CIRDAN



Cirdan CORE
Laboratory Information System

Service Definition

G-Cloud 15

cirdan.com

CONTENTS

1 Introduction 3
2 About Cirdan 3
3 Product Overview 3
4 Service features 4
5 Service benefits 5
6 Licence Terms 5
7 System Architecture 6
8 Training 7
9 Service constraints 7
10 Hosting 7
11 Cloud Hosting and Managed Service 8
12 Product Support 8
13 Customisation 8
14 Commercial Requirements 9

1 INTRODUCTION

This is the service definition document for the Cirdan CORE LIS, hosted in a Cloud infrastructure. It contains summary information relating to the software product and some background information on Cirdan.

The Cirdan CORE LIS Application is at the heart of Cirdan's Laboratory Information System and interfaces seamlessly with a range of external modules to bring together the clinical and functional requirements of a Pathology laboratory.

2 ABOUT CIRDAN

Cirdan is a leading provider of innovative software and imaging solutions that enhance and speed up the diagnosis of patients. Headquartered in the UK, with offices in Canada and Australia, Cirdan is recognised as one of the leading suppliers of laboratory information systems worldwide and one of the fastest growing UK LIS providers.

The award-winning Cirdan LIS is one of the most widely used LIS solutions in the Australasian region as well as being deployed in numerous prestigious and diverse healthcare organisations throughout the world. It is currently helping to increase efficiency and streamline operations in over 80 clinical laboratories across six continents.

Alongside our flagship LIS, Cirdan offer a range of solutions including the CORE LIS Application, Cirdan Digital Pathology LIS Application, Cirdan Patient & Clinician Portals, Cirdan COLLECT (sample collection application) and Cirdan Tutor educational software platform for students and clinicians.

Cirdan also manufacture a range of Pathology Specimen imaging products and control software, including the PathLite gross imaging station and a range of X-ray cabinets for specimen radiography.

We have a strong track record in the successful deployment and implementation of all our products, to time and budget, illustrating consistent delivery on the commitments made to clients. Key to success is our staff, consisting of teams of experienced IT health professionals and clinical staff, available to our clients 24x7 all year round. Staff are involved in the onboarding of new clients, assisting with client training, system configuration, as well as product development and product support.

Cirdan prides itself as an innovator and thought leader in pathology and laboratory medicine, particularly within the LIS arena. We introduced (and organise) the annual Pathology Horizons conference, which is growing in reputation and awareness across the world, bringing together a range of international speakers to discuss technical innovations in the field of pathology. Cirdan uses this intelligence to inform LIS product development and innovation within the company.

3 PRODUCT OVERVIEW

Designed to assist labs with paperless streamlining of workflows, processes and results to deliver more efficient, secure, and accurate services to clients. Cirdan CORE LIS can support different laboratory needs and interconnect seamlessly with additional modules to offer a unified solution.

The Cirdan CORE LIS offers as standard the following disciplines:

- Clinical Chemistry (Biochemistry & Toxicology)
- Haematology
- Immunology
- Food & Environmental
- Veterinary

Other clinical disciplines can be added as plug-ins to the CORE LIS including those supplied by Cirdan or other providers. These include but are not limited to:

- Cell Pathology & Cytology (Part of the Cirdan Digital Pathology Module)
- Mortuary Module
- Microbiology
- Transfusion Medicine (TM)
- Genetics & Genomics

Standard Interfaces provided within the CORE LIS Application allow users to access instrumentation either directly or via Middleware and interfaces can be configured as unidirectional or bi-directional. The interfaces supported include a number of formats such as Flat files / CSV / XML /ASTM / HL7 / FHIR.

In addition to the Clinical modules, it is also possible to interface with:

- Order Entry and Resulting solutions
- Referral Laboratories for requesting and reporting
- External Clinical, Regulatory, Hospital, and Billing interfaces
- Cirdan Patient & Clinician portal
- Cirdan COLLECT sample collection application

Cirdan CORE LIS can operate as a standalone solution for Laboratories requiring centralised LIS functionality such as, but not limited to:

- Tools to organize laboratory workflow
- Efficient sample tracking
- Sophisticated quality control (QC)
- Rules-based decision-support
- Multiple report and delivery options
- Ordering tests
- Patient enquiry
- Entering/viewing results
- Accessioning
- Data Analytics

4 SERVICE FEATURES

- End-to-end clinical, analytical, managerial solution for pathology laboratories.
- Cybersecure with Role-Based Access Control and Full Audit Facilities.
- Integration with analysers or middleware from your chosen vendors.
- Extendable with specialist laboratory modules standalone or fully integrated.
- Extendable to include your chosen Digital Pathology solution.
- Comprehensive interoperability for external systems including EHR, Registries, Order Communications.
- Billing/costing information integrated with a variety of finance packages.
- Integrated Management Reporting using the in-built Cirdan Business Intelligence Reporting Tools (BIRT).
- Support 24/7 with access to Subject Matter Experts.
- Training packages available for clinicians, scientists, pathologists, administrators, IT staff.

5 SERVICE BENEFITS

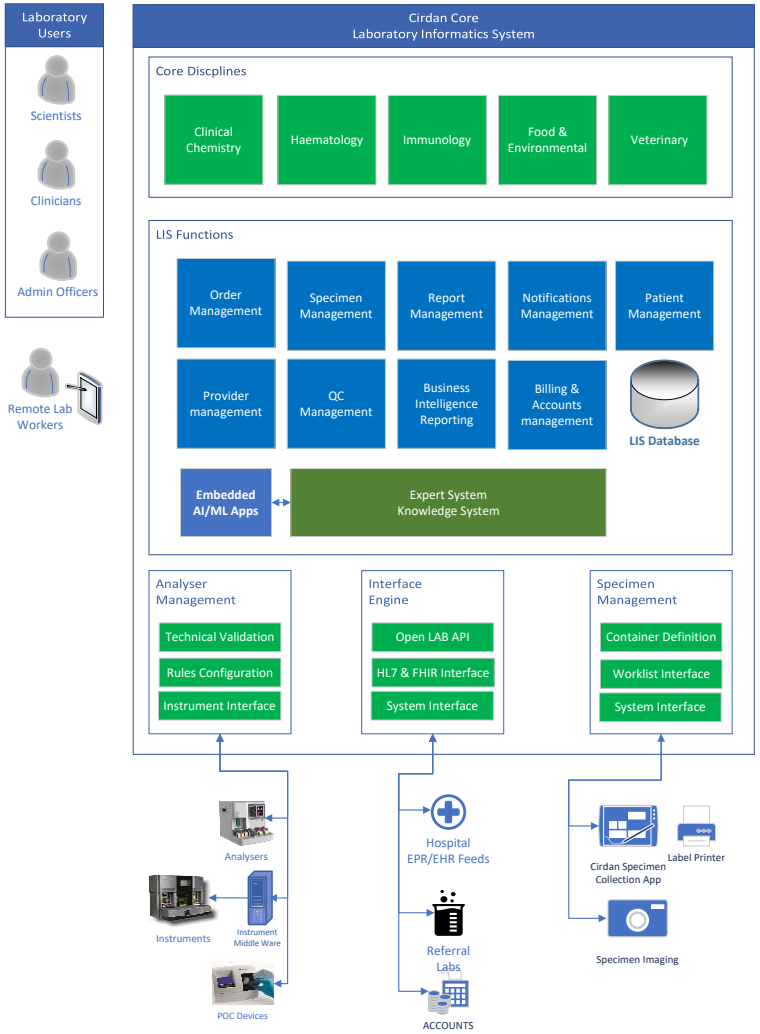
- Easily scalable from small, single laboratories to large, multi-site laboratories.
- Secure for data at rest/in transit (confirms to ISO/IEC 27001:2013).
- Rapid on-boarding process with training and configuration service available.
- Accessible readily from any device with an internet web browser.
- Holistic process with personalized/departmental dashboards and full audit trails.
- Management Intelligence and Data Analytics Reporting Tools as standard.
- Can support a laboratory with their ISO 15189 Regulatory compliance.
- Cloud hosting provides advanced fail-over, resilience and disaster recovery.
- Inclusive of managed services for system support, maintenance and updates.
- Proactive monitoring tools as standard to ensure peak performance.

6 LICENCE TERMS

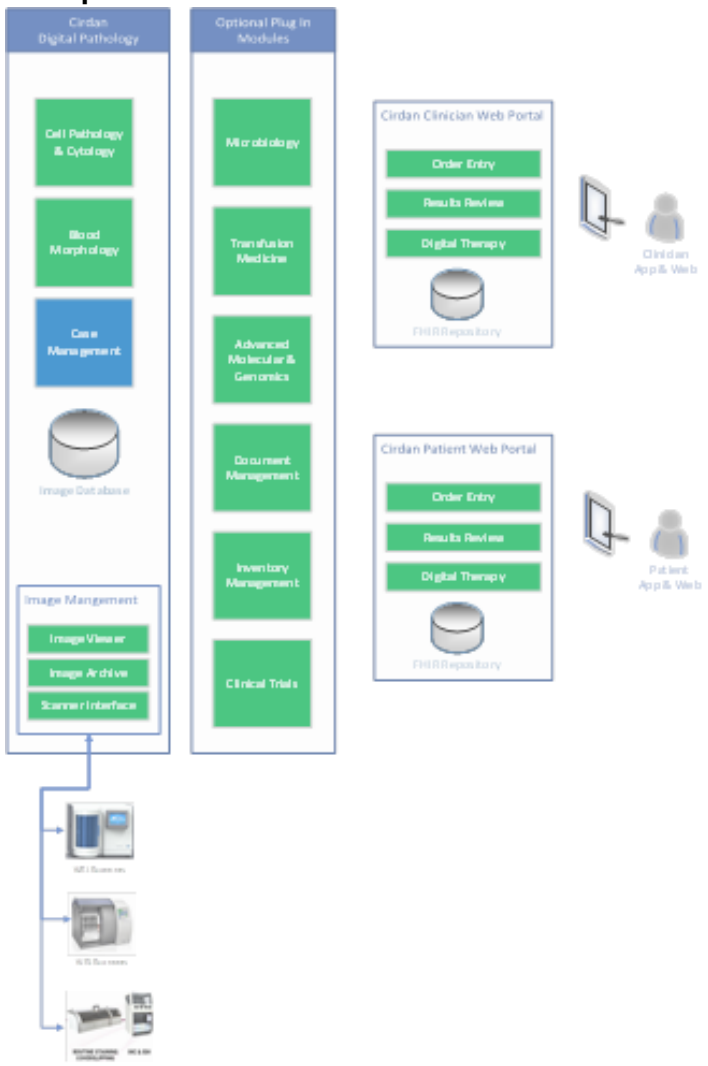
1. A single, non-exclusive, non-perpetual software licence is provided to the client permitting the System to be accessed by users employed by and working for the client.
2. The client is not permitted to sell, distribute or gift the System or to offer the System as a service to any other organisation or individual.
3. Access to the System is restricted to a specific number of registered users (as purchased) and, a specific set of external interfaces (as purchased).
4. Users of the System must be properly trained and proficient in its use.
5. The licence to use the System includes access to the System, hosting services, system maintenance and technical and operational support.
6. The minimum duration of the licence is for two years.
7. The licence shall expire at the end of the agreed licence term unless otherwise agreed within the terms of the framework.
8. Termination of the licence is not permitted by either party before the end of the agreed licence term unless either party are in breach of contract, in which case remedial action via established dispute procedures will be initiated.
9. At the end of the licence term, access to the System will be terminated and arrangements will be made to provide client data held on the System to the client in a suitable and secure format.
10. Cirdan retains the copyright and Intellectual Property Rights to the system and all associated modules.

7 System Architecture

Cirdan Core LIS



Optional Components



8 TRAINING

Training is delivered in accordance with the needs of each organisation. We will develop individual, tailored training courses specific to the needs of the individuals being trained.

Training can be delivered using a variety of different methods including cascade (train-the-trainer) training, classroom-style demonstrations, focus groups, workshops, online webinars and video tutorials.

Training packages are available for clinicians, scientists, pathologists, administrators and IT staff. Training is structured, specific, comprehensive and targeted for users grouped by role. We believe in involving users from the start to ensure they have input to the process and agree the outcomes required for each user group. Remote training can be provided for updates with new features, significant changes of specific features and minor upgrades. On-site training can be provided for major upgrades with significant changes in multiple features and functions.

Configuration menus are an integral part of the Cirdan CORE LIS product and are available to any trained user. Training is available for customisation of, for example: specimen labelling, patient reports, individual and departmental dashboards.

9 SERVICE CONSTRAINTS

Access to our help desk is limited to the service hours defined within this document, although the core service hours can be extended on request (at an additional charge).

Systems are provided fully-configured and ready to use. However, there is provision within the standard contract for the customisation of the System, the import of data from existing resources or integration with third party software. These services can be provided as a service option if required, (typically on a time and materials basis at the applicable rate card).

10 HOSTING

Cloud Services leverage modern tools to streamline maintenance and upgrades and keep your system running efficiently.

Cirdan will provision cloud hosting contracted either directly by the client or using Cirdan's chosen cloud provider, Microsoft Azure. Cirdan is a registered partner of Microsoft and works with the organisation locally and internationally to support the efficient knowledge transfer and implementation of new cloud features. Microsoft is the premier provider of cloud services and security to the healthcare industry; it is committed to the highest levels of trust, transparency, standards conformance and regulatory compliance with the most comprehensive set of compliance offerings of any cloud service provider.

Our solution offers:

Improved reliability

- Guaranteed 99.5% service availability (options exist for higher availability)
- Failover guarantees of two hours or less
- Near real-time replication of all virtualised hosting services
- Secure backups of all customer data
- Advanced monitoring to ensure accurate functioning
- 24x7x365 support availability

Excellent Security & Compliance

- A dedicated, highly secure and restricted physical environment
- All data secured in transit and at rest based on National Cyber Security Centre standards

Enhanced System Performance

- Access to the systems 24 hours a day, 7 days a week, 365 days a year
- Fully managed operating system, database, and application software updates
- Managed, automated backup routines
- Up-to-date technology
- Skilled resources,
- Regular updates
- Reduced internal IT requirements and costs

11 Cloud Hosting and Managed Service

Two environments (production and UAT/test) are provided as standard. Availability and service level guarantees only apply to the production environment.

(Note - additional environments can be added as required for training, failover, etc.)

The Cirdan Managed Service provides baseline operational and security management, governed by the overarching ITIL processes, covering servers up to and including the operating system layer.

All of our hosting services are governed and compliant to ISO/IEC 27001:2013 standards and include:

- Monitoring and alerting / event management
- Capacity and availability monitoring
- Security management
- Operating system security patching
- Backup management
- Product Support

12 Product Support

The Cirdan Managed Service Desk provides a technical and operational support service, which is included in the licence costs. This provides comprehensive ITIL aligned support provision 24/7, including access to experts who can diagnose and resolve issues, as well as give advice on Cirdan Core's diverse features. The Service Desk provides a single point of contact and can be contacted by phone, email or using the online Support Portal.

Additional support cover or service days can be purchased if required as part of a bespoke SLA.

13 Customisation

Customisation of the product is available to users at the rates outlines in the pricing document provided separately.

14 Commercial Requirements

Standard pricing document is provided separately.

Consultancy, project management, design, development, implementation and training services are invoiced as per the pricing document. The software licence and any related support and hosting services are invoiced annually in advance.

Payment terms are strictly 30 days from the date of the invoice.



+44 (0) 28 9266 0880



marketing@cirdan.com



www.cirdan.com

UK & Ireland Office
Riverbank, The Green,
Tullynacross Rd,
Lisburn,
BT27 5SR N. Ireland

Australian Office
714 Sturt Street,
Ballarat Vic,
3350 Australia

Canadian Office
60 Renfrew Drive, Suite 250,
Markham,
Ontario,
L3R 0E1, Canada

The company's distribution of offices allows Cirdan to offer a full 24/7/365 support service to customers around the world.