Linnet 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 Linnet (SaaS)?
Linnet is a flexible paperless system for supporting the internal linen delivery service in hospitals. The system aims to improve business intelligence and accuracy of data collection on delivery of linen items to wards and departments in relation to expected/required stock levels.

Linen delivery round "jobs" can be scheduled according to local requirements, to be completed via the Linnet Android app within the required period.

Linnet users record the number of items delivered for each location, showing when deliveries were completed and highlighting where insufficient stock is available to serve the wards and departments to the required levels.

Additional "top-up" linen jobs can be created where extra deliveries are required.

All collected data can be sent to managers via email for reporting purposes, giving insight into where additional Linen stock might be required and regarding any additional charges required for areas that have required additional deliveries.

Linnet - Service Level Agreements

Linnet 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 Linet Web Services is operational.
- Linnet client is connected to the internet (where required) with permissions allowing access to Linnet Web Services.
- 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 Linnet service.

Service Tickets

All calls or emails for Linnet 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 provided Linnet User Guide materials or has been covered in user training, including but not limited to:
    - Accessing & navigating the Linnet app
    - Managing scheduled Linen rounds/jobs
    - Managing users
    - Managing ad hoc linen delivery jobs (top-ups)
    - Managing wards and locations
    - Managing expected linen item stock levels
    - Accessing report data

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:
    - *Linnet* report data unavailable
    - Individual smart device(s) data sync issues (limited users[3])

High priority service ticket requests

- Where core system functionality is unavailable or not working as expected, including but not limited to:
    - Linnet Database unavailable
    - Cannot complete Linnet tasks (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 linen jobs 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).
3. "limited users" means one or more (but not all) users.
4. "all users" means all users of the *Linnet* 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 is 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.*