

**G-Cloud 15**  
**Service Definition**

**MyAlert**

**Healthcare Alarm Management Solution**

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## 1. Introduction

### 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 within Healthcare.

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

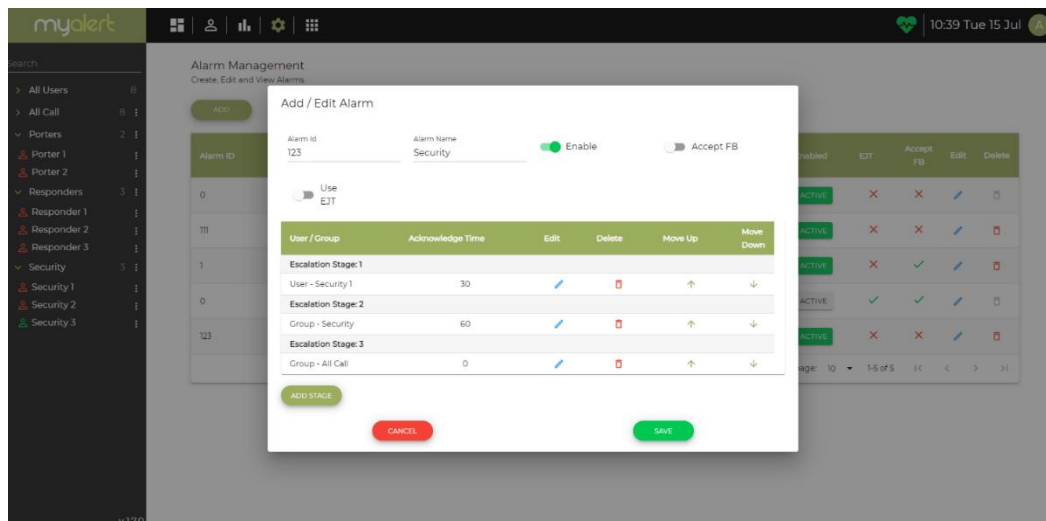
### Software Capabilities

MyAlert is an intelligent, simple-to-use hospital alarm and incident alerting platform. It connects disparate alarms -including fire, gas manifold, fridge and temperature so teams can coordinate an immediate response and minimise risk. It streamlines response times by delivering instant, automated alerts to the right people on two-way radios, smartphones or PCs.

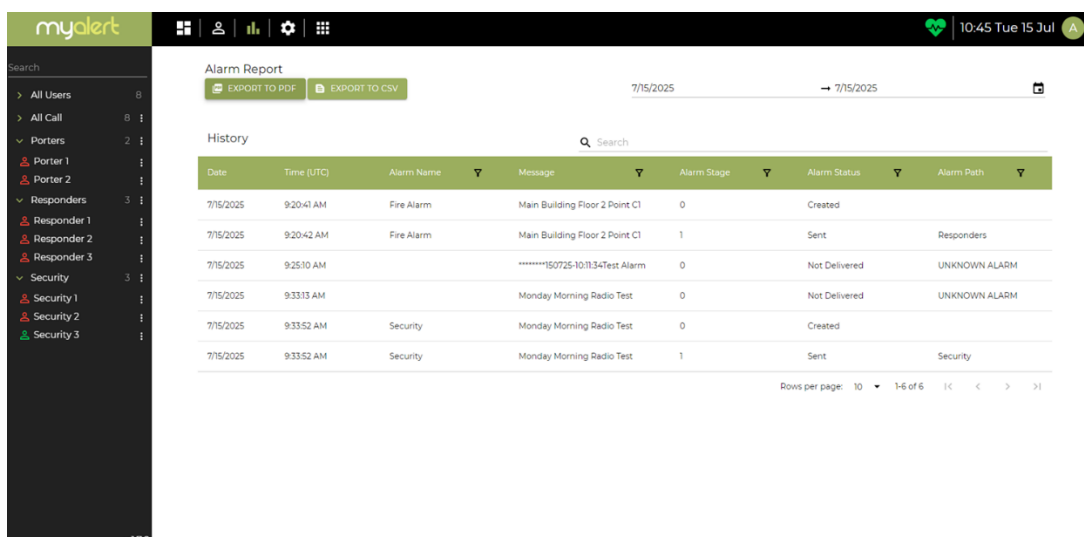


- Seamless connectivity to all your alarms, allowing for an immediate and coordinated response to minimise potential risks.
- Automated workflows to ensure that critical alerts reach first responders promptly, reducing response time and enhancing overall efficiency.
- Critical alerts to any device, anywhere, ensuring fast, informed action from any location.
- Prioritised patient care through efficient alert management, enabling timely interventions.

- Improved patient / public confidence in healthcare safety and response.
- Avoidance of unnecessary evacuations and subsequent financial costs
- Prevention of unauthorised building or room access with discreet button press.



- Unique escalation path for each individual alarm message, with escalation halted at any point.
- Full visibility of all online and offline users.



- Quick viewer tool for alarm history – today, last 7 days and last 30 days.
- Application Manager enabling add-ons for expanded range of alarm / alert inputs.

MyAlert delivers a fully connected alerting system designed to reduce risk and accelerate response, ensuring that critical events trigger immediate, synchronised action across your entire environment. Automated alert workflows speed up communication with first responders, removing delays and improving operational efficiency when every second counts.

MyAlert also guarantees total device reach, delivering alerts to any device, whether two-way radios, smart devices, or PCs, so response teams can act quickly and confidently from any location. With its focus on timely and comprehensive alert management, MyAlert elevates patient safety by enabling faster interventions and better outcomes.

## 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 minimize 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, collective agreements and international labour standards. Overtime shall be paid according to national law, agreements between employer or employer's organization and labour's organization and compensated according to valid agreements or according to agreements between the employer and the employee.

## Overview of the G-Cloud Service

**MyAlert** is a cloud delivered alarm-handling system, unifying all alarms, including fire, gas manifold, and temperature, into a single coordinated system, ensuring that critical events trigger immediate, synchronised action across response teams, swiftly and discreetly.

Final selection the preferred cloud-based service providers for the MyAlert software 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.

## 2. Information Assurance

GVS carries **ISO27001** accreditation and **Cyber Essentials Plus** Global solution manufacturing and compliance system quality standards.

### Privacy by Design

The solution does not store 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.

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 organizes 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](mailto: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. GVS assigns a Project Responsible Account Manager, Integration Manager, and Support Manager to ensure smooth implementation.

An initial pre-contract kick-off meeting is held with all key stakeholders where a full migration plan is then formulated. This is documented in a Project Plan and Gantt Chart, circulated to all stakeholders.

A mock version of the software, pre-populated and configured as per desired requirements is completed off-site, full support training agreed.

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

### Onboarding Overview

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

An initial pre-contract kick-off meeting is held with all key stakeholders where a full migration plan is then formulated. This is documented in a Project Plan and Gantt Chart, circulated to all stakeholders.

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

The Account Manager would be 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 licence fees are to be agreed 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

| MyAlert MINIMUM HARDWARE REQUIREMENTS |                                                      |
|---------------------------------------|------------------------------------------------------|
| <b>CPU</b>                            | Intel Xeon (4 cores)                                 |
| <b>Processor Speed</b>                | 3.0 GHz                                              |
| <b>Processor Type</b>                 | 64 bit                                               |
| <b>Memory</b>                         | 16 GB RAM                                            |
| <b>HDD</b>                            | 250 GB                                               |
| <b>Supported OS</b>                   | Windows 11 Pro or Enterprise,<br>Windows Server 2019 |

### **Minimum Hardware requirements**

## **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 for internal key performance indicators making sure that the tickets and activities are completed in a timely manner.

### **Service Availability & Constraints**

The **MyAlert** 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 Global View'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 hospitals RFC process.

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

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

GVS define 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 **MyAlert**.
- (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 **MyAlert** release.

## Support Hours

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

\* Requires Remote Access and IT support

## Standard Package Details

## Response and Resolution

GVS shall:

- Prioritise all Support Requests based on a 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Business Critical Failures:</b> An error in, or failure of, the Supported Software that:</p> <ul style="list-style-type: none"> <li>a) materially impacts the operations of the Business;</li> <li>b) prevents necessary work from being done; or</li> <li>c) disables major functions of the Supported Software from being performed.</li> </ul> | <p><b>Level 1 Response:</b></p> <p>Acknowledgment of receipt of a Support Request within 60 minutes (during Normal Working Hours).</p> <p><b>Level 2 Response:</b></p> <p>GVS shall:</p> <ul style="list-style-type: none"> <li>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</li> <li>b) exercise Commercially Reasonable Efforts until full restoration of function is provided.</li> </ul> <p><b>Level 3 Response:</b></p> <p>GVS shall work on the problem continuously and implement a Solution within 5 Business Days after access has been granted to the software.</p> <p>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.</p> |
| <p><b>System Defect with Workaround:</b></p> <ul style="list-style-type: none"> <li>a) a Business Critical Failure in the Supported Software for which a work-around exists; or</li> <li>b) an error or failure in the Supported Software (other than a Business Critical Failure) that affects the operations of the Business.</li> </ul>              | <p><b>Level 1 Response:</b></p> <p>Acknowledgment of receipt of a Support Request within 60 Minutes (during Normal Working Hours).</p> <p><b>Level 2 Response:</b></p> <p>GVS shall, within 2 Business Days after access has been granted to the software, provide:</p> <ul style="list-style-type: none"> <li>a) an emergency software fix or workaround, or</li> <li>b) temporary release or update release, which allows the Customer to continue to use the functions of the Supported Software in all material respects.</li> </ul> <p><b>Level 3 Response:</b></p> <p>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.</p>                                                                                                                                                                                                                                 |
| <p><b>Minor Error:</b></p> <p>An isolated or minor error in the Supported Software that:</p>                                                                                                                                                                                                                                                            | <p><b>Level 1 Response:</b></p> <p>Acknowledgment of receipt of the Support Request within 4 hours (during <b>Normal Working Hours</b>).</p> <p><b>Level 2 Response:</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

|                                                                                                                                                                                          |                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| a) does not significantly affect Supported Software functionality.<br>b) may disable only certain non-essential functions; or<br>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, install 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 Estates 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 the **MyAlert** 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.

| Q  | Description                                                                                                               | Product              | Category       | Status | Responsible | Owner | Start date | End date   | Notes                           | Calculation | Test Actuals |
|----|---------------------------------------------------------------------------------------------------------------------------|----------------------|----------------|--------|-------------|-------|------------|------------|---------------------------------|-------------|--------------|
| 1  | Commercial service agreement submitted and signed by both parties                                                         | MyAlert Professional | 1. Procurement |        |             |       | 9/9/2022   | 31/9/2022  | Framework call off contract     | Overdue     |              |
| 2  | Order received and acknowledged                                                                                           | MyAlert Professional | 1. Procurement |        |             |       | 21/9/2022  | 31/9/2022  | Purchase Order received from... | Overdue     |              |
| 3  | Accounts created for customer and GlobalView                                                                              | MyAlert Professional | 1. Procurement |        |             |       | 9/9/2022   | 31/9/2022  | Documents required: GMS...      | Overdue     |              |
| 4  | Assign Hospital Project Lead                                                                                              | MyAlert Professional | 1. Procurement |        |             |       | 31/9/2022  | 31/9/2022  |                                 | Overdue     |              |
| 5  | Milestone 1 - Order Process completed, received and acknowledged                                                          | MyAlert Professional | 1. Procurement |        |             |       | 31/9/2022  | 31/9/2022  |                                 | Overdue     |              |
| 6  | Support Services agreement submitted to customer                                                                          | MyAlert Professional | 1. Procurement |        |             |       | 31/9/2022  | 31/9/2022  | GVS11-4300-01 Global View...    | Overdue     |              |
| 7  | IT form completed                                                                                                         | MyAlert Professional |                |        | Hospital IT |       | 31/9/2022  | 5/4/2022   |                                 | Overdue     |              |
| 8  | Pre contract meeting with key customer project team arranged                                                              | MyAlert Professional |                |        |             |       | 5/4/2022   | 5/4/2022   |                                 | Overdue     |              |
| 9  | Customer IT meeting/acknowledgment acceptance of solution and discuss IT form                                             | MyAlert Professional |                |        |             |       | 5/4/2022   | 5/4/2022   | Stakeholder kick off meeting    | Overdue     |              |
| 10 | Confirm Radio/Hardware requirements and integration plan                                                                  | MyAlert Professional |                |        |             |       | 5/4/2022   | 5/4/2022   |                                 | Overdue     |              |
| 11 | Internal meeting to discuss timeline and resource                                                                         | MyAlert Professional |                |        | GVS         |       | 7/4/2022   | 7/4/2022   | Information of customers...     | Overdue     |              |
| 12 | Agree any relevant to original project scope with customer and confirm install and integration plan for customer sign-off | MyAlert Professional |                |        |             |       | 6/4/2022   | 15/4/2022  | Stakeholder Kick off meet...    | Overdue     |              |
| 13 | Hospital field content supplied to GlobalView                                                                             | MyAlert Professional |                |        |             |       | 31/9/2022  | 16/4/2022  | Documents required: GVS...      | Overdue     |              |
| 14 | Milestone 4 - Customer solution built and ready for install                                                               | MyAlert Professional |                |        | GVS         |       | 26/4/2022  | 26/4/2022  |                                 | Overdue     |              |
| 15 | Hardware installation, full site testing and approval                                                                     | MyAlert Professional | 4. Training    |        |             |       | 26/4/2022  | 26/4/2022  | To test connection from an...   | Overdue     |              |
| 16 | Server set up                                                                                                             | MyAlert Professional |                |        | Hospital IT |       | 21/9/2022  | 26/4/2022  |                                 | Overdue     |              |
| 17 | Access to server agreed and confirmed                                                                                     | MyAlert Professional |                |        |             |       | 2/5/2022   | 3/5/2022   |                                 | Overdue     |              |
| 18 | Software installed on the server and field information                                                                    | MyAlert Professional | 4. Training    |        | GVS         |       | 4/5/2022   | 5/5/2022   | IT contact needed on stand...   | Overdue     |              |
| 19 | Milestone 5 - Solution acceptance                                                                                         | MyAlert Professional | 4. Training    |        |             |       | 6/5/2022   | 6/5/2022   |                                 | Overdue     |              |
| 20 | Train the Trainer Training Plan submitted and agreed with customer Champion/Project Lead                                  | MyAlert Professional | 4. Training    |        |             |       | 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                                  | MyAlert Professional | 4. Training    |        |             |       | 13/5/2022  | 13/5/2022  | customer to check that the...   | Overdue     |              |
| 22 | Desktop icon added to all task creation computers/users all are checked to have the correct access and user privileges    | MyAlert Professional | 4. Training    |        |             |       | 13/5/2022  | 13/5/2022  | Icon to allow customers IT...   | Overdue     |              |
| 23 | Configuration and information check                                                                                       | MyAlert Professional | 4. Training    |        |             |       | 13/5/2022  | 13/5/2022  | customer to access the sys...   | Overdue     |              |
| 24 | Management Training - presentation, documents                                                                             | MyAlert Professional | 4. Training    |        | GVS         |       | 16/5/2022  | 17/5/2022  |                                 | Overdue     |              |
| 25 | Milestone 6 - Customer accept testing is complete                                                                         | MyAlert Professional | 4. Training    |        |             |       | 17/5/2022  | 17/5/2022  |                                 | Overdue     |              |
| 26 | Helpdesk Training - presentation, documents                                                                               | MyAlert Professional | 4. Training    |        | GVS         |       | 16/5/2022  | 17/5/2022  |                                 | Overdue     |              |
| 27 | Milestone 7 - Implementation is complete and support plan is active                                                       | MyAlert Professional |                |        |             |       | 24/5/2022  | 24/5/2022  | Documents required: GVS...      | Overdue     |              |
| 28 | Support Details and business continuity pack supplied to all relevant people                                              | MyAlert Professional |                |        | GVS         |       | 24/5/2022  | 24/5/2022  | Remote customer portal is...    | Overdue     |              |
| 29 | Full report of pre implementation statistics, for the post implementation efficiency and effectiveness reports            | MyAlert Professional |                |        |             |       | 27/5/2022  | 27/5/2022  | Discussion of the benefits...   | Overdue     |              |
| 30 | On site testing - Test devices can receive jobs and can respond accordingly                                               | MyAlert Professional | 4. Training    |        | GVS         |       | 8/6/2022   | 8/6/2022   | On-site testing over radio...   | Overdue     |              |
| 31 | Poster Training - presentation, documents                                                                                 | MyAlert Professional | 4. Training    |        | GVS         |       | 8/6/2022   | 8/6/2022   |                                 | Overdue     |              |
| 32 | Soft Launch - Stage 1                                                                                                     | MyAlert Professional | 4. Training    |        |             |       | 23/5/2022  | 12/6/2022  | Patient services - ward call... | Overdue     |              |
| 33 | One month check with account handler                                                                                      | MyAlert Professional | 4. Training    |        | GVS         |       | 21/6/2022  | 21/6/2022  | Customer Satisfaction and ...   | Overdue     |              |
| 34 | Soft Launch - Stage 2                                                                                                     | MyAlert Professional | 4. Training    |        |             |       | 13/6/2022  | 26/6/2022  | Patient services - ward call... | Overdue     |              |
| 35 | Soft Launch - Stage 3                                                                                                     | MyAlert Professional | 4. Training    |        |             |       | 27/6/2022  | 16/7/2022  | All wards create tasks and ...  | Overdue     |              |
| 36 | Full site live use of the solution - Stage 4                                                                              | MyAlert Professional | 4. Training    |        |             |       | 11/7/2022  | 11/7/2022  | All wards to create tasks an... | Overdue     |              |
| 37 | Promotional material created and promotion agreed                                                                         | MyAlert Professional |                |        | GVS         |       | 14/6/2022  | 16/6/2022  | social media post on face...    | Overdue     |              |
| 38 | Live use with communications lead on launch and internal and external promotion                                           | MyAlert Professional |                |        | GVS         |       | 14/6/2022  | 16/6/2022  | social media post on face...    | Overdue     |              |
| 39 | 3 Month Health Check date agreed                                                                                          | MyAlert Professional |                |        | GVS         |       | 18/6/2022  | 18/6/2022  |                                 | Overdue     |              |
| 40 | Three month check with account handler                                                                                    | MyAlert Professional | 4. Training    |        | GVS         |       | 23/6/2022  | 23/6/2022  | Check client are happy with...  | Overdue     |              |
| 41 | 6 Month Health Check date agreed                                                                                          | MyAlert Professional |                |        | GVS         |       | 13/11/2022 | 13/11/2022 | 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 upon ahead of starting the development.

Post-install we will provide user guide documentation and run training programs with key individuals within the team.

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

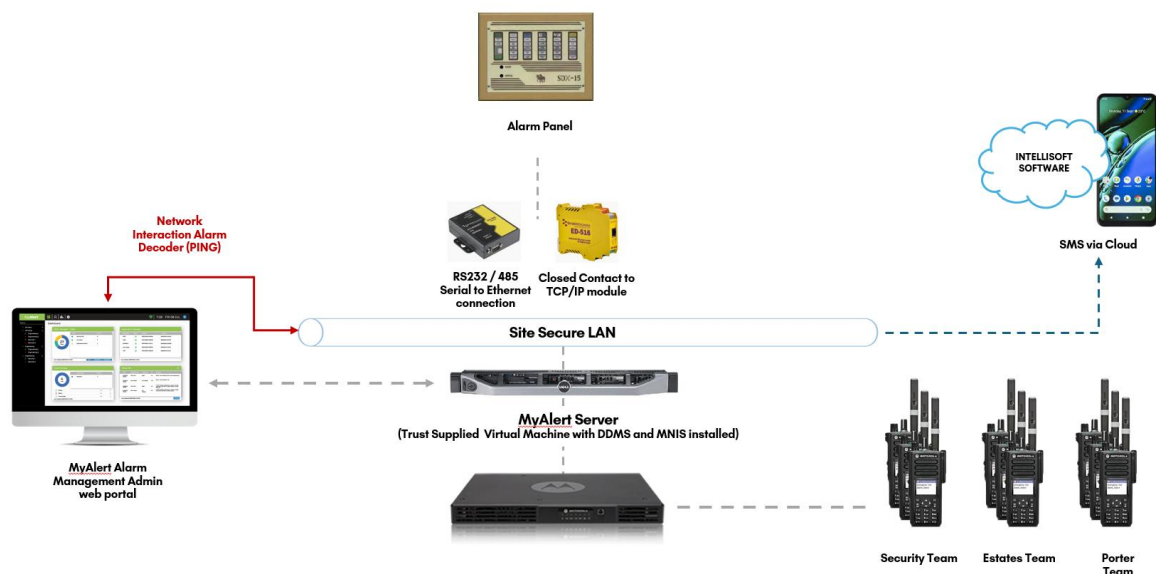
Our direct team of Business Development Managers and Customer Success Managers are present across the whole life of the contract and will work periodically with the onsite management team to ensure the solution is fit for purpose as the department evolves. We aim to foster a long-term partnership with

the trust which ensures compatibility of the solution and the greatest service levels possible

### What Is Not Included

Supply of server and Radio System is not included within the scope of the service.

## 8. Topology



**MyAlert Topology system example**