

Service Definition

**COMLog – Clinical Visual Acuity
Assessment Platform (SaaS)**

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1. Service overview

COMLog is a centrally hosted, web-based clinical visual acuity assessment platform delivered as Software as a Service (SaaS). It supports distance and near vision assessment workflows and integrates with Electronic Patient Record (EPR), Electronic Health Record (EHR), and Practice Management Systems (PMS).

The service is designed for use in clinical ophthalmology settings, enabling standardised visual acuity testing, structured result capture, and integration with downstream clinical systems.

COMLog is accessed via a modern web browser and does not require local software installation. Hosting, platform operation, maintenance, and upgrades are managed by the supplier.

2. What the service includes

2.1 Core platform capabilities

- Web-based visual acuity assessment functionality
- Support for standard optotypes and configurable test parameters
- Session-based assessment workflows
- Structured capture of assessment results
- API-based integration with EPR/EHR systems

2.2 Hosting and platform operation

- Centrally hosted SaaS platform operated by the supplier
- Secure cloud hosting with UK data residency by default
- Managed application runtime, databases, and storage

- Routine platform maintenance and upgrades

2.3 Integration support (platform level)

- Standard APIs for integration with EPR/EHR systems
- Support for token-based session launch and results return patterns
- Documentation for supported integration approaches

Integration development, configuration, and testing are available separately under Cloud Support services.

3. Service features and benefits

Features

- Web-based clinical visual acuity assessment
- No client-side installation required
- Integration with clinical record systems
- Centrally managed upgrades and enhancements
- Secure, scalable platform suitable for clinical use

Benefits

- Consistent and standardised vision testing workflows
- Reduced reliance on manual transcription of results

- Improved availability of structured clinical data
 - Scalable deployment across clinics and organisations
 - Supports paperless and digital-first clinical pathways
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4. Service constraints

- COMPlug is delivered as a centrally hosted SaaS service only
 - The service does not include onsite delivery
 - Diagnostic devices, screens, and clinical environments remain the responsibility of the customer
 - Clinical interpretation and decision-making remain the responsibility of the clinician
 - Optional modules and extended functionality are subject to roadmap availability and commercial agreement
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5. Security and compliance

The service is designed to support NHS and public-sector security expectations, including:

- UK data residency by default
- Encryption of data in transit and at rest
- Role-based access control
- Secure authentication mechanisms

- Audit logging and monitoring
 - Alignment with NHS DSPT expectations
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6. Availability and service management

The service is designed to support high availability appropriate for clinical use.

Service levels, availability commitments, and support arrangements are defined in the call-off contract.

Planned maintenance activities are communicated in advance wherever possible.

7. Pricing model (overview)

COMPlug is provided on a subscription basis.

Pricing is typically influenced by:

- Number of concurrent users or sessions
- Usage volume
- Deployment scale
- Support tier selected

Indicative pricing is published separately in the pricing schedule.

Final pricing is confirmed following confirmation of deployment scale, usage profile, and support requirements.

8. Exit and portability

On exit, customers are supported with:

- Export of assessment data in standard, non-proprietary formats
- Secure handover of data
- Planned service offboarding

Document control

This Service Definition describes the COMPllog SaaS offering at a point in time and does not replace contractual terms or pricing schedules published under the G-Cloud framework.