



# CelloSoftware

## Service Definition Document

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**Online Leave Management and Staff Development System**  
Effective 2026

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## Introduction

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This is a Cloud Software called tracker2 (**Online Leave Management and Staff Development System - tracker2**), supplied by Cello Software Limited (The Company). It is for the management and monitoring of Leave of all kinds (Annual, Study, Special and Sick leave).

The service also includes the annual licence, Hosting Services, Backup and support. Within the specified price minor updates are also included.

All data are backed up on our secure dedicated servers, hosted by HostingUK part of the IOMART group and located within the United Kingdom.

## Advantages

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A single integrated paperless online Leave Management System, including a Local Meeting Attendance Monitoring System and a Portfolio Module with the following advantages, delivered in an intuitive and simple way:

- Manages all types of Leave
- Tracks expenditure
- Evaluates courses
- Generates reports
- Provides unprecedented access to live information
- Saves time and money
- Reduces waste
- Improves communications and efficiency
- Vital to clinical governance
- Integrated Local Meeting App
- Integrated Portfolio Module (Optional)
- Integrated Expenses module
- Integrated Trainer Accreditation module (Optional)

## Summary of functions

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- System allows for multi-level access and permissions.
- System Manager may grant vast and flexible customisation to users.
- All leave (study, annual, special and sick leave) applications are submitted fully online through a simple prefilled form, accessible from any location.
- Applicants have a view of their entitlements (days/cost) during the application process.
- Applicants can upload course details document for informed approval.
- A choice of consecutive days or day release type of leave.
- Approvers get notified automatically by email of a submitted application awaiting their assessment.
- Calendar view for applicants and approvers.
- Access to calendar view can be made available to senior managers.
- Clear approval pathways, which are flexible, can be filtered by grade and much more.
- Graphical display of leave appraisal
- Report generator covering a vast and flexible combination of criteria
- Access to the Expenses Module to enhance the management and payments of claims
- Accreditation of trainers to comply with the General Medical Council standards
- The use of the Portfolio Module allows for the recording of progress in training and the submission of evidence for the revalidation process

## Hosting services

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Cello Software Client databases are held on the Cello Software dedicated server (used exclusively by Cello Software Ltd) running Windows Server 2019.

HostingUK is owned by **iomart** one of Europe's largest providers of cloud computing. They provide the following guarantees:

### GUARANTEED RELIABILITY

We provide a high level of service with a guaranteed 99.5% availability for managed hardware services and 99.99% network availability. In the unlikely event that the service fails to meet the guaranteed levels, service credits are available.

### NETWORK MONITORING AND 24/7 TECHNICAL SUPPORT

Internet Engineering monitor the availability and latency of our network from three external networks. This provides a managed response to incidents to ensure fastest possible recovery of services. A technical response team covers operations from 07.00 hours to 22.00 hours each day. In addition to duty engineers available outside normal business hours we have an Incident Manager monitoring all systems.

### WHAT IS THE SECURITY SPECIFICATION?

The security of The Client's data is our number one priority. Cello Software uses HTTPS encryption that ensures data is always encrypted as it travels from our servers to the of the client. A dedicated access server monitors, logs and controls all access to our data servers. The network includes perimeter level protection from unwarranted attacks via high availability border level firewalls and dedicated customer network subnets and VLAN's.

### DATA CENTRES:

HostingUK operates from within three of the premier data centers in London operated by RedbusInterhouse and also has points of presence within Telehouse North and Telehouse East.

### PHYSICAL SERVER SECURITY:

A high level of physical security including smoke detection systems, perimeter alarm and CCTV monitoring are employed at the premises.

### HOW IS MY SYSTEM BACKED UP?

The system is backed up on a daily basis to a location within the United Kingdom using a process that encrypts the data and sets the standard in terms of security and reliability. All files are first zipped and encrypted with a defined encrypting key before they are sent to the Backup server. The algorithm that is used to encrypt the files is Advanced Encryption Standard (AES), with 256-bit block ciphers. All communications between Backup Server and the Data Server are transported in a 128-bit SSL (Secure Socket Layer) channel. The data is secure and encrypted at rest.

## Data security and GDPR

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### DATA SECURITY

The website is secured by a GeoTrust SSL certificate which provides 256-bit encryption and website authentication.

### WHO HAS ACCESS TO THE DATA?

The Client has the sole access to their data. The Company maintains the right to full access to data for the purpose of providing support, troubleshooting and maintenance. Only designated individuals who are tasked with such duties in the Company have the right to such access.

### CYBERSECURITY

Hosting UK is ISO27001 - Information Security Management System and ISO 22301 -Business continuity accredited. The Company is holder of a current Cyber Essentials Security Certificate issued by IASME.

### GENERAL DATA PROTECTION REGULATION - GDPR

**See Terms & Conditions document**

## Support services and testimonials

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Support Services shall be provided only to the Client's System Administrator.  
The terms of support are fully described in the "Terms & Conditions Document".

### TESTIMONIALS:

#### **Countess of Chester Hospital**

*"We use it every day and would not be without it."*

#### **Basildon and Thurrock University Hospitals**

*"The response time has been excellent, and I would like to thank everyone for making my life easier."*

#### **Southend University Hospital NHS Foundation Trust**

*"We adopted tracker2 for our senior staff study leave application process. The implementation and creation of accounts was straightforward, and the support offered by the Cello Software team was excellent. We have now rolled tracker2 out to our doctors in training staff too."*

#### **Liverpool University Hospitals NHS Foundation Trust**

*"The tracker2 system had been chosen as it provided full functionality for what was needed at a very reasonable price."*

*"Cello Software provided full, expert advice and support at the implementation of the system."*

*"tracker2 enabled us to have;*

*A structured application and approval process.*

*Better visibility of the allowances and costs for applicants, the approvers and the Trust.*

*Better control of the study leave budget.*

*Freed up time of support staff.*

*The feedback to date by the doctors has been positive!!*

*Would I recommend the Tracker 2 /Cello system? –a definite yes!!"*

## The licence

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Cello Software Ltd. owns the intellectual property rights to the software including the database designed by The Company. The Client owns the contents of the database. The Company does not permit access to the raw database by the Client.

### USE OF THE SOFTWARE

The terms of the licence prohibit The Client from allowing access to the database by other persons, institutions, Hospitals or software companies or by individuals liaising with the aforementioned. The access to the software is for the sole use of The Client's employees. Access by unauthorised users is strictly prohibited and may result in legal action.

### UPGRADES AND NEW RELEASES

Upgrades of software will normally be provided free of charge to all Clients who have a current licence.

Cello Software may announce new releases of existing software packages or modules. Should these represent major changes, normally introducing substantial new features or new versions to accommodate alternative operating systems or new generation of browsers, The Company reserves the right to charge for such releases.

### OFFBOARDING

Following a decision to purchase the product, we confirm/agree with the client the details of the Service Level Agreement. An invoice is issued, on payment of the invoice a Timeline is drafted with The Clients agreement. We undertake the import of data and work with the client to commission the system and help with any customization. During this period training is undertaken. The Licence is valid for a year and is renewed automatically, at the end of each calendar year.

### TERMINATION OF SERVICE

Termination of the contract is made with a minimum notice of 2 months' given by either Party prior to the expiry of the contract. The contract renews automatically for another year if notice is not given. There can be no refund for the remaining period if this is six months or under to the end of the contract.

### CAN I GET MY DATA IF I DECIDE TO LEAVE?

Yes, you can export your data from tracker2 in a recognized file format. This must be done prior to the expiry of the contract or within a week grace period following the end of the contract. If you have any questions, just email our support team (support@cellosoftware.co.uk).

## Contact

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