

ARC-EMS

Assess. Respond. Control.

Service Description



KEY FEATURES

- Secure
- Intuitive interface
- Online and offline capable
- Retained data for MI
- Customisable and flexible
- Emergency equipment integration
- Real-time clinical data

NINE SOFTWARE.

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1. Introduction

This document is intended to provide a general overview of Nine Software's ARC-EMS Medtech patient transfer service platform. Please treat as "Commercial - In Confidence" not to be shared without prior written consent from The Nine Software Company Ltd (Nine).

Nine have a rich heritage in SaaS products that transform manual processes. We have built digital applications that processed the OVRO (also known as Foreign Nationals Registrations / Police Registration Scheme) and Firearms licensing activities within UK Police Forces. Nine rolled these hugely successful products out into 25 of the UK forces including the Metropolitan Police Service, Greater Manchester Police alongside several other notable forces.

Our ARC-EMS MedTech platform carries on from those hugely successful applications, being designed to efficiently capture medical and incident data from emergency services, to efficiently process and use that data by making it readily accessible to others who may be contributing or taking over the case.

The platform has been designed by emergency workers for emergency workers, and with mobile apps compatible with both Apple and Android systems, it provides full flexibility over device choice for offline working and integration with patient monitors.

Patient data is now completely digitised with ARC-EMS MedTech, so emergency workers have all of the information they need in one simple-to-use dashboard. This digital interface can be accessed anytime, anywhere, giving access to crucial information while out in the field.

2. Feature Overview

Developed for caregivers, by caregivers, ARC-EMS MedTech was created to revolutionise patient care.

Our software's journey began when a critical care team recognised they were drowning in paper patient records and relying on an obsolete IT system. Passionate about their work and keen to make a difference to patients around the world, the team developed an innovative digital solution - ARC-EMS MedTech.

Working alongside emergency service responders, ARC-EMS MedTech has continued to evolve. It has been meticulously tested to enable caregivers to perform highly skilled life-saving procedures in the field while accessing live patient data, reducing paperwork and improving care.

Our mission is to transform the way critical care responders obtain real-time clinical data in the field by providing a safe and secure interface. ARC-EMS MedTech serves as the reliable digital patient record platform for frontline and operational teams, enabling them to focus on what really counts: saving lives.

This application is hosted within the cloud and will be supported by the Nine Software team Monday to Friday 9-5 excluding UK and Public Bank Holidays.

3. Service Overview

Patient record management

ARC-EMS MedTech is designed primarily to allow medical professionals to record patient data in a way that is flexible, robust, easy to use and allows easy access to report, audit and make real use of the data to improve patient care and outcomes.

Offline capabilities iPad and Android app

To really be effective, ARC-EMS MedTech needs to be where the medics and patients are, which is often not a hospital environment, and sometimes can be remote with no data connectivity. To make this a reality, there is the capability to work offline on both Android and Apple tablets, so you can take the recording of data anywhere you can take a tablet device.

Integration with monitors

Electronic patient monitors capture large amounts of data about what's going on with a patient, and although of great value during delivery of care this immediately loses value if it does not go with the patient record. To get the most from the data captured by monitors, ARC-EMS MedTech can import the data and store it against the patient record so that it can be extracted and printed on handover and audited during research.

Zoll

ARC-EMS can integrate with Zoll X-Series monitors via wi-fi and Bluetooth to import trend data from patient cases to avoid duplication of data entry and aid accuracy.

Corpuls

ARC-EMS can integrate with Corpuls monitors using Bluetooth Low Energy (BLE) to import trend data from patient cases to avoid duplication of data entry and aid accuracy.

Integration with reporting

Through its API (Application Programming Interface) ARC-EMS can connect to popular reporting tools, including Microsoft Power BI.

Complete Flexibility

ARC-EMS MedTech is fully customisable with its powerful form builder and corresponding form viewer. This means that the product can be adapted by customers to collect and validate any

other data that may be required. Different types of data fields, radio buttons, drop down lists, date pickers etc can all be added in to capture everything you could need.

Backoffice Administration

The Back-Office application is intended for client users and is delivered securely via the browser. It provides the following powerful functionality:

- Form builder
- View builder
- User administration
- Role administration
- Settings administration
- API Management
- Category management

Highlights

Simple & Intuitive User Interface

Highly customisable

Accommodates many use-cases

Easy to maintain and manage

4. Post Implementation Support

Service Desk

Support will be made available to the under an annual service agreement, this agreement must be in place to use the software. This support will be made available via our published helpdesk contact routes of email and telephone and will be available:

Monday-Friday, 9am – 5pm UK working hours, excluding UK Bank Holidays.

The Support Desk can be contacted by email at any time, however this will be monitored Monday to Friday between 9:00am – 5:00pm (excluding UK Bank Holidays).

Our support service provides a full ITIL Service Desk for Incident Management where we provide rectification of faults found in the Software. Faults are defined as deviations from the agreed specification. Where no specification pertains to a given identified fault, the client and Nine will come to agreement on whether this is an enhancement or a fault.

Should Nine become aware of faults affecting the operability of the installed Software, Nine undertakes to inform you as soon as possible, and to provide a resolution within the agreed timeframe for the identified faults consistent with our targets. Faults that are identified but do not affect the operability of the software will be listed at the next maintenance release of the software that addresses these faults.

Our target response times are detailed below (response times are defined as the time between the logging of a Client call and the first contact by a qualified Nine analyst):

Category	Description	Initial Target Response Time	Target Cleared Period
Urgent	Severe system malfunction	4hrs	1 day
High	Something stopping one or more users doing or completing an open task of work	4hrs	2 days
Medium	User is able to work around the problem but causes concern as some operations are delayed	2 days	10 days
Low	Inconvenience but doesn't require immediate attention	1 week	1 calendar month

Support periods and out-of-hours arrangements are defined in the form of an Agreement that applies outside this scope.

Technical Advice

Nine will provide reasonable levels of technical advice upon request, for example in functionality and configuration. Demand for advice in the use of Software will probably be limited by the

expertise of the key and super users employed by the client, and by training delivered as part of the implementation phase of the project.

Enhancements

Nine shall optionally provide enhancements to the Software upon request. These enhancements shall be subject to agreeing additional payments. The client shall notify Nine of such requested enhancements, using an agreed procedure and Nine shall (where appropriate /necessary) provide a quotation for the enhancement within a time agreed upon receipt of notification.

Nine take a pro-active stance towards deploying changes to the Software and Systems provided (for example performance enhancement, innovations or taking advantage of technology change). This is typically informed by the Nine UG (User Group) which is typically held every six months.

Upgrades

Provision of Release upgrades to the Software shall be provided, as and when these become available. This shall include any upgrades that are produced by Nine or by subcontractors of Nine. Upgrades shall be installed on a schedule agreed between the parties.

5. Client IT Requirements

Access to the System

To access the Firearms system, the Force will require a good internet connection, and use of either Chrome or Microsoft Edge.

To access the software a customer end user will require internet access via a Laptop, PC / MAC or Mobile device such as a phone, phablet or tablet device which is Android or Apple.

This is a secured application hosted within a secure environment, accessed via the web

Front-end Application

This is the website which the administrators and emergency workers (if they choose to) use to input incident or case information. This is a responsive / reactive website hosted within the cloud and accessed either via a direct URL or via an intranet link.

Vulnerability Testing

Prior to use, Nine will provide evidence of vulnerability testing to provide confidence to your internal technical colleagues that the solution is proven to be robust. Nine recommend that clients do conduct their own or independent penetration testing of their installed solution. This will be done on an agreed date and at an agreed time which is convenient to both parties.

6. Company Details

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