



Blueteq Ltd
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Service Definition Document

System: Extended Trust

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Service Description

Extended Trust adds functionality enhancing features and modules to our provider portal, also known as the Blueteq Trust system.

Service Features and Benefits

Service features

- Access to our form builder module to create sophisticated forms with a range of features, including dynamic validation.
- The provider's forms can appear in the form selection for their users with those of other commissioners.
- The ability to validate invoices against Blueteq data before sending those on to a commissioner.
- A custom reports module which allows for the designing of reports, whose settings can be saved and run in the future. Reporting runs can be scheduled to run automatically and exported to the internal system or external secure container.

Service benefits

- The provider can get paid faster by avoiding invoice challenges before they occur.
- Internal invoice validation will quickly pinpoint where clinicians have not met commissioner requirements.
- Saved, automated reports allow for data to be exported to a secure container without manual user intervention, saving time.
- Delivery of reports automatically means analytical systems have the data safely and efficiently available.
- Design and implement your own strategic pathways inhouse, improving governance around commission and making resources go further.
- Ensure guidelines and criteria are met when treatments are prescribed, particularly for high cost interventions or those with limited availability.



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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

There will be a workshop between the client and Blueteq's account manager and an assigned developer to gather information needed to carry out the implementation and deployment of your Extended Trust service.

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

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

Necessary modifications or additions to the service will be subject to a separate charge.

Support Availability

Unlimited 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 team member directly.

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.