Please see: www.ryaltogroup.com
and www.ryaltogroup.com/healthcare

The Ryalto Service

Ryalto is a mobile app for workers in the public and private sectors, to stay connected to the leaders where they work and to each other. They pick up news and protocol information direct in the app and complete surveys about their work. There is a powerful shift booking tool that can standalone or be connected to a rostering system. Features if Ryalto mobile app are:

- A news feed that can be targeted to different users groups
- A 'Whatsapp-style' messenger that connects to all colleagues and contains no personal data.
- A survey tool allowing for bespoke surveys to be completed in the app.
- A shift booker that can present shifts to workers. This can be standalone or connected to a rostering system.
- Push notifications that can be pushed to all or a set of the workforce based on their profile criteria.

Ryalto offers 'wrap-around services' to clients including:

- Communications and engagement consulting.
- Customer Success.
- Integration Support.

Onboarding and Offboarding Support

Ryalto offers a fully managed onboarding experience. Managed under PRINCE2, Ryalto run a tried and tested programme with all buyers that follows these steps:

- Current process mapping
- Process re-mapping to the desired new ways of working

- Configuration of Ryalto to meet the new processes
- User Acceptance Testing (UAT)
- Communication / change management support
- Managed roll-out to all users
- Stabilisation phase support
- Handover to BAU.

Ryalto offers a fully managed offboarding experience. Including:

- Documenting all processes and data access points that need offboarding.
- Communications planning and implementation.
- Supply back of all data in pre-agreed formats and in a secure way.
- Sign-off to ensure all stakeholders are satisfied.

After Sales Support

Ryalto offers, as standard, a complete package of after sales support including:

- Dedicated help desk access via phone and email. Phones are managed by a person between 9am and 5pm on usual UK working days and outside of that an answer phone is supplied. Emails are responded to within 24 working hours.
- In-app support and a help bot.
- A dedicated Customer Success Team that run regular service reviews, provide management information and can be a point of contact should the service need to change (expend or shrink).

Technical Requirements

The Ryalto app functions on Android and iOS smartphones. Ryalto have yet to see an Android or iOS phone that cannot run Ryalto app and we have successfully tested on devices over ten years old.

The admin system required a desktop or laptop and a recent standard web browser.

Hosting

Hosting options are AWS London and/or AWS Frankfurt.

Data Backup, Restore, Disaster Recovery and Business Continuity

This is created with collaboration of the Cloud service provider Amazon Web Services. Snapshots of the database are taken every hour and have a 24-hour life. In addition, daily backups are taken and stored on different servers and have a time to live of 7 days.

Business Continuity is assured through the use of replication services within AWS. If the EC2 instance fails, it immediately switches to the replicated service without any interruption to the service.

In the event of the whole service failing within a specific regional data centre then the DR plan utilities the AWS Elastic Disaster Recovery service spinning up to a different Region in the AWS Cloud as a disaster recovery target. As the Ryalto service is accessed entirely in the cloud then no on-premise DR plans are needed.

Access to Data on Exit

The customer can request all or a subset of data upon exit in a csv format. Additional data formatting can be requested at additional cost.

Service Levels, Outages and Maintenance Management

The below refers to standard response times:

Channel	Business Day	Evening	Overnight
In-app support	4 hours	Next working day	Next working day
Email support	4 hours	Next working day	Next working day
Shift booking issues	2 hours	Next working day	Next working day
Admin Panel Support	Within 4 hours	Next working day	Next working day

Availability system uptime – 99%. Maintenance updates will be notified with at least 7 days-notice. Where emergency maintenance is required only limited notice may be possible.

The service uptime is targeted at 99.5%.

Ryalto provides the Services so that they are available twenty-four (24) hours a day, seven (7) days a week, except for:

(a) Planned maintenance carried out during the maintenance window where Ryalto has provided a minimum of seven (7) Business Days' notice in writing of such planned maintenance; and

(b) During any period of emergency downtime arising due to an urgent maintenance requirement to address faults, defects or any other significant issues immediately, providing that such issue(s) are not a result of the acts, omissions or negligent performance of Ryalto.

Security

Ryalto technology operates the highest security standards. These include:

- Wildcard SSL certificate for all connections using the SHA-2 algorithm.
- All API requests require a token that is generated on a secure authenticated user and can be revoked remotely when needed.
- All data is secured at rest on the server using AES-256 encryption, passwords are stored 'hashed'.
- Mobile phone numbers, if entered by the app user, are stored as a hash and never readable by another human in the app or the Ryalto databases.