgrades, and extracting licence usage statistics.
- **Adhere to our SLA including resolution priority levels**, to ensure that requests submitted by the Trust can be resolved in accordance with the urgency and impact of the issue on the Trusts business, however we will take the Trust's suggested priority into consideration.

Following the release of any chosen product upgrades, we highly recommend that customers User Acceptance test (UAT) the product before any live roll out. This ensures that any changes to the product do not impact existing use cases and it provides the Trust with the opportunity to plan for improvements to be adopted effectively through change management (For example, we may streamline how a function is carried out meaning you may wish to adopt a new process).

Technical Requirements

Client-Side Requirements

Our iFIT solution is a fully web-based application which supports all modern browsers including Microsoft Edge, Google Chrome, Mozilla Firefox and Apple Safari. Apple iOS and Google Android are also supported on mobile devices and tablets for accessing the core iFIT application through the leading browsers highlighted above. This provides users with the ultimate in flexibility when accessing the application through various means, including laptops, desktops and mobile devices.

It is important to note that the iFIT application also supports our “GoFind” native application for RFID and Barcode scanning. This is an Android based application which utilises additional hardware device attachments for RFID and barcode scanning linked by Bluetooth to the device. In the case of this dedicated application, we will advise on the supported hardware combinations. The “GoFind” application compliments any existing hardware tracking technology such as RFID, Bluetooth and Wi-Fi by introducing a manual search and find function to seek out potentially lost assets in areas where coverage of automated tracking technologies might be limited.

“GoFind” devices will need internet connectivity to allow users to connect to the iFIT application and it is recommended that Trusts looking to implement “GoFind” should also consider best practice maintenance tasks such as security updates and remote device management.

Account Management and Ongoing Development

After Sales Account Management

We are committed to building a collaborative and lasting relationship with our customers to deliver maximum return on their software investment for years to come.

Therefore, as part of the delivery of this solution, we appoint a dedicated Account Manager who acts as the first point of contact for ongoing contract delivery, improvement, monitoring and management processes. They also handle any specific service issues and meet with their Trusts at the outset of the relationship and regularly thereafter to understand what is important to them, their objectives and how they can best support them to achieve maximum return on the investment they have made in our solution.

Our Account Managers also ensure we have two-way discussion with our customers to develop our product roadmap to reflect legislative changes, customer requirements and market position.

It is also worth noting that as an established solution serving over 30 NHS Trusts, the iFIT product includes a robust and comprehensive feedback mechanism. Feedback is elicited via site visits, surveys, access to our Ideas Portal and regular account reviews described above. Our ideas portal allows our product team to engage on requests and other Trusts within our user community to vote for those ideas and increase the likelihood of them being included in future product roadmap plans.

Development Lifecycle of the Solution

We are responsible for delivering software products across many domains with a primary focus on the public sector. We have extensive experience in delivering software to the healthcare market through both iFIT and our other clinically focused systems. We operate a robust Software Development Lifecycle which is subject to our ISO 9001 certification and audited on an annual basis.

Our software development goes through a phase of requirements gathering and tuning before any design or coding takes place. Once a requirement is agreed, our Engineering team proceed to implement the changes. This involves architectural design and reviews such aspects as performance and security. While implementing any changes we are mindful of how those changes will impact Trusts and especially upgrades. Therefore, we make this process as smooth as possible and any potential customer impacts are clearly highlighted before upgrades are planned.

Our software can be packaged in many ways, from a full version spanning all modules, through to a targeted hotfix or patch approach. Typically, the latter are used for any urgent fixes (For example, a known exploit on a common library has been announced). In terms of taking upgrades, while there is no "hard push" to upgrade, we provide a range of options based on each Trust's data requirements, contract lengths etc and so we can make recommendations and price a package on request.

As part of our release process, we fully test changes that have been made to the product and through close contact with our customers, we also test certain configurations and setups that we know our customers make the most use of. With a full release we will also

do a full regression test on all aspects of the product to ensure the release is of the highest quality.

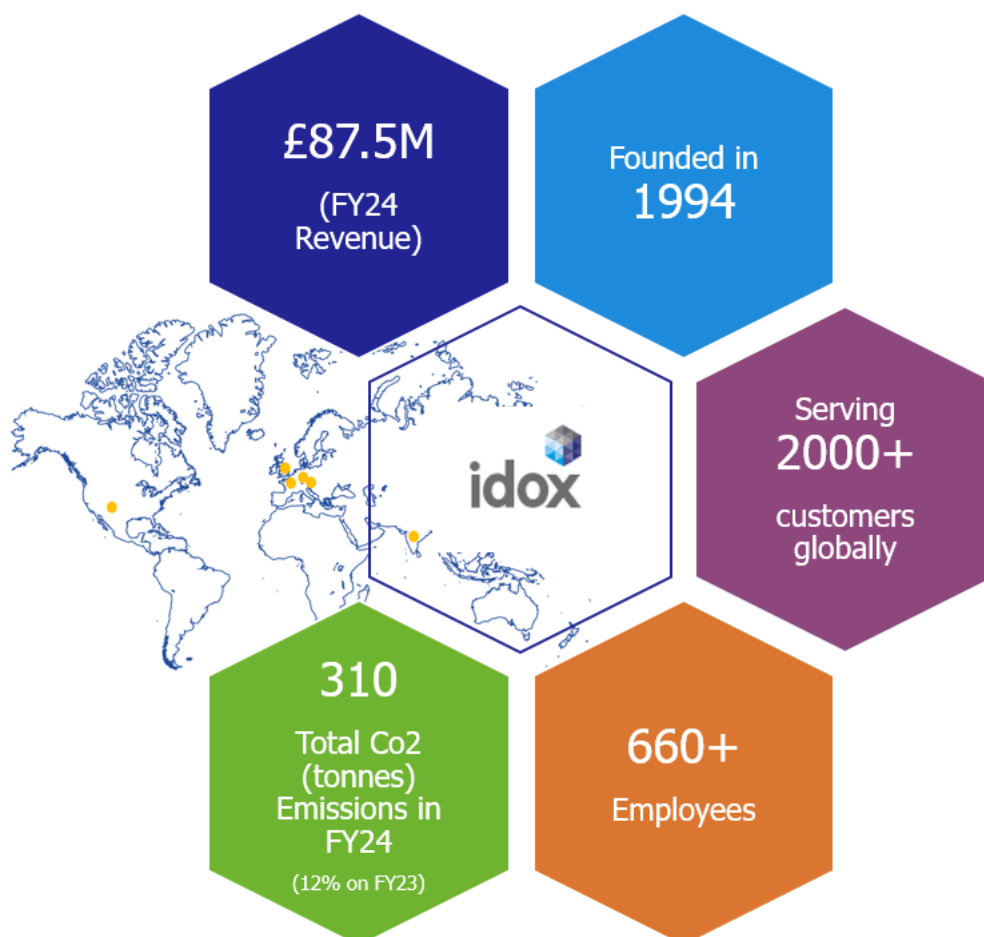
About Idox

Idox is a UK-based company with more than 650 employees working around the world. We design smart digital solutions, powered by AI, to help public sector organisations work better, stay compliant, and engage more effectively with citizens.

Our platforms are secure, scalable, and built to meet UK government standards. They support accessibility and strong data protection, following GDPR and ISO-certified processes. This means organisations can modernise services, cut costs, and deliver better outcomes for communities.

We make it easy for public sector teams to access our full range of services (cloud software, and support) through the Digital Marketplace. This streamlined approach saves time and removes the complexity of traditional procurement.

With a strong presence across the UK, Idox is a trusted partner for digital transformation. We bring proven expertise, reliable technology, and a commitment to helping organisations achieve their goals. Whether it's improving efficiency, meeting regulatory requirements, or creating better experiences for citizens, Idox is here to enable you to do more.



Social Value

We are dedicated to running a business that both helps our customers do more and is good for everyone, our customers, our employees, and the world around us.

Here's how we make a positive impact:

- **Helping communities and the environment:** Our software makes government services better, from planning to health care, making life easier for people and looking after the environment.
- **Investing locally:** We give back to local communities through donations, and we support local charities with our MyFunding Central platform which provides smaller local charities and voluntary organisations with free access to thousands of grants and social investment opportunities from local, national, and international funding sources.
- **Supporting local charities:** We help our customers give back to their communities by supporting local charities. Our employees also get involved through volunteering to support local communities and charity projects.
- **Protecting the environment:** We're already a naturally low emission business but we've committed to further reducing our carbon footprint, aiming to be carbon neutral by 2040. We cut down on energy use, limit travel, promote eco-friendly practices and have adopted the three scopes of the Greenhouse Gas Protocol (GHG) across our business.
- **Doing the right thing:** We believe in fairness and respect for everyone. Our workplaces are inclusive and safe, with fair pay and opportunities for growth and we prioritise diversity, employee well-being, and security in everything we do. Our employees benefit from our extensive range of range of employee benefits and family friendly working policies as well as leadership training and employee advocacy groups such as Idox Elevate, Pride@Idox, Neurodiversity@Idox, and Workplace Wellbeing.
- **Meeting standards:** We hold ourselves to high standards, with certifications like ISO27001 and ISO14001. We're committed to ethical business practices, including no tolerance for slavery in our supply chain, and prompt payment to suppliers either in line with Public Procurement Contract Regulations 2015 and its amendments or within 45 days.



Case Studies

iAssets Equipment Tracking

“Idox’s collaboration with the Trust so far has meant better support for colleagues in critical care and the wider hospital, improved patient safety and care, as well as efficiencies from reduction in clinician’s time spent looking for equipment.

DSFS Specialist Clinical Engineer
 Chesterfield Royal Hospital
 NHS Foundation Trust

Idox. Do more.



iAssets Equipment Tracking

“To be able to track assets quickly and efficiently has helped boost morale within the department. As the software timestamps every time an asset leaves site, staff no longer need to wander the corridors trying to find a wheelchair or a transport trolley

Specialist Medical Engineer
 Gloucestershire Hospitals NHS
 Foundation Trust

idox

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