Blueteq Ltd
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Service Definition Document

System: Synchroteq – Multiple Service Management System for NHS Commissioners
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Service Description

The Synchroteq system allows the user to manage multiple commissioner services such as PALs, Complaints, Serious Untoward Incidents, GP Clinical Feedback, MP Questions, Continuing Healthcare and the latest Patient Safety Incident Reporting Framework in a single system across multiple areas/places.
The system can be purchased on a modular basis according to the customer's specific requirements and priced accordingly.

Service Features and Benefits

Service features

- Manage multiple commissioning services in a single system.
- Allows secure access to add cases from external users without the need for a login.
- Each module is securely partitioned within the system.
- Track the progress of each case using its own customisable statuses.
- Upload documents, emails, and images for each case which are then instantly and securely available for download from the system – no need for shared folders.
- Customised reporting tools available + batch reports for boards, committees etc.,
- Configure review periods/dates for each service.
- Set and measure Key Performance Indicators throughout the process.
- Security levels available to restrict access to users as necessary.
- Transfer cases from one service to another i.e. PALS enquiries to Complaints.
- Includes a detailed audit trail of all data changes.

Service benefits

- Seamlessly supports staff working from home or office.
- Replaces the spreadsheets and homemade databases supporting services.
- Support an unlimited number of services in one system.
- Major cost savings available over other existing systems in the market.
- Add other services easily as requirements change.
- Web-based – no installation of software involved.
- Bespoke changes implemented without waiting for software cycles to complete
- Improves data accuracy which aids confident reporting.
- All hosting and back up routines taken care within the UK.

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Onboarding Customer Support

The ordering process is managed by the Business Development team:-

1. The Business Development team establishes fundamental customer requirements and creates a proposal for sign off by the customer.
2. Support with the drafting of the License Agreement.
3. Support with the creation of DPIAs and other documentation.

Support & Development

Each Blueteq system is unique. From the start of the implementation process, the customer is encouraged to specify the system that they require to fit the process that they wish to follow.

Once the system has gone live, the customer can continue to develop the system in line with the service process as it changes. The Blueteq License agreement allows for changes to be made to the system without extra cost being incurred.

Support Availability

Telephone and email support is available between 9am and 5:30am Monday to Friday. A four hour response time is guaranteed.

Contact Methods

The Support team can be contacted using a unique email address or via the helpdesk telephone number if you would like to talk to a human being. No queuing system or waiting needed.

System Implementation Support

1. A Project Lead will be assigned by Blueteq.
2. The Project Lead will organise a Workshop meeting to create a detailed specification and discuss any data import required. A system go live date will be agreed with the client.
3. System created and then tested against the specification.
4. Unlimited training provided as required.

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License Agreement

The Blueteq License agreement covers the following: -

- Describes the service levels to be provided.
- The costs associated with providing the service.
- Blueteq's responsibilities as a data processor to the client data controller.

Please see separate draft License Agreement document.

Datacentre Features & Benefits

Blueteq takes the issue of security, reliability and availability extremely seriously. Our datacentre is based on the south coast near our offices and helps us achieve the highest standards. All data is always stored within the UK.

Security

- 24x7 Security guard presence
- Centralized card access control system with dual factor
- biometric authentication
- Advanced video surveillance with at least 90 days of retention
- Mantraps eliminating tailgating into secure areas

Cooling

- State-of-the-art climate control systems
- N+1 mechanical system redundancy
- Temperature/humidity monitored
- Hot/cold aisle setup

Compliance

- SOC 1 Type II audited for colocation services
- PCI v3.2 certified for colocation services

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Power

- Primary utility feed of 10.8 MW
- 6 UPS units with 500 kVA x 4 per pod
- UPS N+1 redundancy
- Cabinet power monitored via FDC

Emergency Preparedness

- Diesel generator with 48 hrs on site fuel supply
- Fire suppression system – Double interlocked pre-action dry pipe system
- 24x7 Data Centre Operations (DCO) on-site staff
- Generator power backup in the event of a power outage with N+1 redundancy
- Network Operations Centre (NOC) for disaster recovery requirements
- Diesel fuel via 2 separate fuel suppliers, adequate fuel storage for minimum of 48 hours

Maintenance

Maintenance is normally carried out outside of normal business hours wherever possible, unless an emergency update is required. If this arises, the customer will be notified well in advance of any outage.

Data Backup and Restore Levels

Daily

- The system is backed up incrementally once an hour during the day
- The system is backed up fully every night
- An offsite back up is taken each morning.

Monthly

- A full back up is archived for 30 days.

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6 Monthly

- A full back up is archived for 6 months

Test Restoration

Regular restoration of every database backups is undertaken to test in line with our Disaster Recovery Plan below.

Disaster Recovery / Business Continuity Plans

Disaster Recover
Our disaster recovery plans are based on a virtual "server farm" methodology. If server hardware fails, we keep sufficient capacity in our other server farms to restore the lost server(s) within 60 minutes of the failure. All of our systems are monitored for availability every 2 minutes by an external third-party service.

We believe in preventative measures to avoid a potential disaster recovery situation. These are as follows: -

- Monitoring – all backups are monitored automatically, and reports are issued to the IT support team each night.
- Data Restoration – a cycle of database restoration is carried out and a log kept.

Pricing

Annual Licensing Fee - Please see separate Pricing Model Framework document.