



GoodSAM Service Definition G-Cloud 15

GoodSAM Cardiac Arrest Alerting, Dispatch, Custom Skills and Lone Working Modules

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Table of Contents

Background	3
What the Service Is	3
Service Features.....	4
Service Benefits.....	5
Data Backup / Restoration, Business Continuity and Disaster Recovery Plans.....	6
GoodSAM IT Continuity Overview:	6
Cluster Replication:.....	6
Database Replication, Backup and Restore:	6
Backup Restoration and Testing:.....	7
Monitoring and Alerting:	7
On Boarding & Off Boarding.....	7
Service Constraints	8
Service Levels – Performance, Availability and Support Hours.....	8
Technical requirements	12
Outage and Maintenance Management.....	12
Hosting Options and Locations	12
Security.....	13
More Information & Contact Us.....	13

Background

GoodSAM provides a secure, well-governed, geolocation-based alerting service used to mobilise volunteers to attend cardiac arrests and to support NHS volunteer activity within local communities. The platform is integrated with all UK ambulance services, nearly all UK police services, many Fire & Rescue services and a wide range of community-based organisations.

In addition, GoodSAM delivers an app-less video capability that enables emergency and support services to rapidly locate callers and access live video from their mobile phones, supporting real-time assessment and decision-making without requiring any application to be installed.

What the Service Is

The GoodSAM platform has been delivering crowd-sourced emergency resuscitation since 2013, supporting ambulance services across the UK and internationally. It is a proven, operational system designed to help emergency services mobilise help quickly and effectively when it matters most.

The platform comprises a web-based dashboard used by ambulance services, a mobile application for responders on iOS and Android, and a RESTful API to support integration and reporting. It integrates directly with CAD and dispatch systems and is used as part of live emergency response operations.

Beyond cardiac arrest, the same platform can be used to alert responders to other incident types, such as opioid overdoses, and to formally dispatch staff and Community First Responders in a controlled and auditable way.

GoodSAM's Volunteering module enables organisations to create skills linked to training packages, ensuring responders are only tasked to incidents they are trained and authorised to attend. This provides confidence that the right people are mobilised, at the right time, for the right type of incident.

GoodSAM also compiles, hosts and maintains an emergency kit register containing defibrillator, bleed kit, water rescue and fire rescue equipment data. This register integrates with multiple CAD systems and ProQA, allowing call handlers to quickly identify nearby equipment during a 999 call.

The GoodSAM Lone Working module adds an extra layer of safety for staff and volunteers, supporting lone working scenarios through monitoring and alerting if a user does not exit a location as expected or activates a panic function within the app.

In addition, GoodSAM provides app-less video services to emergency organisations, enabling rapid visual assessment without requiring callers to download an application.

A single-stream configuration is available to support ambulance services in meeting AACE guideline recommendations for the use of video-assisted CPR.

Service Features

- **Geolocated Alerting** – Controlled and governed, algorithmic alerts to nearby responders based on location and availability
- **Real-Time Communications** – Secure text and audio communications between control rooms and responders
- **Mapping and Navigation** – Guidance for responders to incident locations and mapping of nearby resources
- **Responder Tiers and Categories** – Configurable responder and staff groupings to support controlled tasking
- **Skills and Training Management** – Skills linked to training packages, enabling responders to be deployed only to incidents they are trained for
- **Customisable Geolocation Alerting** – KML-based, ring-fenced geographic alerting aligned to organisational boundaries
- **Live Video Streaming** – Responders can stream live video directly to control rooms for advice and support
- **Responder Communications (“Buzz Radio”)** – Enables responders to communicate with each other, including audible alerts that override silent mode
- **Reporting** – Comprehensive reporting on alerts, responses and outcomes
- **Data Analytics and Integration** – Built-in analytics with RESTful API support for integration with external systems
- **Additional Incident Types** – Support for opioid overdose alerting, volunteer management and other configurable use cases
- **Life-Saving Asset Register** – Integrated register of defibrillators, bleed kits, water rescue and fire rescue equipment
- **Lone Working Safety** – Additional safety features for staff and volunteers through the GoodSAM Lone Working module

Service Benefits

- **Save lives** – A GoodSAM response has been shown to triple survival rates from out-of-hospital cardiac arrest by enabling earlier intervention from nearby trained responders
- **Highly governed alerting** – Services retain full control over who is alerted, including responder eligibility, geography, incident type and activation rules
- **NHS Single Sign-On** – Built-in NHS SSO support enables secure and seamless access for NHS users
- **Effective resource management** – Improved visibility and coordination of responders and assets, particularly during major incidents
- **Integrated training support** – Already integrated with recognised teaching platforms, including the Resuscitation Council's online 'Life-Saver' training platform (www.life-saver.org.uk), supporting responder training and preparedness
- **Faster alerting and dispatch** – Direct CAD integration reduces time to alert and deploy responders
- **Safer volunteering** – Enhanced safety for volunteers and staff through the GoodSAM Lone Working module

Data Backup / Restoration, Business Continuity and Disaster Recovery Plans

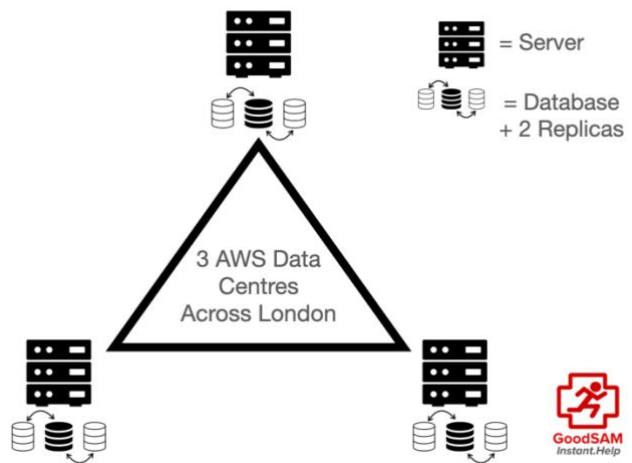
GoodSAM is ISO 27001 and ISO 9001 certified and regularly undergoes business continuity and recovery test plans.

GoodSAM IT Continuity Overview:

The GoodSAM platform is designed to support security, reliability and elastic scaling. The infrastructure is engineered to minimise service disruption and to support high availability for operational use and as such has suffered no loss of service since launch in 2013.

Cluster Replication:

GoodSAM Platform is a highly available platform with multiple clusters and multiple servers in each cluster. The platform has 3 clusters available in 3 availability zones, hosted in AWS London. We use elastic load balancing to balance the load between clusters and between servers in each cluster. If any of the application servers or clusters go down, the load is automatically redirected, and client experience won't degrade. All of our services are built to retry automatically and tolerate network or server crashes.



Database Replication, Backup and Restore:

GoodSAM utilise an AWS Multi-AZ RDS solution. Mirroring the above scenario, the database will have one master and 2 replicas on standby for high availability. In case of maintenance or disasters, the load is automatically redirected, and other replicas become the primary master with no data loss as all the writes are transactional within the quorum. Furthermore, all the databases are backed up nightly and can be restored in seconds/minutes (depending on the size of the instance and its CPU capability) if need be.

By relying on the highly available servers and databases, we don't expect downtime in disaster scenarios or when performing upgrades. Nevertheless, by having readily available backups and deployable binaries, we can rebuild our clusters and databases in seconds/minutes.

Backup Restoration and Testing:

We have an automated process which recovers the latest backup on a daily basis onto blank servers, runs integration/acceptance tests and if all the health checks pass, it would mark the process as a success. If for any reason any of the tests fails, this process will fail fast and sends out notifications and diagnostic logs to the engineering team.

Monitoring and Alerting:

In terms of monitoring and alerting, we have three levels.

- 1) AWS dashboard and alerts which are designed to provide infrastructure-level monitoring.
- 2) ELK logs and audit, which are designed to provide distributed logging and audits across servers/databases.
- 3) Application-specific log/alerts which are designed to provide very low-level and highly specific alerts and information.

On Boarding & Off Boarding

On Boarding with GoodSAM is simple. We assign a project manager to work with the service, define the scope and timeline and use PRINCE2 Agile project management principles.

There is a technical component which relates to integration with CAD / Firewall opening when required and a workflow or culture change process for staff to adopt a new way of working. For this, we provide webinar training as well as materials / videos. For cardiac alerting, we also work with organisations to help recruit volunteers.

Offboarding from GoodSAM is a straightforward process; although it is worth mentioning that no one has ever left GoodSAM! The procedure entails terminating the system on the agreed-upon date, with sufficient notice provided to users, revoking access for all users except administrators, transferring data in the requested format, and then performing zero coding of servers to ensure that all residual data becomes irretrievable. All client-side data is transferred in a format of the client's choosing at contract end. If the client wishes GoodSAM to maintain data for a duration after the contract, this is also possible on request.

Service Constraints

GoodSAM operates from replicated servers across three sites, ensuring continuous service without any downtime since 2013. When upgrades or service maintenance is necessary, they are executed without disrupting the service, as changes are implemented sequentially across the different servers.

Customisation of the GoodSAM platform (e.g. the development of specific forms, the altering of logos and even the white labelling of the system) are all possible. While simple modifications can be made during set-up, bespoke coding needs separate scoping and pricing.

Service Levels – Performance, Availability and Support Hours

GoodSAM has a standard SLA although specific SLA arrangements can be made on a case-by-case basis.

All technical support issues should be raised by email: enquiries@instant.help with the name of the client and nature of support request in the subject line:

Service availability:

Type of Support	Time Period	Applicable days
Core Support hours	08:30-17:00	Monday - Friday
Non-core Support hours	17:00-08:30	17:00-08:30 Monday - Friday, weekends & UK Bank Holidays

Contact Details:

Channel	Contact	Hours available
Phone	0333 090 0722	08:30-17:00
Email	enquiries@instant.help	24 hours

Service Levels:

Type of service	Service level	How the service levels are measured	Are service credits applied?
Catalogue Solution availability	99.9% availability during each calendar month and less than 10 minutes downtime in total	Measured on a per organisation basis by suppliers monitoring tools and reported to service management. Total hours uptime divided by total hours in month	Yes
24 Hour Support Service - Response Times	95% of responses to requests provided within 3 hours from the time the email was logged.	Number of times a request for support is not provided within 3 hours, divided by the total number of requests	Yes
Support - Rectification of Faults Severity 1 - High impact. Loss of functionality. Incorrect data display.	90% of Faults are rectified to the satisfaction of client within 12 hours, from the time of the email being logged.	Number of Faults not provided with 12 hours divided by the total number of requests	Yes
Support - Rectification of Faults Severity 2. Medium impact. Incorrect settings or changes not working.	90% of Faults are rectified to the satisfaction of client within 24 hours, from the time of the email being logged.	Number of Faults not provided with 24 hours divided by the total number of requests	Yes
Support - Rectification of Faults Severity 3	90% of Faults are rectified to the satisfaction of client within 48 hours, from	Number of Faults not provided with 48 hours divided by the total number of requests	Yes

Fault is an inconvenience. Low Impact	the time of the email being logged.		
Support - Rectification of Faults Severity 4 Fault is an inconvenience. Low Impact	90% of Faults are rectified to the satisfaction of client within 72 hours, from the time of the email being logged.	Number of Faults not provided with 72 hours divided by the total number of requests	Yes
Support - Rectification of Faults Severity 5 Fault is an inconvenience. Low Impact	90% of Faults are rectified to the satisfaction of client within 360 hours, from the time of the email being logged.	Number of Faults not provided with 360 hours divided by the total number of requests	Yes
Planned Outages	100% of outages for technical maintenance/system updates/upgrades are planned and agreed with client - 14 days notice will be provided.	Planned outages that are not planned and agreed divided by the number of outages	Yes
Upgrades to software modifications, updates or new releases	100% of upgrades will be provided on release whilst maintaining functionality. Where this is not possible, permission from client will be sought.	Number of upgrades provided divided number of upgrades available	Yes
Provision of any agreed Reports	100% of Reports are provided to client no later than 10 Business	Reports are not provided within 10 Business Days from the last day of the previous month divided by the	Yes

	Days from the last day of the previous month.	number of reports required	
System audit and Security Monitoring	Auditing and security monitoring is undertaken. All breaches reported to client directly.	Breaches are not reported to client directly within the next Business Day.	Yes

Technical requirements

The GoodSAM platform system is web-based and as such, does not require any software installation or on-premise infrastructure.

Browser:

Any modern browser (with WebRTC capability) is suitable (e.g. Chrome, Edge, Firefox, Opera).

Hardware:

For use of two-way video then a suitable webcam & microphone is required.

Firewalls:

GoodSAM typically operates without the need for additional configurations. However, in instances where the buyer organisation has stringent firewall settings, adjustments may be necessary to facilitate video.

Apps:

The GoodSAM Responder Apps are available on iOS and Android stores.

CAD Integration:

GoodSAM integrates with a myriad of CADs. We have specific modules already available with different CAD providers. Please enquire for up-to-date information.

Dispatch Software Integration:

GoodSAM also integrates with dispatch solution software such as Pro-QA. Please get in touch for more information.

RESTful API:

GoodSAM provides a RESTful API which can be used for integration and data reporting (e.g. through PowerBi).

Outage and Maintenance Management

Since launch, the GoodSAM platform has operated without any recorded planned or unplanned downtime. Maintenance is carried out while the service remains operational.

Hosting Options and Locations

GoodSAM is hosted in the AWS cloud, triply replicated as indicated above. All data is always held within the country – for UK Public Sector organisations, all data is stored and processed solely within AWS London.

Security

GoodSAM meets (and exceeds) all security requirements for use by the emergency services:

GoodSAM utilises:

AES 256 Encryption

TLS 1.3

Multi-factor authentication

Azure / NHS Single Sign-On.

GoodSAM is accredited with:

Cyber Essentials

ISO 27001 and ISO 9001

Regular Penetration tests

No GoodSAM staff have access to client-side data. All GoodSAM staff undergo DBS checks and cyber-governance training. Staff involved in managing Police contracts are vetted to NPPV3 (Full).

More Information & Contact Us

For more information, please contact us: enquiries@instant.help