

MediShout Service Definition Document

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1. Service Overview

MediShout is a unified SaaS platform designed to bridge the traditional communication gap between frontline clinical staff, operational departments, and external suppliers. By consolidating siloed workflows - from Theatres and Clinical Engineering (EBME) to Estates & Facilities and Finance - onto a single, intuitive interface, MediShout transforms operational inefficiency into a coordinated, digital response.

The platform acts as a central hub where equipment or building issues are reported and triaged instantly. Crucially, MediShout extends its reach beyond the hospital walls, integrating external suppliers directly into the workflow. This creates a transparent, end-to-end supply chain where data flows seamlessly between those who use the assets and those who maintain or provide them.

1.1 Use Cases

For Healthcare Providers	For External Suppliers
Maximised Productivity: Minimises equipment downtime and "clinical hunting" for working kit.	Seamless Logistics: Direct receipt of purchase orders and maintenance alerts.
Operational Visibility: Real-time tracking of faults and PPM schedules across all departments.	Service Efficiency: Streamlined management of service events with clear, data-driven reporting.
Frontline Empowerment: Allows staff to report issues in seconds, allowing them to focus on patient care.	Supply Chain Transparency: Real-time insight into asset performance and client needs.

1.2 Core Functionality at a Glance

MediShout replaces fragmented manual processes with a robust, automated infrastructure:

- **Reporting Faults:** Enhance clinical availability by providing staff with a

digital portal to report equipment faults; mandatory data entry ensures technical teams have the detail required for "first-time fix" repairs and automated status transparency.

- **Loan Equipment:** Streamline the management of service loans, rentals and consignment equipment with self-service requests and automated tracking, utilising digital prompts to improve return rates and reduce the risk of lost or displaced assets.
- **Purchase Orders (POs):** Accelerate procurement workflows by digitally linking clinical requests directly to finance and budget holders, providing them with a prioritised task list to reduce administrative bottlenecks and speed up the issuing of POs.
- **Preventative Maintenance (PPM):** Ensure compliance and patient safety through automated PPM scheduling; maintenance triggers generate proactive task lists for better estate planning and reduced downtime.
- **Rep & Support Communication:** Simplify the communication pathway by triaging staff queries to the appropriate contact - whether technical support, clinical education, or sales - ensuring the right expertise is accessed at the point of care.
- **Facilities Management:** Introduce a rapid reporting mechanism for estates teams to address onsite hygiene requirements, such as replenishing hand sanitiser or cleaning high-traffic patient areas, critical for ongoing infection prevention and control (IPC).

2. Onboarding and Offboarding

We ensure a seamless transition to digital workflows with a structured implementation phase.

2.1 Onboarding

We customise our platform to meet customer needs, configuring workflows to ensure the required information is captured and delivered to the relevant departments or suppliers.

New users will need to create an account and verify their work email address.

User accounts are linked to an organisation, and view permissions can be adjusted in line with a user's role.

Our dedicated Customer Success Managers can deliver training via a Train-the-Trainer model or direct staff sessions (online/onsite), ensuring customers learn how to adapt features to suit their needs and optimise the use of our product.

We have developed easy to follow user guides for ongoing reference and Customer Success Managers will be on hand for support as required.

2.2 Offboarding

Should customers choose to discontinue use of MediShout's services, written confirmation should be provided. This triggers the off-boarding process, which enables customers the time to export the data generated during the use of our services. Once data export is complete, access to the platform and any associated data will be removed.

3. Technical Requirements and Interoperability

3.1 Applications

MediShout is a cloud based platform hosted via Microsoft Azure on UK based servers. Local hosting is not required. Our users will require access to the internet.

- **Mobile Application:** MediShout has a dedicated mobile application that is compatible with most operating systems, including iOS and Android.
- **Web Application:** The platform can also be accessed via web browser, such as Microsoft Edge, Firefox, Chrome and Safari.

3.2 Service Interface

Our web and mobile applications offer the same functionality, however, our web application has been designed with information rich administrative functionality in mind.

MediShout's platform provides two main modes of interaction, tailor made request forms and operational dashboards. Forms are used to submit requests

for support or to report faults with equipment. Administrators are able to monitor and provide resolution to requests via an overarching dashboard. MediShout's application also supports QR code scanning as a reporting mechanism.

3.3 Integrations

The MediShout platform can be connected to existing software solutions via APIs. The purpose is to allow information to be transferred from MediShout to existing software solutions such as help desks, and vice versa. This does rely on third party solutions having open APIs themselves.

4. Service Levels and Support

4.1 Support

MediShout support is available to all and does not follow a tiered approach. All customers are provided with a dedicated Customer Success Manager who will offer support on the product and its features, optimising functionality and outcomes. Technical support will be provided by the Customer Success Manager, with escalation to MediShout's internal technical teams if required.

Telephone: 9am to 5pm (UK time), Monday to Friday.

Email: 9am to 5pm (UK time), Monday to Friday.

Support requests submitted outside of these hours will be received, however no action can be guaranteed until the next business day.

4.2 Availability Guarantee

We target 99.9% uptime (excluding scheduled maintenance).

4.3 Maintenance

All users and clients will be notified one week in advance of any scheduled maintenance via email. Deployments are carefully planned to avoid total unavailability of our services.

5. Pricing Model

The pricing structure for MediShout is designed to be transparent and scalable, ensuring healthcare providers and suppliers can manage operational workflows without the constraint of user caps.

5.1 Core Pricing Model

- **Site-Based Licensing:** Pricing is calculated per customer site, providing clear cost predictability for your organisation.
- **Unlimited User Access:** Licenses are granted at the organisational level. This permits an unlimited number of staff to access the platform, encouraging seamless collaboration across equipment management and procurement workflows.
- **Implementation:** An initial onboarding and implementation fee applies to ensure the platform is tailored to your site's specific operational requirements.

5.2 System Integration

We understand that interoperability is key to modern healthcare logistics. Where integration is required with existing IT systems, third-party providers, or internal helpdesks, the integration costs are determined by the technical complexity and the provider involved.

We offer tiered integration levels with fixed costs as detailed in our pricing document. MediShout will collaborate with your organisation to define specific technical requirements; the final integration level and costs will be agreed upon and formalised within the call-off contract.

5.3 Trial Periods

There is potential for a free three month service with unlimited app users and platform use. This would depend on the nature of the agreement with the customer. Hard integration with existing systems would not be included.

6. Data Protection and Security

6.1 Security

MediShout holds ISO/IEC 27001:2022 Information Security Management certification, and Cyber Essentials. (Certificates available upon request).

MediShout adheres to the UK GDPR and is registered with the Information Commissioners Office (Registration reference: ZA645855).

MediShout completes the NHS Data Security and Protection Toolkit (Organisation code: V4Y3B).

6.2 Backup and Disaster Recovery

MediShout's application is hosted on Microsoft Azure and all key systems have a 30 day point-in-time recovery capability. Backups are stored with resilience that inherently includes offsite capabilities provided by our cloud infrastructure.

MediShout conducts manual testing of backup and recovery mechanisms bi-annually. These backup and offsite storage mechanisms are integral to our formal and documented Business Continuity & Disaster Recovery Policy, which ensures that critical data can be restored and services can be recovered within defined timeframes.

6.3 Data Extraction

Users can extract their data from the MediShout dashboard in a CSV format at any time during their contract.

6.4 Penetration Testing

MediShout undergoes annual penetration testing, conducted by an independent Cyber Security firm.

6.5 Privacy Policy

MediShout's privacy policy is available on our website and visible within the mobile application.

7. Social Value and Sustainability

7.1 Climate Change

MediShout is committed to supporting the UK Government's Net Zero 2050 goal. While we do not operate physical data centres, we mitigate environmental risks such as climate induced outages or supply chain disruptions through robust risk assessments and the use of carbon neutral cloud hosting providers.

Our SaaS solution delivers direct environmental benefits by:

- **Digitisation:** Eliminating paper-heavy workflows in clinical settings, reducing the carbon footprint of hospital administration.
- **Resource Optimisation:** Extending the lifecycle of medical equipment through better maintenance reporting, reducing the manufacturing demand and electronic waste associated with premature replacements.
- **Operational Efficiency:** Reducing "clinical waste" by redirecting staff time from administrative tasks to patient care, streamlining the energy-intensive hospital environment.

7.2 Tackling Economic Inequality

MediShout supports economic growth by creating high-skilled jobs and fostering a resilient supply chain. We invest in our workforce by providing our employees with opportunities for education and up-skilling programmes, enhancing long-term employability.

By digitising the communication between healthcare providers and suppliers, we create more transparent, efficient, and resilient markets, lowering the barrier to entry for diverse suppliers.

7.3 Equal Opportunity

MediShout is an inclusive employer dedicated to reducing the disability employment gap, ensuring pay parity, and celebrating diversity in our workforce.

- **Disability Confident:** We are committed to the Government's Disability Confident Scheme, ensuring our recruitment processes are inclusive and

accessible to all.

- **Fair Pay & Diversity:** We conduct regular salary and seniority benchmarking to eliminate bias and promote diversity at all levels of the organisation.
- **Digital Inclusion:** Our platform is designed for diverse user proficiencies, offering comprehensive training and cross-platform accessibility (Android, iOS, and Web) to ensure no user is left behind.

7.4 Modern Slavery

MediShout maintains a zero-tolerance approach to modern slavery, human trafficking, and all forms of corruption, strictly adhering to the principles of the Modern Slavery Act 2015.

As an Equal Opportunities employer, we foster a non-discriminatory and respectful environment where recruitment and people management processes safeguard all employees from coercion and ensure a legal right to work. The prevention and reporting of unethical practices is a collective responsibility, underpinned by a robust Whistleblowing Policy that empowers our staff to expose wrongdoing without risk to themselves.

We hold our supply chain to these same rigorous standards, refusing to engage with any organisation involved in forced labour.

7.5 Wellbeing

MediShout's technology has demonstrated improvements to staff wellbeing and morale by reducing administrative burden and improving communication between teams. Removing operational friction allows healthcare professionals to focus on their primary mission: delivering high-quality patient care. Data also demonstrates that our technology improves professional relationships and in turn, satisfaction with healthcare suppliers.