

G-Cloud 15
Service Definition

MyPorter

Hospital Workforce
Task Management Solution

1. Overview of the Service	3
Company Overview	3
Software Capabilities	3
Social Value	6
Overview of the G-Cloud Service	6
2. Information Assurance	7
Privacy by Design	7
3. Backup, Restore and Disaster Recovery Provisions	7
Data Backup Provisions	7
Business continuity statement/plan	7
4. On-boarding Process	8
Ordering and Invoicing	8
Pricing Overview	8
Onboarding Overview	8
Prerequisites & Customer Responsibilities	8
Training	9
Implementation Plan	10
5. Off-boarding Process	10
Overview of Termination	10
Data Extraction & Handover	10
Related Costs or Requirements	11
6. Service Levels	11
Service Management	11
Service Availability & Constraints	11
Support Hours	12
Response and Resolution	12
Outage and Maintenance Management	14
Financial Recompense Model for not Meeting Service Levels	14
7. Scope of the Service	14
What Is Included	14
What Is Not Included	16
8. Topology	16

1. Overview of the Service

Company Overview

Established in 2002, GlobalView Systems (GVS) is a UK-based software development company majority-owned by Fairford Holdings. GVS operates across a wide range of verticals and specialise in Healthcare.

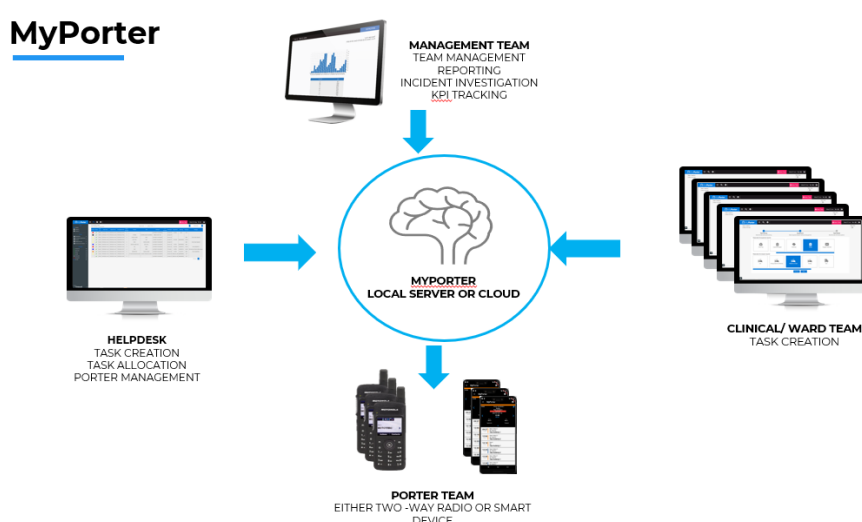
Our approach is highly consultative and collaborative, working to understand customers' key challenges and requirements before creating ground-breaking solutions to meet their needs.

Software Capabilities

MyPorter is an adaptable, agile task management solution based around a real-time portal and using your communication infrastructure, whether it be two-way radio or smart device.

Designed by the NHS, for the NHS, to meet the unique demands of healthcare logistics, MyPorter provides 'useful' insight and trend analysis to help improve hospital support services. This is achieved by optimising patient flow and improving operational efficiency through the identification of errors and reducing unnecessary delays along the porter's journey, and within the portering service as a whole. MyPorter provides real-time, standards-aligned data to improve communication, and enables data-driven decision making.

An easy-to-use tool that supports consistent, repeatable workflows and enhances demand and capacity management, MyPorter delivers improvements that significantly benefit patient experience and care. Requests can be sent with full task details to any porter across a Trust, with job status tracked in real-time, including porter availability and readiness for the next task.



MyPorter System Overview

Flexible choice of Porter handheld devices to meet the exact requirements of the hospital/trust. A combination of both communication platforms on the same site and dashboard is also available, to give maximum flexibility.

Smart Device and Two-way Radio Handset

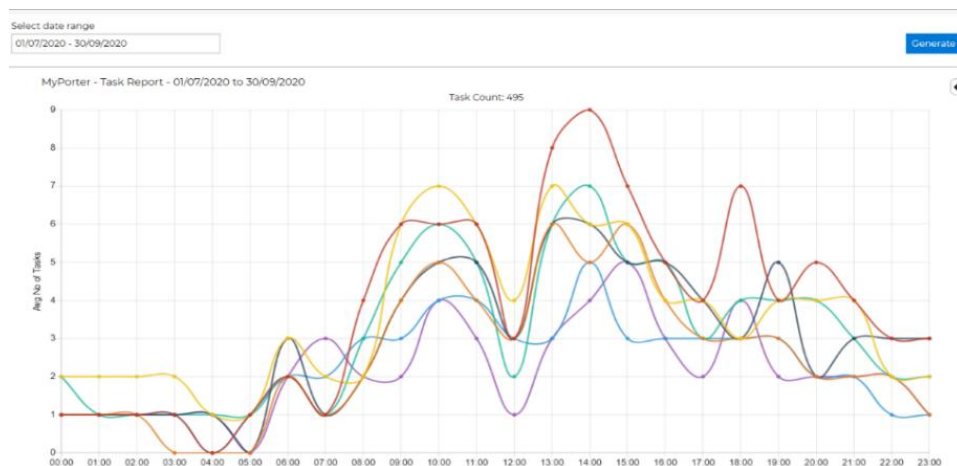


Proactive monitoring and colour-coded priority alert to ensure vital tasks are not missed and KPIs are met.

Priority	Status	Task ID	Start Time	From	To	Activity	# Porters	Porters(s)	Equipment	Warning	Transport	Message	Notes
High	Active	6A22A	06/02/2020, 06:29	SATELLITE UNIT - ENDO	C14	PATIENT MOVEMENT	1				CHAIR		
High	Active	DF02B	06/02/2020, 10:15	C14	C12 SATELLITE UNIT	PATIENT MOVEMENT	1				CHAIR		
High	Active	9658F	06/02/2020, 10:15	C14	ENDOSCOPY WARD 12	PATIENT MOVEMENT	1				CHAIR		
High	Active	68D98	06/02/2020, 10:15	C14	ENDOSCOPY WARD 12	PATIENT MOVEMENT	1				CHAIR		
High	Active	DCD55	06/02/2020, 10:15	C14	SATELLITE UNIT - ENDO	PATIENT MOVEMENT	1				CHAIR		
High	Active	89F6D	06/02/2020, 10:30	C14	ENDOSCOPY WARD 12	PATIENT MOVEMENT	1				CHAIR		
High	Active	5EEEE	06/02/2020, 11:15	C33	ENDOSCOPY WARD 12	PATIENT MOVEMENT	1				CHAIR		
High	Active	DDACF	11/02/2020, 13:50	C12	SCREENING	PATIENT MOVEMENT	1				BED		
High	Active	11BFC	11/02/2020, 13:50	C12	SCREENING	PATIENT MOVEMENT	1				BED		
High	Active	6489C	11/02/2020, 13:50	C12	SCREENING	PATIENT MOVEMENT	1				BED		
High	Active	70A75	11/02/2020, 13:50	C12	SCREENING	PATIENT MOVEMENT	1				BED		
High	Active	18756	11/02/2020, 13:50	C12	SCREENING	PATIENT MOVEMENT	1				BED		
High	Active	382A6	11/02/2020, 14:35	SCREENING	C12	PATIENT MOVEMENT	1				BED		
High	Active	67F7B	11/02/2020, 14:36	SCREENING	C12	PATIENT MOVEMENT	1				BED		
High	Active	9C55B	18/03/2020, 12:41	ACADEMIC CARDIOLOGY		AIR CUSHION	1	Debbie	MONITORING				

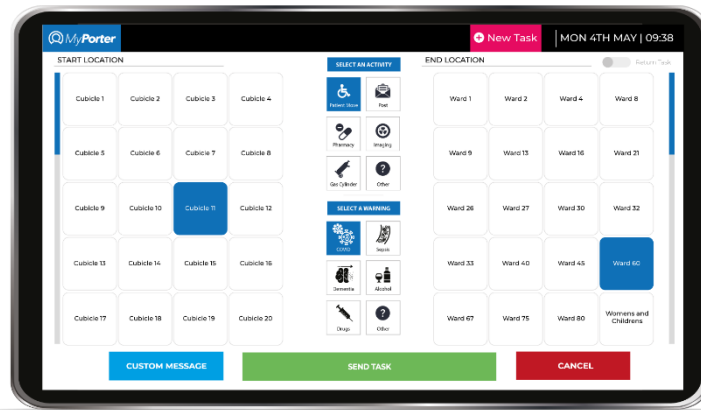
MyPorter real-time task view dashboard

Complete reporting, providing real-time and historical data quickly; improve patient care, system management and support process improvement.



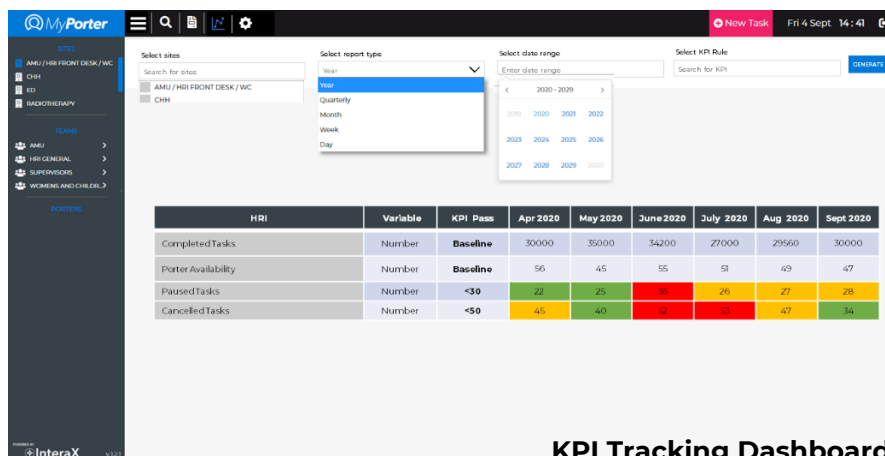
Daily Task Trend Report View supporting resource planning

The ED Style Quick Requestor Interface offers four button request.



Quick Request Interface shown on Tablet

KPI Tracking Offers the ability to track KPIs and gives management insight to report to trust and manage the department effectively.



KPI Tracking Dashboard View

Auto Allocation Task allocation rules engine for non-Helpdesk or out of hours porter task management.

Enabled	Team	Order	Name	Next Available Porter	All Porters	Time Constraints	Activity Constraints	Location Constraints	Edit/Delete
☒	AMU	1	Patient Move After Hours Rule		☒	Weekdays 18:00 - 23:59	PATIENT MOVEMENT	No Location Rules	
☒	Waste Team	1	Waste Collection Rule		☒	No Time Rules	Waste Collection	No Location Rules	
☒	Waste Team	1	Waste Collection Rule		☒	No Time Rules	Waste Collection	No Location Rules	
☒	Waste Team	1	Waste Collection Rule		☒	No Time Rules	Waste Collection	No Location Rules	

Auto Allocation feature for unmanned Helpdesk Operation

Social Value

Corporate Social Responsibility

GVS has built its CSR Policy according to the ESG (environmental, social and governance) backbone and globally accepted principles, like the ten principles of UN Global Compact.

Our management system requires an annual review and board update of key CSR criteria including Environmental Impact, Human Rights, Labour Standards, Governance and Supply Chain Management. The process is scored and tracked to ensure continual improvement and risk management.

Specific reference is made to the following key aspects:

- **Fighting Climate Change** - GVS offers a company car scheme to key roles within the organisation. To minimise the environmental impact we ensure that any company car must be a hybrid model. Furthermore, we encourage the use of remote (Teams/Zoom) meetings as a strong preference to minimise travel. Adherence to ROHS and WEEE directives related to electronic waste and printer toner, packing, and general waste is recycled.
- **Tackling Economic Inequality** – GVS have a system in place to monitor and record that wages and benefits paid for a standard working week, at a minimum meet national legal standards or industry benchmark standards, whichever is higher. Wages should always be enough to meet basic needs and to provide some discretionary income.
- **Equal opportunities** – GVS shall have assigned responsibility for equal employment issues at a CEO/ Director level and have systems and policies in place to make sure that qualifications, skill and experience are the basis for the recruitment, placement, training and advancement of staff at all levels. Records shall be kept on these activities.
- **Wellbeing** - GVS comply with UK law, and collective agreements and be based on international labour standards. Overtime shall be according to national law, agreements between employer or employer's organization and labour's organisation and compensated according to valid agreements or according to agreements between the employer and the employee.

Overview of the G-Cloud Service

MyPorter is a cloud delivered dashboard task management system, designed to meet the needs of the Portering department. Delivering real-time data insights to the management team to improve service efficiency through a reduction in pause/cancelled events, ensuring correct equipment is requested and warnings are adhered to.

AWS and Microsoft Azure are **MyPorter** software preferred cloud-based service providers, however, final selection will be made in consultation with the user IT requirements and will consider key criteria including hospital/trust GDPR rules, support SLA and other bespoke service requirements.

Providing a cloud-based task management platform that supports quick and easy task creation; collecting the data you need to support decision making and service planning.

2. Information Assurance

GVS carries **ISO27001** accreditation, **Cyber Essentials Plus** compliance system quality standards.

Privacy by Design

The solution does not hold any personal information and therefore adheres fully to GDPR legislation.

3. Backup, Restore and Disaster Recovery Provisions

Data Backup Provisions

In line with our highly consultative approach and the flexibility of the solution, the client's specific requirements can be discussed prior to an order being placed this would then be documented in the Order Form as agreed between both parties.

By default, the Customer is responsible for undertaking its own backups of all data for the purposes of this Agreement in accordance with Good Industry Practice.

GVS shall use reasonable efforts to ensure the accurate migration of any data but gives no warranties as to the completeness or accuracy of such migration. The Customer shall be responsible for checking the accuracy and completeness of the migrated data and shall promptly give sufficient details to GVS of any inaccuracies or omissions in order to permit GVS to correct them. If such data includes personal data, GVS shall return all copies of such personal data to the Customer on completion of the data migration process.

Business continuity statement/plan

The scope of our business continuity plan includes a focus on four main areas these include:

- Business Analysis impact review; identifying key business-critical areas, functions, and dependencies between business areas.
- Recovery strategy identifying resource requirements, feeding into the business analysis impact plan and providing a guide for emergency remote capability.
- Plan development, which includes the framework for the business continuity plan and establishes and organises the recovery teams and plans for relocation in the case of disruption or disaster. This includes the internal IT networking plan and remote administration continuity.

Lastly, our plan is annually reviewed against a testing regime of exercise to make sure that the plan is still relevant as we continue to grow as a business and the updates are made to the master plan accordingly.

A more detailed plan can be provided on request.

4. On-boarding Process

Ordering and Invoicing

In line with our highly consultative approach and the flexibility of the solution we would request an initial email to discuss requirements sales@globalviewsystems.co.uk We would then provide all assistance in compiling the ideal solution and completing the Order Form thereafter (the call-off contract).

Pricing Overview

See additional documentation.

Availability of Trial/Evaluation Service

A solution is offered to the end-user as a reduced feature evaluation service. This is arranged with the onsite team and deployed under GVS's guidance for an agreed length of time.

Onboarding Overview

GVS assigns a Project Responsible Account Manager, Integration Manager, and Support Manager to ensure smooth implementation.

An initial precontract kick-off meeting is held with all key stake holders where a full migration plan is then formulated. This is documented in a Project Plan and Gant Chart, circulated to all stake holders.

A full mock version of the software, pre-populated and configured as per desired requirements is completed off site, full support in set-up and training schedule agreed and phased roll-out.

The Account Manger would be the available as the main contact and attend onsite visits, overseeing training and set-up.

Prerequisites & Customer Responsibilities

Typically, our customer provides all cabling and other equipment needed for the installation of GVS Hardware at the Site(s), including any equipment needed to connect and interface GVS Hardware with Customer Hardware. Also, to prepare the Site in advance of each Hardware Delivery Date or Software Delivery Date, including the acquisition and installation of relevant Customer Hardware and Customer Software specified by GVS.

Our Customer will make sure each item of Customer Hardware and Customer Software is installed and is in working order and available to ensure the smooth running of the contract as and when required in timescales agreed jointly.

Payment of advance license fees are to be agreed upon jointly at the start of each Contract Year, in accordance with the agreed Payment Schedule of the contract.

At the pre-contract meeting, we discuss the structure of the service provision including Intellectual Property Rights of the GVS Software and shall agree to support our customers to:

1. ensure that each Licensed User, before starting to use the GVS Software, is made aware that the GVS Software is proprietary to GVS and that it may only be used and copied in accordance with this Agreement.
2. consider suitable disciplinary procedures for employees who make unauthorised use or copies of the GVS Software.
3. restrict third-party use of the software service only with the prior written consent of GVS, who may require that such third party provides a written confidentiality agreement.

Continued working with our customers to ensure both parties ensure governance around Third-Party Licencing.

Technical Requirements and Client-Side Requirements

MyPorter MINIMUM HARDWARE REQUIREMENTS	
CPU	Intel Xeon (4 cores)
Processor Speed	3.0 GHz
Processor Type	64 bit with Second Level Translation (SLAT)
Memory	16 GB RAM
HDD	250 GB (Based on 30,000 tasks per month for 5 years)
Supported OS	Windows Server 2019

Minimum Hardware requirements

In order to deploy **MyPorter** in a cloud Microsoft Azure environment, the chosen Azure platform needs to support nested virtualization. For quick reference, all v3 virtual machines support nested virtualization and can be used to deploy **MyPorter**.

Training

Training is based on a 'Train the Trainer' methodology and completed on-site with key stakeholder groups trained separately. Full documentation is provided, and ongoing support is provided through our dedicated team who are available to respond to potential issues during the normal business hours from our UK base.

Implementation Plan

A detailed project implementation plan template will be used to support the pre-contract meeting agenda and a bespoke plan be created for each project. The timelines and tasks will be agreed upon between all parties and will provide the backbone of delivery.

5. Off-boarding Process

Overview of Termination

A customer can terminate a contract in accordance with this Agreement.

On termination of the Licence, the Customer shall either return to GVS or, at GVS's option, destroy all material copies of the GVS Software and Documentation, and shall ensure that any copies of the GVS Software on hard discs or other storage means associated with any computer equipment owned or controlled by the Customer are permanently deleted.

Termination or expiry of this Agreement shall not affect any rights, remedies, obligations, or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Agreement which existed at or before the date of termination or expiry.

Data Extraction & Handover

On termination of this Agreement for any reason, each party shall as soon as reasonably practicable:

- Return, destroy, or permanently erase (as directed in writing by the other party) any documents, handbooks, or other information or data provided to it by the other party containing, reflecting, incorporating, or based on Confidential Information belonging to the other party.
- If required by the other party, it shall provide written evidence (in the form of a letter signed by its Managing Director) no later than 7 days after the termination of this Agreement that these have been destroyed and that it has not retained any copies of them (except for one copy that it may use for audit purposes only and subject to the confidentiality obligations);
- Permanently delete any proprietary software belonging to the other party and not the subject of a current license granted by the other party from its IT network and hard disks or other storage means associated with any computer equipment owned or controlled by the other party.
- Each party shall provide written confirmation (in the form of a letter signed by its Managing Director) no later than 7 days after the termination of this Agreement that this software has been deleted.

Related Costs or Requirements

On termination of this Agreement for any reason, the Customer shall immediately pay any outstanding unpaid invoices and interest due to GVS. GVS shall submit invoices for any Services that it has supplied, but for which no invoice has been submitted, and the Customer shall pay these invoices immediately on receipt.

6. Service Levels

Service Management

At GVS, we have implemented many service management processes and procedures to ensure that we keep the customer informed and ensure that the levels of service support provided are continuously reviewed for improvements. We ensure that where possible we have automated service support workflows making it easier and simpler for customer contact and enabling benchmarking performance, this also allows the ease of closed-loop communications keeping all parties up to date as to progress and informed. We also ensure that recurring work tickets are scheduled where possible to automate the support as much as possible, this allows us to plan resources and maintain high levels of service support with our customers. We have also introduced a number of internal key performance indicators making sure that the tickets and activities are completed in a timely manner.

Service Availability & Constraints

The **MyPorter** software is available for 24 Hours per day.

System Availability percentage is calculated as 99% Availability – with calculated downtime of 3.65 Days per Year / 7.2 hours per month / 1.68 hours per week.

Calculation Excludes Downtime Total Minutes in the Month attributable to:

- (i) a Scheduled Downtime for which a Regular Maintenance Window is completed
- (ii) any other Scheduled Downtime for which the customer has been notified at least five (5) business days prior to such Scheduled Downtime or
- (iii) unavailability caused by factors outside of GVS's reasonable control, such as unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised.

Scheduled maintenance and planned upgrades are completed planned and managed through the hospital's RFC process. The maintenance window within Europe is weekdays between 6am and 7am with a duration of 1 hr.

Customisation is permitted within the system with respect to Sites, Users, Location field data, FR ratings per location, and Email notification recipients. Additional customisation and features are handled through our development roadmap process to ensure continual solution improvements.

The planned development Roadmap for **MyPorter** defines planned new features which will be communicated periodically to the end-user, **MyPorter** releases can modify, deprecate, or desupport features, and may introduce upgrade behaviour changes for your solution.

GVS defines the implications of deprecated and desupported as follows:

- (i) Deprecated features are features that are no longer being enhanced, but are still supported for the full life of this release of **MyPorter**.
- (ii) Desupported features are features that are no longer supported by fixing bugs related to that feature. GVS can choose to remove the code required to use the feature. A deprecated feature can be desupported in the next **MyPorter** release.

Support Hours

MyPorter SUPPORT		SUPPORT HOURS – STANDARD
Telephone Support	Full ticketed and trackable	9-5 Monday -Friday (Excluding Bank Holidays)
Email Support	Full ticketed and trackable	9-5 Monday -Friday (Excluding Bank Holidays)
Remote Technical Support*		9-5 Monday -Friday (Excluding Bank Holidays)
Hot Fix*		Within 2 Business Days
On Premise Support*		Within 2 Business Days – Chargeable per day

* Requires Remote Access and IT support

Response and Resolution

GVS shall:

- Prioritise all Support Requests based on its reasonable assessment of the severity level of the defect
- Respond to all Support Requests in accordance with the responses and response times specified in the table set out below:
- The parties may, on a case-by-case basis, agree in writing to a reasonable extension Service Constraints

Definition	Service Level response and response time for defects
Business Critical Failures: An error in, or failure of, the Supported Software that: a) materially impacts the operations of the Business; b) prevents necessary work from being done; or c) disables major functions of the Supported Software from being performed.	Level 1 Response: Acknowledgment of receipt of a Support Request within 60 minutes (during Normal Working Hours). Level 2 Response: GVS shall: a) restore the Supported Software to a state that allows the Customer to continue to use the functions of the Supported Software in all material respects within 2 Business Days after access has been granted to the software; and b) exercise Commercially Reasonable Efforts until full restoration of function is provided. Level 3 Response: GVS shall work on the problem continuously and implement a Solution within 5 Business Days after access has been granted to the software. If GVS delivers a Solution by way of a workaround reasonably acceptable to the Customer, the severity level assessment shall reduce to a System Defect with Workaround, Level 3 or lower.
System Defect with Workaround: a) a Business Critical Failure in the Supported Software for which a work-around exists; or b) an error or failure in the Supported Software (other than a Business Critical Failure) that affects the operations of the Business.	Level 1 Response: Acknowledgment of receipt of a Support Request within 60 Minutes (during Normal Working Hours). Level 2 Response: GVS shall, within 2 Business Days after access has been granted to the software, provide: a) an emergency software fix or workaround, or b) temporary release or update release, which allows the Customer to continue to use the functions of the Supported Software in all material respects. Level 3 Response: GVS shall provide a permanent Defect correction as soon as practicable and no later than 10 Business Days after GVS's receipt of the Support Request.
Minor Error: An isolated or minor error in the Supported Software that:	Level 1 Response: Acknowledgment of receipt of the Support Request within 4 hours (during Normal Working Hours). Level 2 Response:

a) does not significantly affect Supported. Software functionality. b) may disable only certain non-essential functions; or c) does not materially impact the Business performance.	GVS shall provide a permanent Defect correction within the next New Release.
---	--

Outage and Maintenance Management

In line with our highly consultative approach and the flexibility of the solution, the client's specific maintenance requirements can be discussed prior to an order being placed this would then be documented in the Order Form as agreed as a scheduled support diagnostic check agreed between both parties.

Financial Recompense Model for not Meeting Service Levels

No financial recompense model exists for this product.

7. Scope of the Service

What Is Included

Planning, Support and Maintenance are included within the service offering alongside full training, installation and set-up of the solution.

Planning and development of the project will follow an initial assessment with the on-site team, this will form the detail of a bespoke project implementation plan. If a project has multiple phases then the first phase is usually planned and then repeated for multiple phases, considering opportunities for splitting resources and running multiple phases together on completion of the first phase.

A project lead is advised within the Hospital / Trust to work closely with the GVS Project Manager. The aim is to ensure effective information flow between GVS and the Hospital/ Trust against the agreed development plan. The inclusion and co-operation of stakeholders such as the Portering Manager, Estate Director, IT Manager and Procurement are critical to ensure a smooth and timely deployment, minimising delays. During this phase, we will make available demonstration sites to allow visits and see demonstrations of **MyPorter** solution.

The dedicated GVS Project Manager will be the owner of the project plan and update it on a regular basis as the project progresses. Any changes such as revised completion dates, revised milestones, change to the dependencies, resources etc. will be managed and reflected in the project plan by the Project Manager.

ID	Description	Product	Category	Status	Responsible	Owner	Start date	End date	Notes	Calculation	Trust Actuals
1	Contractual service agreement submitted and signed by both parties	MyPorter Professional	IT Services	Completed			9/2/2022	31/3/2022	Framework call off contract	Overdue	
2	Order received and acknowledged	MyPorter Professional	IT Services	Completed			31/3/2022	31/3/2022	Purchase Order received from	Overdue	
3	Accounts created for customer and GlobalView	MyPorter Professional	IT Services	Completed			9/3/2022	31/3/2022	Documents required: GMS...	Overdue	
4	Assign Hospital Project Leads	MyPorter Professional	IT Services	Completed			31/3/2022	31/3/2022		Overdue	
5	Milestone 3 - Order Process completed, received and acknowledged	MyPorter Professional	IT Services	Completed			31/3/2022	31/3/2022		Overdue	
6	Support Services agreement submitted to customer	MyPorter Professional	IT Services	Completed			31/3/2022	31/3/2022	GVS13-0301-01 Global View...	Overdue	
7	IT form completed	MyPorter Professional	IT Services	Completed	Hospital IT		31/3/2022	5/4/2022		Overdue	
8	Pre contract meeting with key customer project team arranged	MyPorter Professional	IT Services	Completed			5/4/2022	5/4/2022		Overdue	
9	Customer IT meeting/knowledge acceptance of solution and discuss IT form	MyPorter Professional	IT Services	Completed			5/4/2022	5/4/2022	Stakeholder kick off meeting	Overdue	
10	Confirm Radio/Hardware requirements and integration plan	MyPorter Professional	IT Services	Completed			5/4/2022	5/4/2022		Overdue	
11	Internal meeting to discuss timeline and resource	MyPorter Professional	IT Services	Completed	GVS		7/4/2022	5/4/2022	Information of customers...	Overdue	
12	Agree any variance to original project scope with customer and confirm install and integration plan for customer sign off	MyPorter Professional	IT Services	Completed			10/4/2022	10/4/2022	Stakeholder Kick off meet...	Overdue	
13	Hospital field content supplied to GlobalView	MyPorter Professional	IT Services	Completed			31/3/2022	18/4/2022	Documents required: GVS...	Overdue	
14	Milestone 4 - Customer solution built and ready for install	MyPorter Professional	IT Services	Completed	GVS		26/4/2022	26/4/2022		Overdue	
15	Hardware installation, full site testing and approval	MyPorter Professional	IT Services	Completed			26/4/2022	26/4/2022	To test connection from san...	Overdue	
16	Server set up	MyPorter Professional	IT Services	Completed	Hospital IT		31/3/2022	26/4/2022		Overdue	
17	Access to server agreed and confirmed	MyPorter Professional	IT Services	Completed			2/5/2022	3/5/2022		Overdue	
18	Software installed on the server and field information	MyPorter Professional	IT Services	Completed	GVS		4/5/2022	5/5/2022	IT contact needed on stand...	Overdue	
19	Milestone 5 - Solution acceptance	MyPorter Professional	IT Services	Completed			6/5/2022	6/5/2022		Overdue	
20	Team the Trainer Training Plan submitted and agreed with customer Champions/Project Lead	MyPorter Professional	IT Services	Completed			2/5/2022	6/5/2022	Remote training plan creat...	Overdue	
21	Check all remote workstations can create tasks and these are added to the main dashboard	MyPorter Professional	IT Services	Completed			13/5/2022	13/5/2022	customer to check that the...	Overdue	
22	Develop user access to all task creation computers/users all are checked to have the correct access and user privileges	MyPorter Professional	IT Services	Completed			16/5/2022	16/5/2022	login to allow customers IT...	Overdue	
23	Configuration and information check	MyPorter Professional	IT Services	Completed			13/5/2022	13/5/2022	customer to access the syst...	Overdue	
24	Management Training - presentation, documents	MyPorter Professional	IT Services	Completed	GVS		16/5/2022	17/5/2022		Overdue	
25	Milestone 6 - Customer accepts training is complete	MyPorter Professional	IT Services	Completed			17/5/2022	17/5/2022		Overdue	
26	Helpdesk Training - presentation, documents	MyPorter Professional	IT Services	Completed	GVS		16/5/2022	17/5/2022		Overdue	
27	Milestone 7 - Implementation is complete and support plan is active	MyPorter Professional	IT Services	Completed			24/5/2022	24/5/2022	Documents required: GVS...	Overdue	
28	Support Details and business continuity pack supplied to all relevant people	MyPorter Professional	IT Services	Completed	GVS		24/5/2022	24/5/2022	Remote customer portal us...	Overdue	
29	Full report of pre implementation statistics, for the post implementation efficiency and effectiveness reports	MyPorter Professional	IT Services	Completed			27/5/2022	27/5/2022	Discussion of the benefits...	Overdue	
30	On site testing - Test devices can receive jobs and can respond accordingly	MyPorter Professional	IT Services	Completed	GVS		8/6/2022	8/6/2022	On site testing over verio...	Overdue	
31	Router Training - presentation, documents	MyPorter Professional	IT Services	Completed	GVS		8/6/2022	8/6/2022		Overdue	
32	Soft Launch - Stage 1	MyPorter Professional	IT Services	Completed			23/5/2022	12/6/2022	Patient services - ward call...	Overdue	
33	One month check with account handler	MyPorter Professional	IT Services	Completed	GVS		27/6/2022	27/6/2022	Customer Satisfaction and ...	Overdue	
34	Soft Launch - Stage 2	MyPorter Professional	IT Services	Completed			13/6/2022	26/6/2022	Patient services - ward call...	Overdue	
35	Soft Launch - Stage 3	MyPorter Professional	IT Services	Completed			27/6/2022	10/7/2022	All wards create tasks an...	Overdue	
36	Full Site Use of the Solution - Stage 4	MyPorter Professional	IT Services	Completed			11/7/2022	11/7/2022	All wards to create tasks an...	Overdue	
37	Promotional material created and promotion agreed	MyPorter Professional	IT Services	Completed	GVS		14/6/2022	16/6/2022		Overdue	
38	Live with communications lead on launch and internal and external promotion	MyPorter Professional	IT Services	Completed	GVS		14/6/2022	16/6/2022	social media post on laun...	Overdue	
39	3 Month Health Check date agreed	MyPorter Professional	IT Services	Completed	GVS		18/6/2022	18/6/2022		Overdue	
40	Three month check with account handler	MyPorter Professional	IT Services	Completed	GVS		23/6/2022	23/6/2022	Check client are happy with...	Overdue	
41	6 Month Health Check date agreed	MyPorter Professional	IT Services	Completed	GVS		17/11/2022	17/11/2022	Name	Overdue	

Example key phases and milestones project planning Gantt Chart

Configuration and tailoring of the customer project plan can occur both Pre- and Post install. During the assessment phase it may be an agreed requirement to adapt the solution or create a new feature specific to the needs of the hospital or trust. This example will be included within the project plan submitted by the team and any costs agreed ahead of starting the development.

Post install we will provide user guide documentation and run training programs with key individuals within the team. User reference support through instruction videos are also used as part of training with skills certification for personal development skills folders.

As this is our own software and based in the UK, our support program enables us to provide efficient and quick support and mitigate risk by maintaining the optimised performance of your solution with ease. Enabling you to log, query, discuss and resolve any operational issue that you may experience during the use of the software solution – safe in the knowledge that you have access to the comprehensive support system offered by GVS.

Our Support packages and dedicated personnel are in place to make sure GVS deliver the required response to meet your business demands and to make sure all software is updated regularly to accommodate major manufacturer updates.

Development life cycle of the solution

We operate an agile development methodology driven by the user story. The start point is the identification of problems, the key stages within this cyclical philosophy are Plan; Analyse; Design; Implementation; Test; Deploy; Maintain.

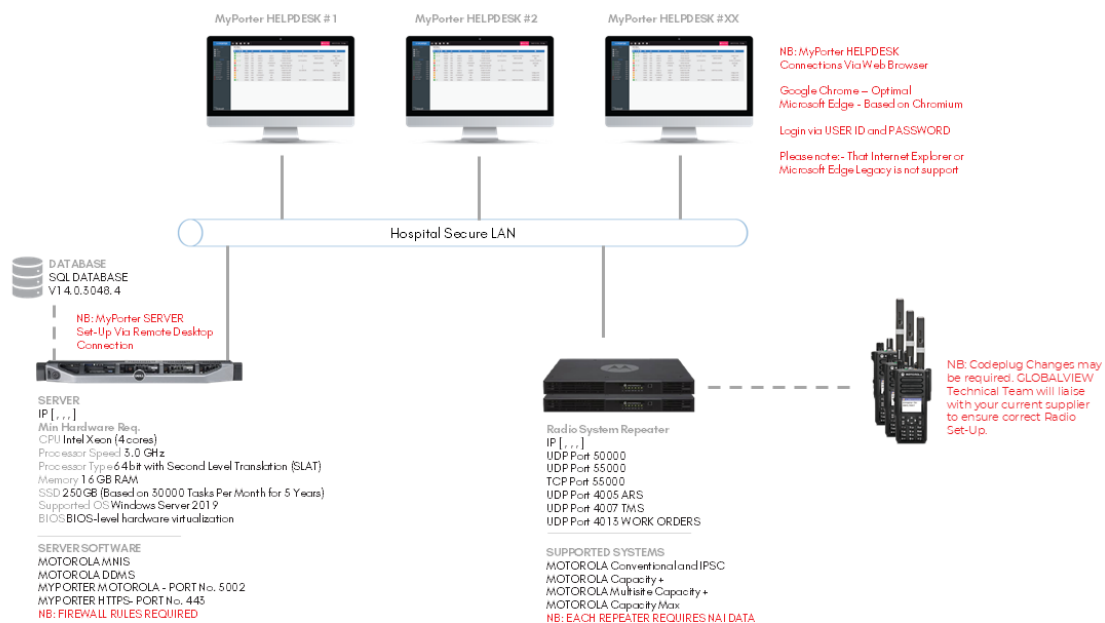
After-sales Account Management

Our direct team of Business Development and Customer Success Managers are present across the whole life of the contract and will work periodically with the onsite management team to ensure the solution is fit for purpose as the department evolves. We aim to foster a long-term partnership with the trust which ensures compatibility of the solution and the greatest service levels possible.

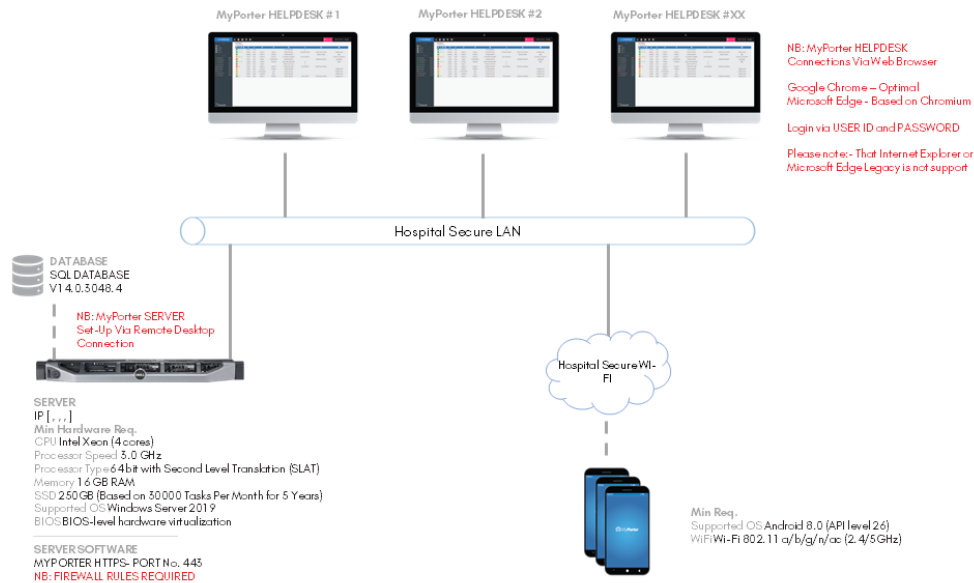
What Is Not Included

Hardware is not included within the scope of the service.

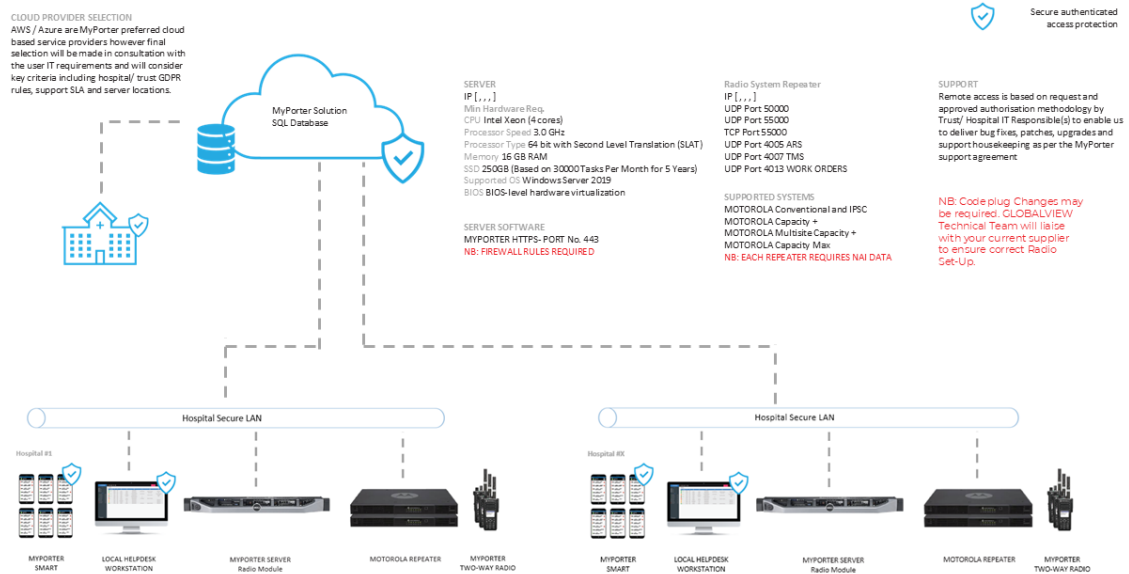
8. Topology



MyPorter Topology – Motorola system



MyPorter Topology – WiFi system



MyPorter Topology – Cloud system