



Intelligent Care Navigation System

G-Cloud 15
Service Definition

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Overview of Our Services

X-on Health is the UK's leading provider of digital-first access solutions for primary care, trusted by over 3,500 GP practices nationwide. With 20+ years of expertise, we provide the infrastructure, data and support to help general practices unlock the full potential of digital healthcare.

Our vision is that by 2030, our technology will enable over 40 million patients to have 75% of enquiries dealt with successfully, first time.

X-on Health have led the market in the development of its four core services:

X-on Health Services



Surgery Connect is the UK's leading Cloud-based telephony system for primary care, helping over 3,500 GP surgeries improve patient access and manage demand. It helps to eliminate the 8am rush by reducing call queues, integrates into clinical systems, automates workflows, and reduces admin pressure.



Our NHS approved digital assistant is designed to signpost and educate patients towards appropriate healthcare and community services, reducing the demand on GP surgeries and increasing the usage of the NHS app and Online Consultation tools.



Surgery Intellect, powered by TORTUS, uses ambient voice technology (AVT) to listen, transcribe and code in-person and telephone patient consultations. Surgery Intellect also generates patient medical notes and letters, to assist with the clinician's administrative tasks.



With Surgery Insights, our centralised dashboard gives practices real-time insights into patient access, digital adoption and workforce capacity. By identifying bottlenecks at surgery-level and benchmarking practice data against NHS data, GP surgeries can optimise resources and improve patient access.

Intelligent Care Navigation System

X-on Health are now delivering the digital transformation in UK Primary Care laid out in the NHS 10 Year Plan by combining these core services into a comprehensive Intelligent Care Navigation System (ICNS). The ICNS is a cloud-based SaaS solution combining cloud telephony, AI-driven voice/text (Chatbot), and clinical workflow tools to improve care efficiency and safety.

Our integrated suite of tools enables practices to deliver faster, fairer access for every patient, while reducing workload and creating more time to care. By significantly reducing administrative burden, X-on Health empowers clinicians to reclaim time for efficient, preventative care, providing both the advanced technology and the dedicated support needed to make digital transformation work.

The ICNS is a combination of our individual services that can also be procured independently or in bundles by customers in order for each customer to be able to tailor the development of their ICNS to their specific needs, priorities and existing technology stack.

These core services are supplemented by a growing range of major features which can be added to Surgery Connect or Surgery Assist. They are therefore listed as separate services in G-Cloud.

Omni Consultation

Centralises and standardises the collection of medical request through different channels. Automates medical requests via a Voice Agent or web form without waiting to speak to a member of staff.

Workflow Agents

Our AI-powered voice agents use natural language processing to understand and respond to spoken patient enquiries over the phone, handling workflow tasks like appointment management, prescription queries or general enquiries.

A range of voice agents are in development and bespoke agents can be built as required.

Over and above the class leading support provided with each service, X-on Health provide Platinum support packages so that we can actively guide customers through the development of their ICNS.

Platinum Support

The service is focused on improving surgeries operational efficiency and experiences by providing them with consultancy support to enable optimal X-on product utilisation through a dedicated 12-month support period with regular meetings, on-demand optimal configuration support, auditing of cloud telephony, and bespoke training sessions (both F2F or virtual).

Together, these services remove barriers to access, drive efficiencies across general practice, and deliver a seamless patient journey.

Data Backups, Business Continuity and Disaster Recovery Plans

X-on Health employs resilience-first architecture designed to maintain system functionality during technical failures or demand surges. The service relies on a cloud-native, multi-tenant infrastructure that ensures stability through redundancy and strict isolation.

High-Availability Architecture

- **UK-Only Hosting:** All data is hosted and processed exclusively within UK Tier 3 data centres.
- **Quadruple-Site Redundancy:** To provide service resilience, critical data, including call recordings, is processed across four separate geographic sites. This is a higher standard than typical triplicate backups, ensuring zero data loss even in catastrophic facility failures.
- **Component Redundancy (N+1):** The physical infrastructure maintains N+1 component redundancy (power, cooling, hardware), meaning there is always at least one backup component running and ready to take over immediately.
- **Elastic Auto-Scaling:** Resources are dynamically provisioned to match real-time demand. This ensures that traffic surges from one site do not degrade performance for others.

Disaster Recovery & Business Continuity

- **Guaranteed Availability:** The service is backed by a 99.99% availability guarantee. If availability falls below this level, customers can be eligible for service credits, as per their contractual agreements.
- **Immediate Failover:** The system utilises automated load balancing and carrier-grade failover. If a primary path or data centre fails, traffic is instantly re-routed to a healthy location without service interruption.
- **Safe Deployment (SDLC):** Operational resilience is protected by a rigorous Software Development Life Cycle. All updates are validated in isolated non-live environments before deployment to prevent bad updates from affecting live clinical services.

Data Security & Backup Standards

Encryption at Rest & Transit:

- **At Rest:** All stored data is fully encrypted using robust cryptographic standards.
- **In Transit:** Communications are secured via TLS 1.2+, utilising certificates signed with 2048-bit RSA/SHA-256 algorithms.

Data Sanitisation:

- **Cryptographic Erasure:** Deleted data cannot be directly accessed. The system uses cryptographic erasure and explicit storage overwriting before reallocation to ensure deleted data is unrecoverable.
- **End-of-Life:** Upon contract termination and confirmation of data receipt, X-on permanently destroys all data from live and backup systems and can provide a certificate of destruction.

Outage Reporting

- **Real-Time Visibility:** Users have access to a Service Status Dashboard (via the Support Portal) that provides traffic-light visibility into specific modular components.
- **In-App Alerts:** To protect clinical workflows, banners appear directly in the Surgery Connect user console to warn staff of issues immediately, without them needing to check external sites.
- **High-Severity Incidents:** Registered System Administrators receive targeted email notifications detailing the impact and estimated resolution time.

Onboarding and Offboarding Support

Onboarding

X-on Health ensures full user support from day one through a structured process managed by a dedicated **Customer Success Advisor (CSA)**.

- **Getting Started:** Begin with a Welcome Session to define user setup requirements, followed by optimisation of the service configuration to match specific workflows.
- **Training:** A blended program minimising the learning curve, including:
 - » **Initial Training:** A practical session (onsite or virtual) covering product basics.
 - » **Academy:** Full access to online self-service modules and courses for different user roles (with 13 of these courses being CPD accredited).
 - » **Supplementary:** Daily “Lunch and Learn” drop-in sessions.
- **Go-Live:** Direct support from the CSA on launch day, followed by a post-launch check-in session.
- Extra training sessions are then available as and when required by the practice (for a fee).

Offboarding

- **Data Extraction:** Users can extract all data, including call recordings and service data, in common machine-readable formats (e.g. CSV).
- **Number Porting:** X-on follows standard regulated industry processes to seamlessly transfer telephone numbers to a new provider.
- **Secure Deletion:** Upon written confirmation of data receipt, X-on permanently destroys all data from live and backup systems and can provide a certificate of destruction.

Service Constraints

Maintenance Windows: Routine and essential upgrades are included free of charge. Maintenance is scheduled at non-peak times (typically overnight) to minimise disruption.

Customisation: Services are built for deep customisation. Practices can fully tailor call flows using the X-flow visual tool (drag-and-drop console) to set IVR menus and patient call routing logic. The Surgery Assist AI-assistant is also locally trained to align with local signposting knowledge. The system is configurable, but the underlying software code cannot be changed.

Service Levels - Performance, Availability and Support Hours

Availability: The service targets a guaranteed 99.99% availability

Support Hours:

- **Phone Support:** Available 24 hours, 7 days a week.
- **Response Times:** Instant automated acknowledgement for tickets; response times do not vary on weekends.

Support Channels: Email, online ticketing, and phone support are all included.

Service Credits:

If availability falls below the commitment, service credits of up to 100% of monthly rental charges may apply (subject to the terms stated in 8.3.10 of Section 8 Pricing, in service agreement).

Outages:

Reporting: A proactive multi-channel notification framework is used. The primary source of truth is the Service Status Dashboard, accessible via the Support Portal.

In-App Alerts: In-app banners appear immediately within the User Console to warn active staff of potential connectivity issues.

Root Cause Analysis: For major outages, X-on Health publishes a full Root Cause Analysis (RCA) explaining the fault and preventative measures.

After Sales Support

This support is structured around three main pillars:

1. Technical Support & Helpdesk

The support team is available via telephone, and an online **Support Portal** is accessible for customers to raise and track tickets.

Structured Escalation: A tiered system (1st, 2nd, and 3rd line) ensures complex technical issues are escalated to the most appropriate team.

Self-Service: Access to the X-on Help Centre with searchable guides, FAQs, and troubleshooting articles.

Support Hours: Minor/Serious Problems - Reported via the X-on Support Portal (24/7) or phone (working hours). Critical Problems - Reported via the Support Portal AND by phone to the Duty Engineer (available 24/7).

2. Training & Education (The Academy)

To ensure confidence in the ICNS system, X-on Health offers a blended learning approach:

The Academy: An eLearning platform with self-paced courses, ideal for learning about the product whilst gaining CPD credits, or onboarding new GP staff members.

Live Webinars: Regular sessions covering specific features like “Optimising the Phonebar” or the “Feature Adoption series”.

Role-Specific Training: Tailored sessions for different users (e.g. Supervisors vs. Standard Users).

On-Site Training: Face-to-face options are also available with the dedicated X-on customer success (training) team.

3. Account Management

X-on Health positions itself as a long-term partner, with each GP surgery having their own **Dedicated Account Managers:** a primary point of contact for non-technical queries, contract reviews, and expansion needs.

Technical Requirements & Hosting Options

Internet Connectivity:

Minimum 4Mbps connection required.

Hardware:

OS: Windows 10 (or above).

Processor: i3 Processor (minimum).

Memory/Storage: 4GB RAM, 2GB disk space.

Browsers:

Web browser interface supported on Microsoft Edge, Firefox, Chrome, and Safari.

Hosting Options:

Location: All data storage and processing is conducted exclusively within the United Kingdom.

Infrastructure: Hosted in UK-only Tier 3 data centres

Access to Data (Upon Exit)

During Contract: Users have real-time access to audit information and reports.

Export Methods: Data can be exported via a secure online transfer or downloaded as CSV files and shared thereafter.

Cost: Standard data extraction is included. A specific fee applies only if a “downloaded copy” service is requested outside the standard free transfer.

Users can request all data to be extracted, including call recordings and service data, in common machine-readable formats (e.g. CSV), upon the conclusion or exit of the contract. Upon written confirmation of data receipt, X-on permanently destroys all data from live and backup systems and can provide a certificate of destruction.

Governance and Security

The service aligns with **ISO/IEC 27001** and **Cyber Essentials Plus** certification, with X-on Health holding these accreditations.

NHS Standards: “Standards Exceeded” with the NHS Data Security and Protection Toolkit (DSPT) and X-on Health is DTAC Ready. Full compliance with DCB0129 clinical risk management.

Encryption: Data at Rest - Protected via physical access control and encryption of physical media. **Data in Transit** - Secured using TLS (Version 1.2 or above).

Secure Development: Development processes aligned with ISO 27001 standards. All changes are tested in isolated staging environments, by our dedicated Quality Assurance team, before live deployment to mitigate risk.

Authentication: Access requires strong password controls and supports Multi-Factor Authentication.

Testing: Penetration testing is performed at least once a year by a CREST-approved provider.



Clinical Safety

X-on Health regards safeguarding patient data as being of the utmost importance, and is at the forefront of our services. Our evidence and documentation available on request by commissioning organisations or via our [Trust Centre](#).

Digital Technology Assessment Criteria (DTAC)

X-on Health has undergone self-assessment and are DTAC ready.

DCB0129

X-on Health products are compliant with DCB0129 and is a clinically safe solution for healthcare organisations to adopt and deploy.

In accordance with DCB0129 we fully comply with the standard and operate a clinical risk management system that enables us to demonstrate the safety of our digital health products.