

Controlled Drug Management
G-Cloud 15 Service Definition

COMMERCIAL-IN-CONFIDENCE

Version History

Version	Date	Description	Author(s)
0.1	08/01/2026	CDM Service Definition Draft	RM
1.0	14/01/2026	Reviewed	Ortivus

The service

Controlled Drug Management (CDM) is a Software as a Service (SaaS) solution purpose-built for Ambulance Services to track and manage the workflows associated with Controlled Drugs. CDM is designed to support the efficient and safe management of Controlled Drugs in line with the quality and safety standards of the NHS as described through the DCB0129 framework.

CDM addresses the key workflows associated with Controlled Drugs: Paramedic, Manager and Pharmacy:

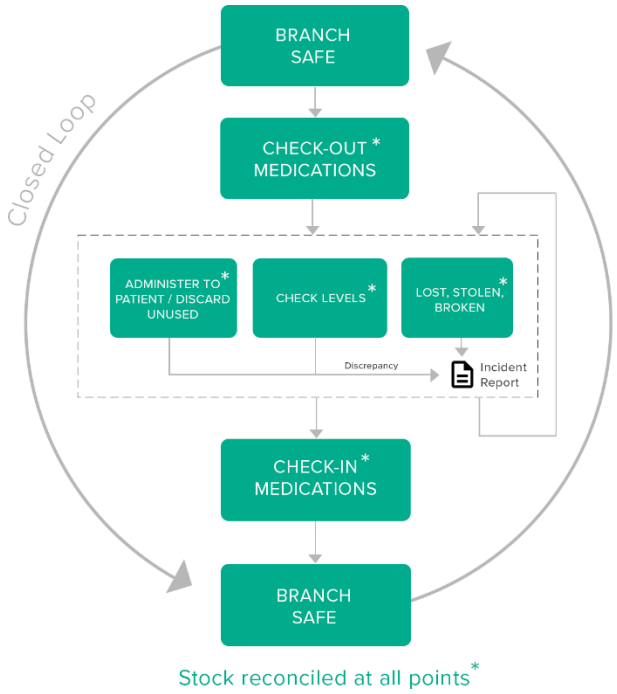


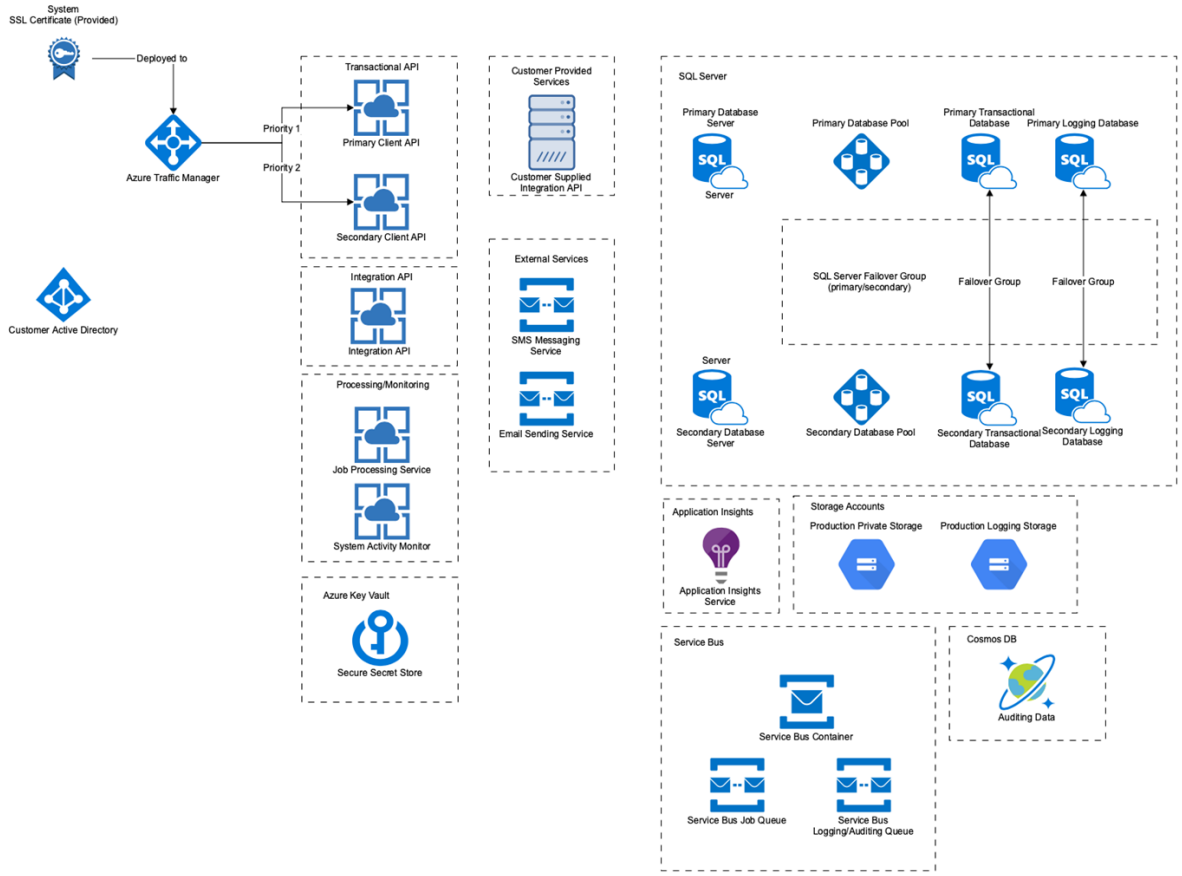
Figure 1: Paramedic Workflow

Paramedics access CDM on a Trust-issued or, if permitted, a personal device.

Data backup and restore, Disaster recovery, BCP and DR plans

All HCS cloud systems are deployed into the Microsoft Azure cloud, with our important services backed by Microsoft Azure uptime guarantees and SLAs, all of which can be accessed here: https://azure.microsoft.com/en-in/support/legal/sla/. In configuring these services, HCS ensures that best practice for high availability and disaster recovery is followed.

A typical CDM implementation can be summarised using the following architecture, showing redundancy at each point, and using Azure's backup policies to maintain backups and redundancy for all data stored in Azure.



In addition to this, HCS maintains a Business Continuity Plan and Disaster Recovery Plan as part of our compliance with best practice, and monitors data backups as part of regular adherence to standard operating procedures. More information on specific Azure services used in delivering CDM is made available as part of an implementation project.

Onboarding and Offboarding Support

HCS delivers CDM as a SaaS and as such, handles all hardware provisioning, software delivery, updates and deployments for all customers. In addition, HCS supports customers in their implementation projects, providing guidance and support to configure CDM to their business' requirements. Online training material is provided as part of CDM and is updated annually to ensure staff have interactive online training to support their use of the system.

HCS provides copies of customer data as required as part of offboarding, and will assist with data transition as part of offboarding for customers. HCS is happy to adhere to customer requirements during offboarding, including deletion/retention of data backups and provision of transactional and logging backups from the CDM system.

Service Constraints

HCS' CDM solution is available 24x7 as expected to support ambulance service activity. HCS performs regular maintenance on the system without downtime and requires minimal downtime for version upgrades as agreed beforehand with customers. HCS is working towards zero-downtime upgrades as part of our product roadmap.

Service levels for Performance, Availability and Support hours

HCS has a standard set of SLAs that it provides to customers as part of procurement and implementation. CDM is available 24x7 and HCS implements high availability techniques to minimise downtime. Support hours can be extended by contract with HCS at additional cost.

HCS conforms to performance standards for the solution as required by customers, performing system maintenance in each release of the software to assist with performance.

After sales support

HCS and Ortivus provide after sales support for CDM in conjunction with customers. HCS provide implementation support for customers, including provision of training material as previously described.

Support is governed by our standard SLAs but is able to be extended by contract as required.

Technical requirements

HCS delivers CDM as a SaaS, and thus technical requirements for usage of the system are minimal. Customers require the following in order to access CDM:

- A Microsoft Entra ID (formerly Azure Active Directory) directory for user authentication
- One of the following web browsers, kept up to date, on a compatible device:
- Google Chrome
- Microsoft Edge
- Safari
- Mozilla Firefox

HCS' CDM system will scale appropriately to phone, tablet and personal computing devices.

Outage and Maintenance management

All upgrades and maintenance will be performed without system downtime where possible. System upgrades that require downtime will be scheduled and agreed with customers before occurring.

Hosting options and Locations

HCS offers CDM on the Microsoft Azure platform, and is able to utilise locations suitable for each customer. More information about Azure regions can be found here: Choose the Right Azure Region for You | Microsoft Azure.

Note: Some Microsoft Azure regions do not provide necessary services for CDM to function. If a customer's preferred region is not available for that service, HCS will negotiate the location of CDM or the affected service as part of customer implementation.

Access to data (upon exit)

As detailed above, HCS will provide database and storage backups as required when upon contract exit.

Security

HCS' CDM solution is deployed on Microsoft Azure, utilising the platform's technology to ensure that security of data is maintained. Typical features used to protect user and data are as follows:

- Authentication occurs exclusively using Microsoft's Entra ID platform to protect user security and allow organisations to manage access policies (such as MFA).
- All data movement between services uses SSL (TLS 1.2 as a minimum) and data is encrypted at rest within Microsoft's Azure services.
- HCS' CDM implementations utilise virtual networks, private endpoints and firewalls to ensure that only appropriate staff and services have access to Azure platform services.
- HCS' Customer Data policy protects customer data by managing lifetime of data and ensures that system logs/access logs/activity logs are appropriately managed and destroyed according to HCS' policy.
- HCS maintains HIPAA compliance and ISO 27001:2022 certified to ensure policies and procedures are updated and adhered to.