TopCat Service Definition Document for G-Cloud 15

Who are Purcell Radio Systems Ltd?
Established for more than 20 years as an innovative private radio and business software technology company, we are a trusted partner to major UK clients in healthcare, facilities management, entertainment, and beyond. Our clients range from large national and multinational companies, through to hospitals, local government, and small businesses. You'll find that we are easy to work with and can be relied upon to help you achieve what you need.

What is TopCat (SaaS)?
TopCat is a flexible paperless system for carrying out compliance checklists, inspections, or audits on mobile devices, which can reduce auditing and reporting time by over 50%.

Reporting is made simple as collected data, along with any comments, signatures, and photos, is synchronised via Wi-Fi or 4G, ready for use in the TopCat desktop reporting suite and optional dashboard webpage.

Corrective Actions can be generated and assigned to responsible parties via email or our CARPS task management system. When actioned, TopCat is updated so the Corrective Actions can be verified and closed.

TopCat is used in healthcare and beyond, throughout the UK and Australia, for a range of compliance monitoring standards and needs, including:

- Cleaning Standards (e.g. NHS 2007 or NHS National Standards of Healthcare Cleanliness 2021)
- Food Safety & Hygiene
- Staff Uniform Checks
- Waste Management
- Estate Management
- Pest Control
- Vehicle Checks
- Groundskeeping
- Etc…

Increased efficiency
TopCat can lead to considerable savings in both time and money. You can reduce the amount of time it takes to carry out an individual audit or inspection, giving staff time to do more. TopCat removes the need for paper and pen, as auditors enter data, including photos and signatures, directly on a mobile smart device. Audits are then synchronised to PC based TopCat software, eliminating delays between inspection and performance analysis and improving your compliance management.

Improved compliance
Staff will be able to audit and inspect against all compliance standards in a quick, simple and reliable way. You can also generate and schedule audits, reducing any need for field-staff to return to a central base and demonstrating accurately when inspections are being carried out. You can even use QR or bar code scanning to reliably identify locations and assets for inspection.

Effortless reporting
TopCat is a powerful reporting tool which easily produces a wide range of compliance management reports. Decision-makers will benefit from reliable data being available in quick-to-produce and easy-to-read reports, meaning performance against standards can be managed effectively.

TopCat is for any environment that works to any compliance standards
Easy to introduce, TopCat software and mobile app is ideal for large single-buildings, campus-based facilities or nationwide infrastructure where performance against standards needs to be demonstrated. For example: hospitals, nursing homes, university campuses, building maintenance firms, facilities management companies, utilities, local government, airports - the list is endless.

Core System Modules Include:

- Hosted TopCat Database & TopCat Controller Application (MS Azure UK data centres)
  - Maintain audit categories
  - Manage locations and audit elements
  - Set Audit Schedules
  - Respond to rectifications
  - Manage system users
  - Run reports
- Up to 5 x Cloudservice user accounts (access to hosted applications)
- TopCat Auditor App (Android/iOS)
  - Perform Audits
  - Create & assign Corrective Actions
  - Address Corrective Actions
  - Send Summary Reports

Optional System Modules Include:

- Additional TopCat Controller
  - Run another concurrent instance of TopCat Controller
- TopCat to CARPS Interface
  - Automatically send failed audit elements to the CARPS task management system for rectification
- TopCat Dashboard
  - Key Audit and TopCat data available via convenient web-page
- Additional Cloudservice user accounts

TopCat - Service Level Agreements

TopCat service tickets are accepted by telephone or email.

T: 02077398060

E: support@purcellradio.com

Low & Medium priority service ticket hours - 9.00am till 5.00pm Monday to Friday excluding all public and bank holidays.

High priority service ticket hours – 08.00am till 20.00pm Monday to Sunday including all public and bank holidays.

Requirements

Service level agreements are valid when:

- Local IT infrastructure, including Wi-Fi for smart devices, to manage connection to TopCat Web Services is operational.
- TopCat client is connected to the internet (where required) with permissions allowing access to TopCat Web Services.
- There is no interruption to the local mains power supply, where required.
- The customer has provided a purchase order for the contract.
- The service request is received by PRS Ltd within a valid contract period.
- Remote access has been provided to PRS Ltd, where required.
- Client devices are charged and connected to the appropriate network.
- The service ticket refers to an expected service or function that forms part of the contracted TopCat service.

Service Tickets

All calls or emails for TopCat service tickets will be recorded with:

- Unique reference number
- Priority
- Service request details

Priority

Low priority service ticket requests

- Where the system is working as expected[1] but assistance is required with any aspect of the system that may be found in the *TopCat Controller User Guide* (accessible via *TopCat Controller*) or has been covered in user training, including but not limited to:
    - Accessing & Navigating *TopCat Controller*
    - Managing Audit Categories
    - Managing Audit Locations
    - Managing Audit Questions, Responsibilities and Risk Levels
    - Managing and Scheduling Audits
    - Managing Corrective Actions
    - Running and Downloading Reports
    - Managing Users
    - Managing Settings

Medium priority service ticket requests

- Where core system functionality[2] is available, but some elements are unavailable or not working as expected[1], including but not limited to:
    - *TopCat Reports* unavailable
    - *TopCat Corrective Actions* unavailable
    - Individual smart device(s) data sync issues (limited users[3])
    - Issues relating to *TopCat > CARPS Integration*, where applicable
    - Issues relating to *PRS Cloudservice User Accounts*

High priority service ticket requests

- Where core system functionality is unavailable or not working as expected, including but not limited to:
    - TopCat Database unavailable
    - Cannot complete/sync audits (all users[4])

Response & Action

Office hours 09.00am - 17.00pm Monday to Friday, excluding public and bank holidays

Out-of-hours is everything outside of office hours, which falls within *High Priority* hours

Low Priority

Office hours only Telephone request	Email request
Response[5] within 1 minute Action[6] within 4 hours[7] Update[8] every 24 hours Resolution[9] 48 hours	Response within 1 hour Action within 4 hours Update every 24 hours Resolution 48 hours

Medium priority

Office hours only Telephone request	Email request
Response within 1 minute Action within 2 hours Update every 12 hours Resolution 48 hours	Response within 1 hour Action within 2 hours Update every 12 hours Resolution 48 hours

High Priority

Office hours Telephone request	Email request
Response within 1 minute Action within 1 hour Update every 8 hours Resolution 48 hours	Response within 1 hour Action within 1 hour Update every 8 hours Resolution 48 hours

Out-of-hours

Telephone request	Email request
Response within 5 minutes Action within 1 hour Update every 8 hours Resolution 48 hours	Response within 1 hour Action within 1 hour Update every 8 hours Resolution 48 hours

Definitions

Appearing anywhere in this document:

1. "as expected" means the system is operational and available, as agreed according to site specifications. This does not include system availability or performance being impacted by outside factors such as local or third-party network or power issues.
2. "core system functionality" means system elements relied on to perform day-to-day auditing, according to site specifications. Typically, this means audits can be completed and synced to the database. It is highly recommended that users have internal business continuity processes in place in case of interruption to core system functionality (e.g. back-up paper forms for auditing).
3. "limited users" means one or more (but not all) users.
4. "all users" means all users of the *TopCat Auditor* app.
5. "Response" means that the phone is answered or email is responded to by a human agent of PRS Ltd to confirm and clarify (where required) service request details, and to provide the service request unique reference number.
6. "Action" means the service ticket is assigned to an appropriate agent of the PRS support team and the process of investigating the issue is undertaken.
7. "Hour(s)" means working hours ("Office hours"/ "Out-of-hours"), as defined by the assigned SLA priority.
8. "Update" means you will be contacted by an appropriate agent of the PRS support team to advise of progress with unresolved service tickets. Additional information or feedback may be requested from you to assist with the service ticket investigation/resolution. *Note that SLA times are suspended while we are waiting for information or feedback requested from you that is critical to investigating or resolving the issue.*
9. "Resolution" means you will be contacted by an appropriate agent of the PRS support team with an Update including the required information (Low Priority) or to advise that the issue or request has been:
    a. Resolved: *you will be required to test the resolution and feedback whether the relevant services are now working as expected. In some cases, hardware may need to be sent to us to investigate and resolve service tickets (e.g. Smart Device software issue). In these cases, SLA times are suspended while the hardware in in transit from and to site.*
    b. Escalated: *on rare occasions, service tickets may need to be escalated where a direct resolution cannot be found due to issues with third parties, such as software providers/developers or cloud hosting platform providers. Where practical, we will provide you with the option of a workaround, which may include some loss of functionality, to support your service delivery while we work with the third parties for a full resolution. We will continue to update you in line with the assigned priority, unless mutually agreed otherwise.*