



Blueteq Ltd
Unit A5
Endeavour Business Park
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Service Definition Document

System: Referral Management

Date: November 2025



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Service Description

The Referral Management System (RMS) allows ICBs and other commissioners to manage referrals coming from primary and secondary care, setting criteria, providing guidance to GPs and clinicians, managing the process stage by stage whilst monitoring activity for reporting. Can be implemented for indications such as ADHD.

Service Features and Benefits

Service features

- A referral form which can provide guidance and validate against criteria, ensuring criteria is met and only appropriate referrals occur.
- Provide primary care referrers guidance and an instant decision.
- Referrals can be tracked across the stages of your internal processes.
- Built-in desktop triage and case pack creation allows for the running of decision panels.
- A custom reports module which allows for the designing of reports, whose settings can be saved and ran in the future. Reporting runs can be scheduled to run automatically and exported to the internal system or external secure container.
- Creation of letter and email templates and the ability to send those from the system without the need to go into your inbox.

Service benefits

- Ensure patients meet your criteria and clinicians are given the right guidance at the point of referring.
- Allows your team to handle larger workloads effectively.
- Clinicians can get a quick decision for their patient.
- You can monitor the reasons why a referral was not appropriate, evidencing the effective review of referrals against criteria.
- Track your referrals at every stage of your processes.
- Create case packs and provide panels quicker, streamlining processes and removing workload.
- Reports can be designed based around the needs of your organisation and external partners, and these can be automated and even delivered in a safe and secure way.

Onboarding Customer Support

Registered Address: Unit A5, Endeavour Business Park, Penner Road, Havant, PO9 1QN
Company No. 5334133, Registered in England & Wales
Directors: Gerard Kavanagh, Casey Kerton, Andrew McArdell



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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

There will be a workshop with the client, their Blueteq account manager and an assigned developer to gather information we need to carry out the implementation and deployment of your system.

There will be a regular set of meetings where updates are provided to the client, and Blueteq will ask for feedback and further information we require.

There will be a training session to get initial key users up and running. A manual and video guides will complement roll outs.

Your system will be supported during the length of the licence, which includes the fixing of bugs and general maintenance.

Necessary modifications and/or additions to the system will be subject to a separate charge.

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 developer will be assigned by Blueteq.
2. You will have regular meetings with your account manager and a developer when 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

- Your data is backed up daily.

Monthly

A back up is archived for 30 days.

6 Monthly

A back up is archived for 6 months



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Test Restoration

Regular restoration of every database backup 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.