

CIMAR UK Service Definition

Cloud Services for Enterprise Medical Image
Management, Sharing, workflow and cross-system
integration

Version 1.4 (Jan-26)

Core Service and Solutions

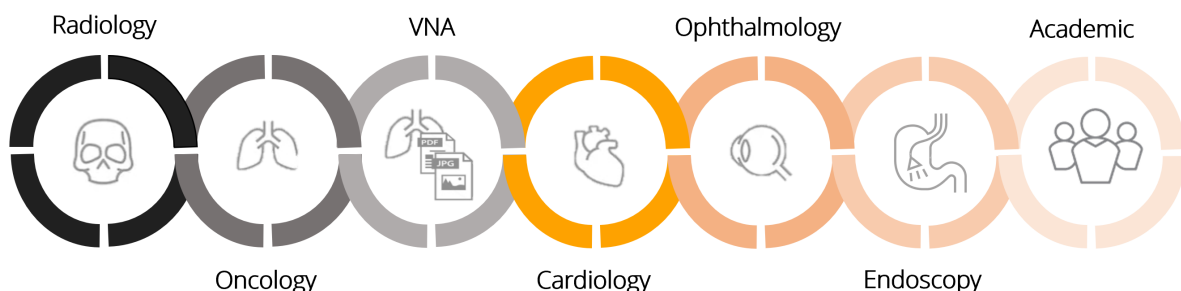
Product Description

CIMAR is a medical data and image management Cloud company and provider of infrastructure technology in the UK. Our medical imaging cloud platform is designed to serve as the data routing backbone of imaging for healthcare providers. It integrates freely with all other systems and is vendor-neutral by design.

CIMAR's Enterprise Imaging and Informatics Suite enables healthcare providers to manage and share vital patient data across organisations anywhere, reducing cost, time and workload while improving patient outcomes. Our service is a Medical Image Exchange and archive for Radiology, Cardiology, Ophthalmology and all other medical subspecialties that require medical image workflow and management.

The Enterprise Imaging Informatics Suite includes Diagnostic Imaging collaboration and sharing tools, Patient Portal, Diagnostic Suite, Remote scanning and management infrastructure, and Enterprise Imaging Workflow Unifier with High Availability configuration and synchronisation. The Cardiovascular suite includes integration, image management, and assisted interpretation capabilities through validated, compliant, and clinically certified workflows.

Our cloud services enable clinical professionals, hospitals and healthcare organisations to integrate disparate imaging systems digitally and exchange imaging data (DICOM and non-DICOM, plus HL7 and any associated documents) manually or automatically. Our cloud also serves as a central Health Information Exchange (HIE) for imaging. The cloud can auto-harvest record headers from all PACS, providing one-click query/retrieve of imaging wherever needed and rapidly auto-fetching data from each relevant system on demand.



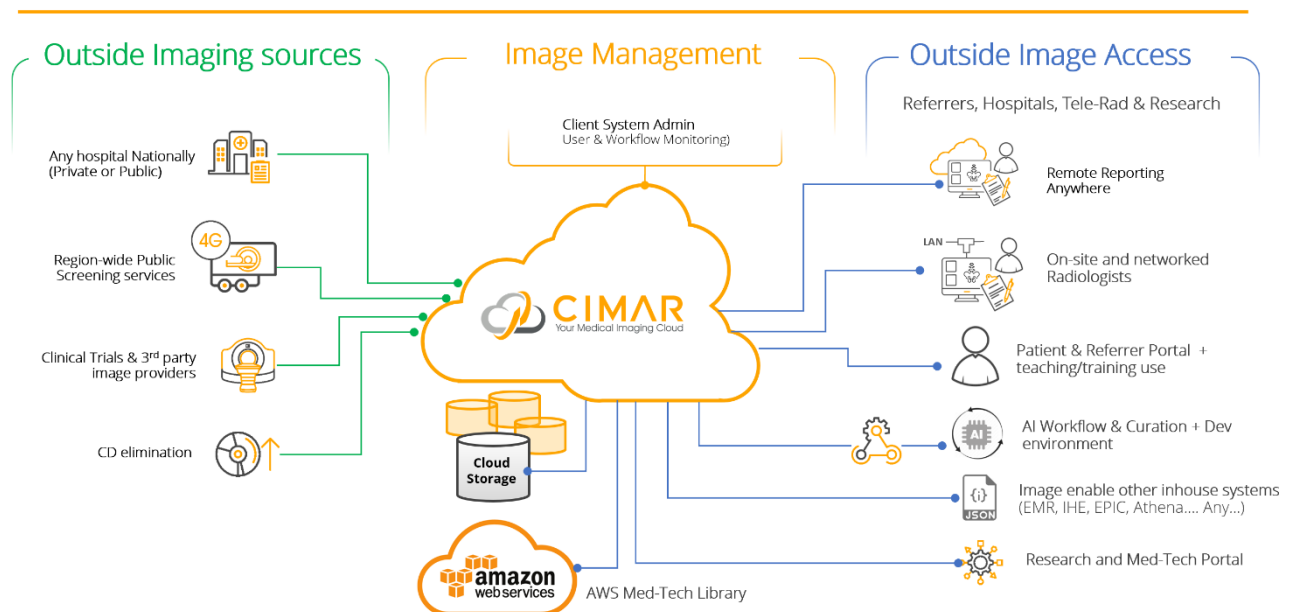
CIMAR's cloud can also be implemented as a zero- or hybrid-footprint Cloud-PACS, requiring almost no local hardware or software and minimal in-house IT management. Our cloud can be configured to match simple, complex and unique workflow requirements. Medical images can be routed instantly between modalities, any PACS or diagnostic technologies, and shared with clinical teams - even directly with patients, in moments.

The cloud's solutions can be implemented extremely quickly as Turn-Key virtual imaging workflows. We also provide a complete RESTful API, which integrates directly into any EPR/EMR/HIE portal as a zero-footprint image enabling service, making a patient's medical images dynamically viewable in any third-party application.

Our cloud is network-friendly by design, hosted on AWS London, fully compliant, NHS-approved and highly secure. Diagnostic document templating, automatic routing, advanced searches and reporting can all be customised to meet specific requirements. Low-cost archive and Disaster Recovery (DRaaS), virtual MDT meeting collaboration, Diagnostic Suite PACS functionality including Workflow management, reporting, viewing, enhanced viewing and post-processing, and business analytics and audio (Speech Recognition) are also configurable solutions in our cloud.



Imaging Cloud Overview

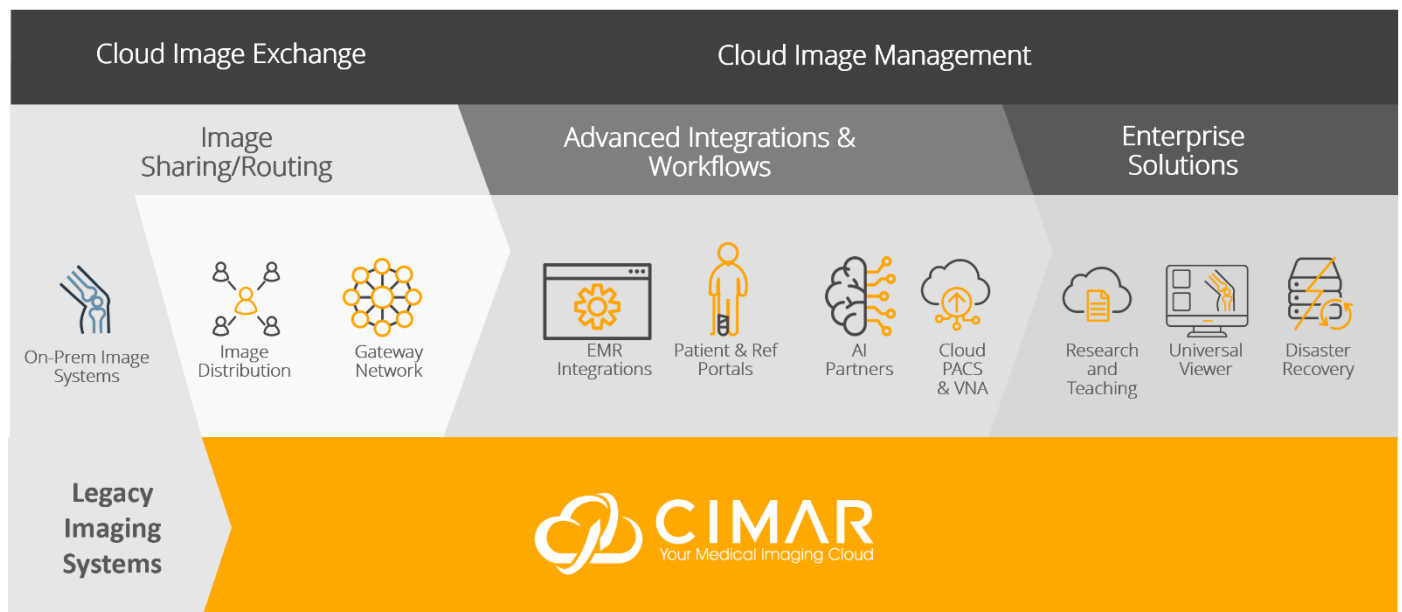


Our key capabilities include elastic scalability for storage and users, ultra-reliable Gateway technology, and multiple ways to share imaging between any users and systems anywhere. Numerous workflows can be created to run in parallel or in sync as a chain of logically related imaging processes. Strict data protection principles and fully compliant security underpin our Cloud platform, which can be accessed over any broadband, 4G or 5G encrypted connection.

Our Professional Services team can provide cloud technology and imaging expertise to help you perfect solutions that fit your organisation's needs today, and tomorrow.



Cimar's Cloud Extends Legacy System Capabilities...



Our UK Connectivity

UK Healthcare Coverage Connecting & Serving...

NHS Hospitals

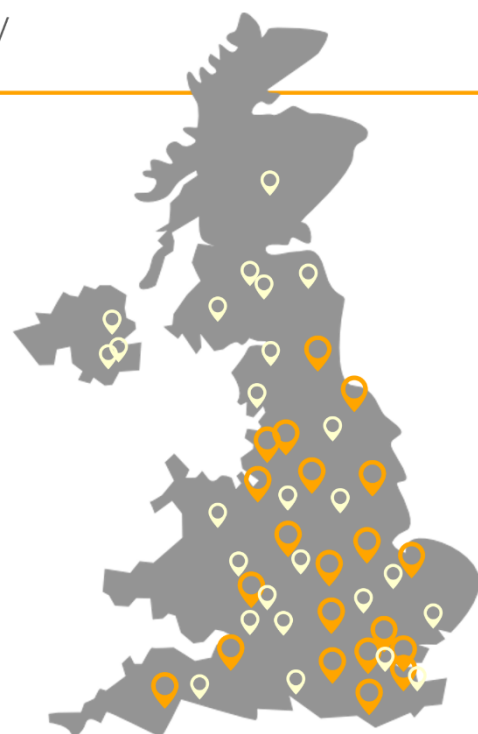
Community Services

National Screening Programs

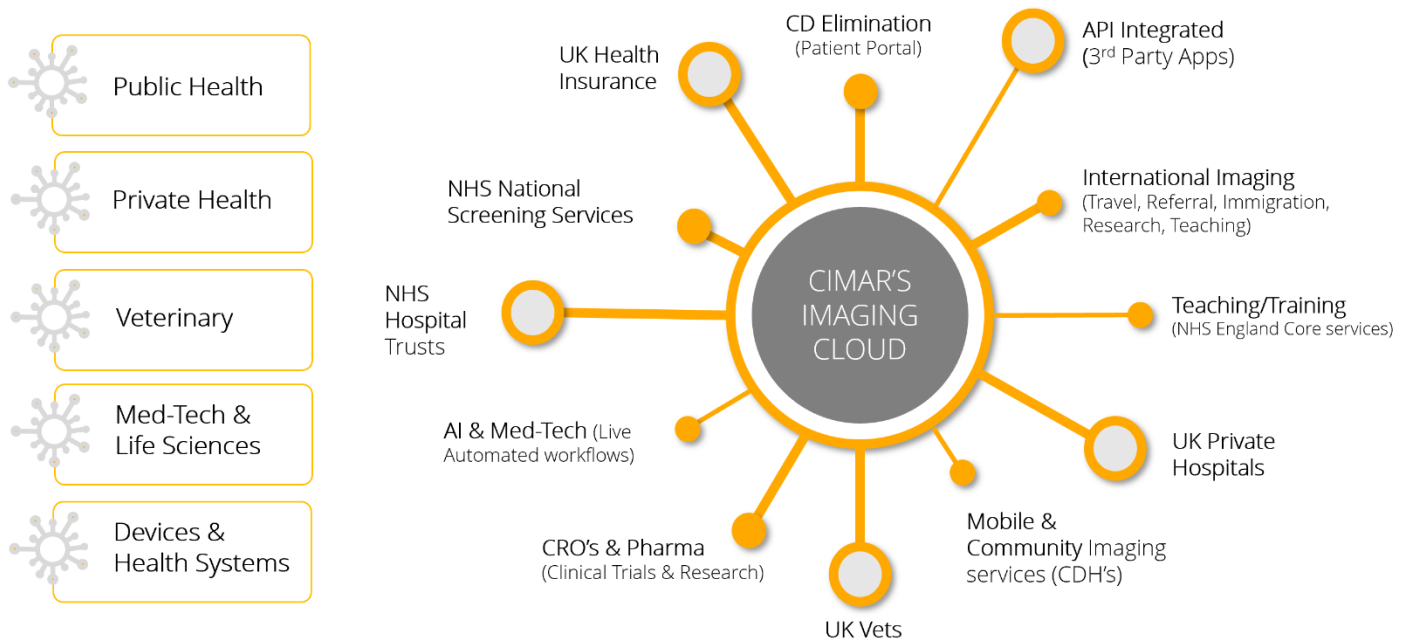
Private Hospitals & Healthcare Providers

Research (CRO's, Pharma and Clinical Trials)

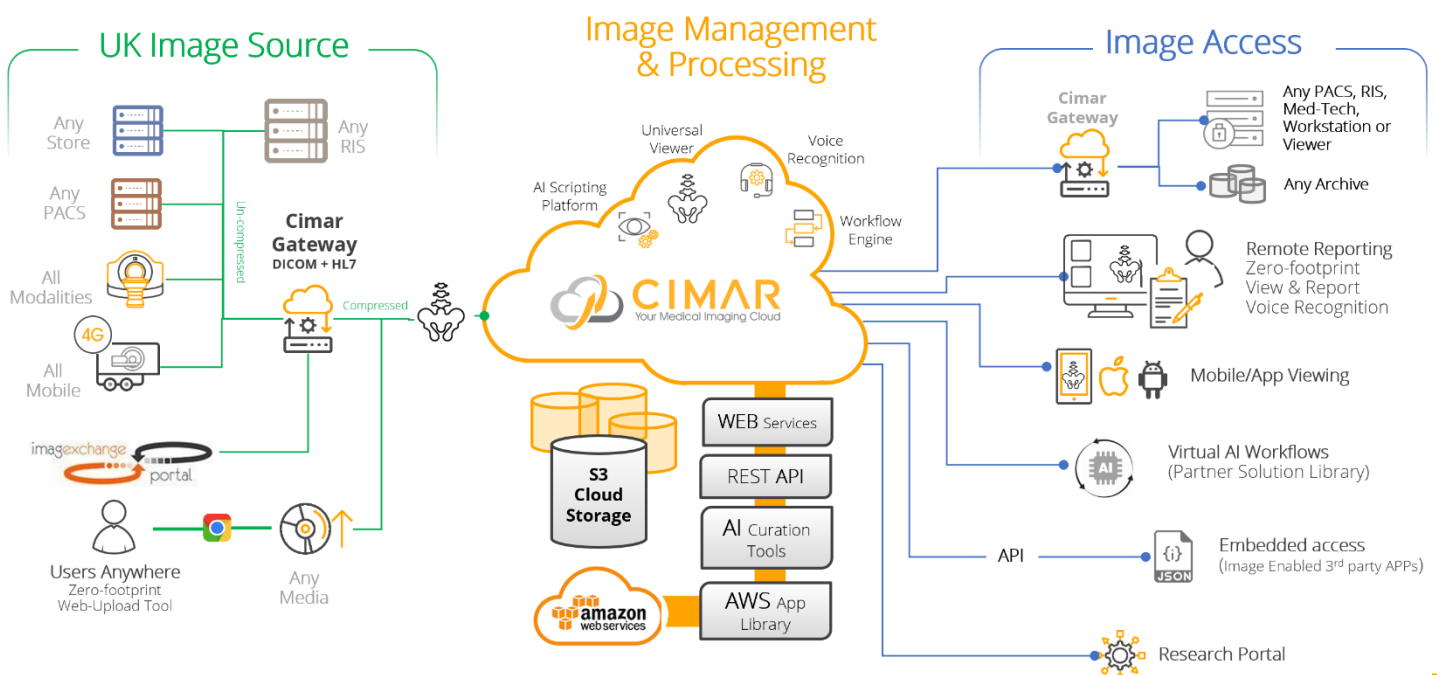
Academia (NHS England & Radiology Teaching)



Cimar's UK Connected Solution Network

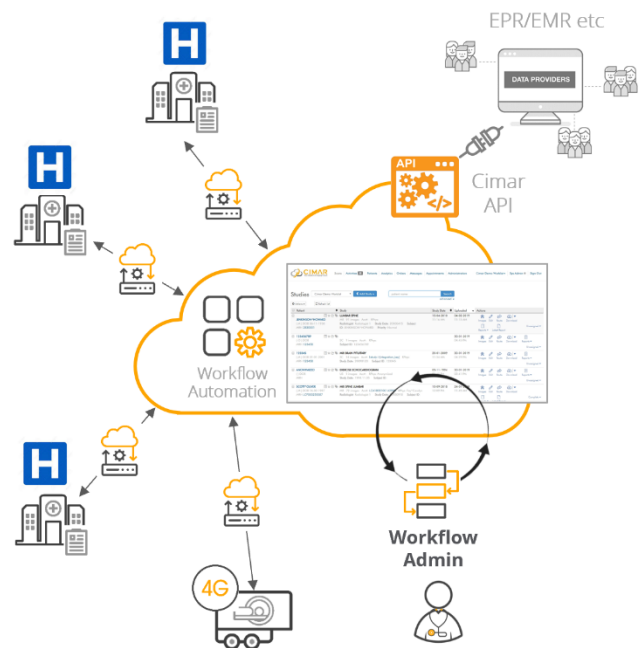


High Level Architecture

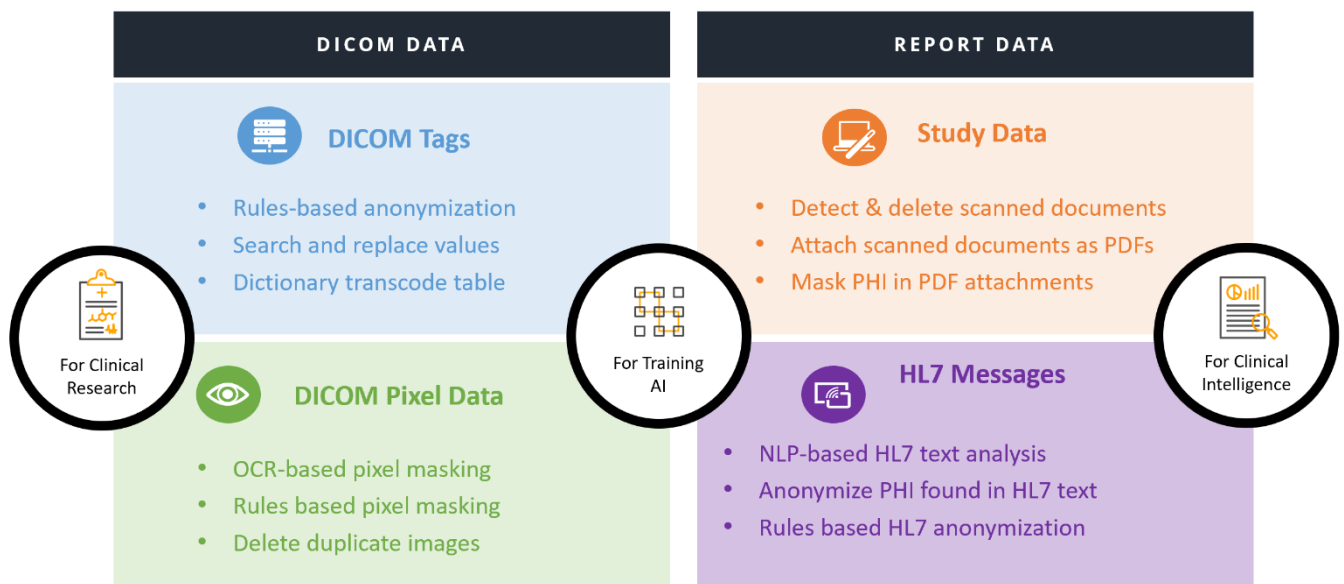


Powerful Gateway Technology

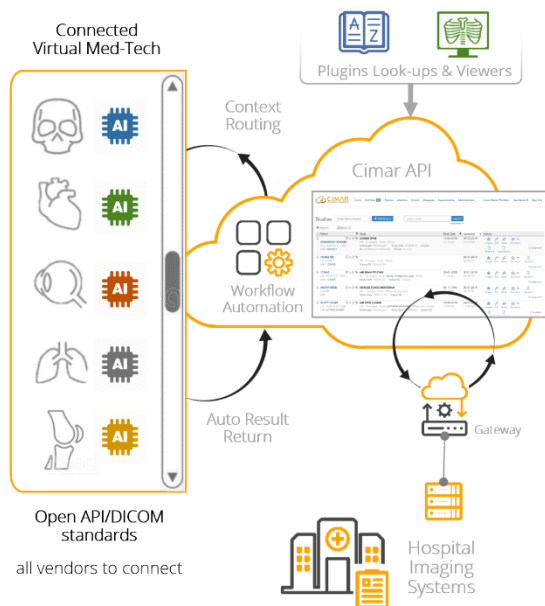
- One Gateway per Site/Network connects to all you need remotely
- DICOM and HL7 broker (TIE)
- Open/Agnostic connection to all required systems
- Powerful Routing Rules Engine
- Cross-Enterprise searching, Push, Pull, XDS, View etc.
- Auto-fetch priors - Federated Search (Q/R from HL7)
- Auto-transcode & morph- to suit receiving systems
- 2,500+ gateways running – High capacity, minimal to no maintenance.



Built-in AI Curation Scripting Platform



Built-in, Open, Health-Tech Eco-system



Simplify connectivity to advanced diagnostic technologies -

- o Once connection to Cimar – connects you to all you need and request.
- o Connect to AI Diagnostic tools of choice
- o Plus built-in Cloud Machine Learning
- o Plus Cimar's built-in AI Scripting Platform for Curation
- o One seamless flow between your in-house imaging, The cloud and a myriad of 3rd party tools

Hosting Service

Our standard hosting service provides at least 99.5% uptime service availability level during Supported Hours. This availability refers to the web application platform being available. The end user needs no software other than a browser, but their internet connectivity is assumed to be working. (Other service level availabilities are available upon request).

Service availability is calculated as follows:

$$= \left(\frac{\text{Number of hours in the month} - \text{Severity 1 failure time in Support Hours}}{\text{Number of hours in the month}} \right) \times 100$$

CIMAR data centres are rated Tier 3, as defined by both the Uptime Institute and TIA 942. All devices have redundant paths, and component virtualisation is widely used, enabling High Availability and resilience. Data can be synchronously replicated between systems and across sites for DR, ensuring minimal disruption in the event of a failure.

Standard Support

Standard support desk hours are (unless otherwise stated):

- (a) 08:00 to 18:00 Local UK time each Monday to Friday. Saturday and Bank Holiday by arrangement.
- (b) Saturday (On-Call) Out of hours
- (c) Local UK time each Bank Holiday (On-Call) Out of hours

Users can select from a variety of contact methods including phone, e-mail, online portal and online chat. We know how important it is that staff can get a response to any query they have as quickly as possible. We have dedicated specialists for each market sector and a wealth of experience in supporting large organisations.

Our staff are extensively trained on all CIMAR Systems, with a culture and philosophy that ensures knowledge building, communication, and training across all staff members.

User training is supported by access to CIMAR's online inaugural training workflow. New users are automatically guided by the system while online, before they use it. CIMAR also provides access to a repository of training materials, including interactive tools, release notes and videos, live online seminars run by certified online staff in the UK and the USA, and material relevant to the End Users service. This facility also hosts customisable role-based learning plans.

Changes

<i>DATE</i>	<i>VERSION</i>	<i>NAME</i>	<i>CHANGES</i>
11/06/2020	1.1	TDW	None
12/04/2022	1.2	TDW	Services
01/05/2024	1.3	TDW	Services
12/01/2026	1.4	TDW	Yes