



Cloud Support Service

CardioScan – Cloud Support for Cardiac Diagnostics

Service description

CardioScan provides cloud support services to enable healthcare organisations to deliver **Holter monitoring, ambulatory blood pressure (ABP) monitoring and 12-lead ECG services** using cloud-based software and workflows. Services support the planning, setup, migration, secure operation and optimisation of cardiac diagnostic pathways delivered via the BeatBox cloud platform.

Cloud migration planning

CardioScan provides migration planning services to support the transition of **Holter, ABP and ECG diagnostic services** from local, paper-based or legacy systems to cloud-based delivery. This includes assessment of existing cardiac diagnostic workflows, data sources and reporting processes, definition of cloud migration approaches, and planning for integration with Electronic Patient Record (EPR) systems and clinical governance requirements.

Set up and migration

CardioScan provides setup and migration services to enable cloud-based delivery of **Holter, ABP and 12-lead ECG services**. This includes configuration of the BeatBox platform, migration of diagnostic data and reports, setup of user accounts and permissions, and validation of data upload and reporting workflows. Services support consolidation of cardiac diagnostic workloads into a single cloud-based environment.

Security services

CardioScan provides security services to protect cloud-based **Holter, ABP and ECG services** against security threats. This includes secure cloud hosting, encryption of clinical data in transit and at rest, role-based access control, audit logging, and support for NHS information governance and security assurance activities.

Quality assurance and performance testing

CardioScan provides continuous quality assurance to ensure cloud-based **Holter, ABP and ECG reporting services** operate reliably and meet clinical requirements. This includes validation of uploaded diagnostic data, verification of report outputs, monitoring of platform performance and availability, and testing of workflows and integrations.

Training

CardioScan provides training to enable organisations to optimise the use of cloud-based cardiac diagnostic services. Training covers use of the BeatBox platform for **Holter, ABP and ECG workflows**, user access management, reporting processes, and data handling. Training is provided remotely or on-site as required.

Ongoing support

CardioScan provides ongoing operational, technical and clinical support for cloud-based **Holter, ABP and ECG services**. Support includes user assistance, incident management, service monitoring, performance reporting and support for service changes or scaling. Support is provided during standard UK business hours with defined escalation routes.

Cloud Software Service

BeatBox – Cardiac Diagnostics Software as a Service (SaaS)

What the software does

BeatBox is a secure, cloud-based Software as a Service (SaaS) platform that supports the **upload, management, analysis and reporting of Holter monitoring, ambulatory blood pressure (ABP) monitoring and 12-lead ECG data**. The platform enables healthcare organisations to deliver cardiac diagnostics using standard web browsers without local software installation.

Service features

- Secure cloud upload and storage of **Holter, ABP and ECG data**
- Web-based access to diagnostic reports and patient records
- Patient tracking from referral to completed report
- Role-based access for clinical and administrative users
- Workflow management for cardiac diagnostic services

- Reporting, audit and activity monitoring functionality
 - Integration support with Electronic Patient Record (EPR) systems
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Hosting and deployment

BeatBox is delivered as a fully managed SaaS solution hosted in secure cloud environments aligned with UK healthcare data requirements. CardioScan manages infrastructure, maintenance, updates and backups.

Service availability

The service is designed for high availability to support clinical delivery of **Holter, ABP and ECG diagnostics**. Planned maintenance is scheduled to minimise disruption and communicated in advance where possible.

Data backup and disaster recovery

Clinical diagnostic data is backed up to support restoration in the event of system failure. Disaster recovery arrangements are in place to minimise disruption to cardiac diagnostic services and ensure data availability.

Security

BeatBox applies security controls appropriate for cardiac diagnostic data, including encryption of data in transit and at rest, role-based access control, secure authentication and audit logging.

Onboarding and offboarding

Onboarding includes configuration of **Holter, ABP and ECG workflows**, user setup and training. Upon exit, customers can access their diagnostic data for secure export. Data deletion or retention is managed in line with contractual and regulatory requirements.

Support

Technical and operational support for the BeatBox SaaS platform is provided during standard UK business hours, with escalation processes for clinically critical issues.