

CEMBooks



G Cloud Framework 15
Cloud Software Service
Specification
Documentation for
CEMBooks 2.0

January 2026

CEMBooks



Contents

Overview of CEMBooks 2.0	Page 3
Ordering and invoicing	Page 4
Onboarding process	Page 4
Offboarding/service termination	Page 4
Customer responsibilities	Page 5
Trial Options	Page 6
Training	Page 6
Service support and service levels	Page 6
Technical Requirements	Page 7
Data security	Page 7
Service constraints	Page 7
Further information	Page 7



1. Overview of CEMBooks 2.0

CEMBooks is a software productivity solution designed to bridge the gap between operational business intelligence and staff responsiveness providing complete visibility of organisational status and escalation mitigation. Its purpose is to define and promote the safe delivery of patient care and the smooth running of hospitals services. It is designed, built and operated by IED Ltd. The concept validation version (CEMBooks 1.0) was operational in 12 departments. All current sites have now migrated successfully to CEMBooks 2.0.

CEMBooks 2.0 is a suite of mobile & web applications designed by NHS consultants and managers being used in hospitals to better understand the demands on their systems, share information and make intelligent informed decisions. Users generate logs and situation reports with live metrics of personalised key performance indicators (KPI) to create status scores. Escalations actions are auto-generated from individual KPI status and are presented to organisational roles for action. In app linkage to resources promotes real-time consistent adherence to current trust policies and processes.

CEMBooks 2.0 brings together a combination of data, narrative and action negating the need for lengthy administrative tasks or paper exercises or closed distribution list emails. It improves productivity with a repository of resources saving 600 minutes per day for frontline staff time. Automation of situation reports saves managers hours of time a day gathering and collating data for operational meetings. It creates an auditable record of escalations pending, in progress and resolved providing a feedback loop on the efficacy of actions. Clear visibility of staff issues, escalations and openness across all areas creates a shared situational awareness, promotes effective management and creates more time to be with patients.

CEMBooks 2.0 is designed to support and facilitate straightforward implementation. At an early stage of the approval process Trusts can receive personalised demo sites to gauge the potential impact and quantify the benefits. This helps demonstrate the relative simplistic integration, alongside the open API that any other system can surface data to.

The commercial model has been designed at a competitive price point which includes implementation and aims to minimise any additional costs to the customer. The focus for initial adoption in Emergency Departments is followed by encouragement of adoption across a whole site in subsequent years. Case studies of current customers using whole site licence are available on request.

Following successful implementation in multiple NHS Emergency Departments, use has spread to other hospital areas. This has lead to the development of an organisational structure that allows visualisation of OPEL status at all areas within the organisation on one page and demonstrate the interdependencies these areas have on one another.

The potential is to have CEMBooks 2.0 as an integral part of the operational command and control for all acute healthcare organisations, prioritising efficiency, flow and learning to promote best patient care.

An overview of the CEMBooks 2.0 functions can be found here: <https://cembooks.com/tutorials/introduction-to-cembooks/>



2. Ordering and Invoicing

Standard purchase order arrangements apply to all work undertaken. All invoices have payment terms of 30 days from date of invoice.

For clarity the Agreement Date is the date on which the G-Cloud Services 15 Framework Agreement is signed by the customer. The invoice payment period and terms begin on the Agreement Date.

3. Onboarding process

System implementation and set up can be done remotely within 1 day in it's most basic form, however in all cases we strongly suggest the use of a local organisation implementation team to ensure smooth set up which usually takes 7 -14 days. On agreement to procure the purchasing organisation will be provided with the CEMBooks 2.0 Implementation pack. This includes a full user manual and suite of instructional videos to assist with local set up. As part of this the local implementation team will be asked to provide details of the key clinical areas and roles that will be using the system so that these can be configured by the IED Ltd team to create the Org Structure, key roles, initial KPIs and escalation actions.

Details of the API will be provided should the procuring organisation choose to use this. Use of the API will require the customer to provide surfaced json files to the CEMBooks 2.0 API. The IED Ltd team will then assist with set up of the KPI's utilising the API data.

Users will register with email. Only specified domain names e.g. [nhs.net](https://nhs.uk) will be permitted. At sign up users will agree to CEMBooks GDPR statement which outlines its role as the data processor but all data will remain the property of the purchasing organisation.

CEMBooks 2.0 is compatible with all up to date internet browsers for the web viewer (Edge/ Chrome/Safari - it does not run on internet explorer which is no longer supported by Microsoft) and the app is available on the App Store (iOS) or Google Play store (Android). The app can function off line but ideally will require wifi or mobile data connectivity for full functionality. No other specific software is required from the customers. Access to the web viewer is via https secure connection. All administration functions are performed through the Web Viewer.

4. Offboarding/service termination

CEMBooks 2.0 will be available to the customer for the length of the purchased licence. Should the customer choose not to renew then access will stop at the end of the current licence. The organisational administrator from the customer should inform all that organisations users that access will cease on the agreed date. Situation reports and logs will be archived and an export of the content to date can be provided if required at time of closure. Subsequent to this the Sit reps and logs will be held for a period of 5 years and can be accessed if required but this will be at a cost of £250/instance. Following this period we shall delete all Customer Data held on CEMBooks

Where the Licence has been terminated for reasons other than the Customer's default then we will provide the Customer with access for a limited period to access and download the Customer Data.



The customer may terminate the Licence at anytime by giving us ninety (90) days' notice in writing. No refund will be paid of any Licence Fees which have been paid in advance.

IED Ltd may terminate the Licence immediately if the Customer fails to pay any sum due to us under these Terms and Conditions by its due date and such sum remains unpaid for fourteen (14) days after notice has been given to the Customer that such sum has not been paid.

IED Ltd may terminate the Licence immediately by notice in writing to the Customer if the Customer:

1/ commits a material breach of the Terms and Conditions which is incapable of remedy or, if capable of remedy, fails to remedy the breach within thirty (30) days of receipt of a written notice setting out the breach and indicating that failure to remedy the breach may result in termination of the Licence; or

2/ a Force Majeure event lasts for a period of at least three (3) consecutive months, which affects our ability to fulfil our obligations under these Terms and Conditions.

5. Customer responsibilities

Although CEMBooks 2.0 can be set up by the IED Ltd team remotely it is strongly suggested that an implementation team from the procuring organisation is put together to support installation and set up as this requires knowledge of the organisational structures and roles and agreed permissions for each area. Its is key that each department using CEMBooks 2.0 assigns a Departmental administrator who will be responsible for first line support in each area.

If the API is to be used the procuring organisation is responsible for surfacing that data in an appropriate format to the CEMBooks API and is liable for any costs from the 3rd party software where the data originates.

The customer is the data controller in relation to GDPR and is responsible for the governance of use especially regarding the use of patient identifiable information on the system. The customer is responsible for the maintenance and accuracy of the KPI's, sit rep and log entries.

A full hazard log and safety case is included with the product. The customer is responsible for adherence to the specific mitigations that apply to the customer in that document.

The customer is responsible for the accuracy and authenticity of the phone numbers and roles used in phone book

The customer is responsible for the governance around Resources kept in the resource book.

The customer is responsible for any external links posted in the Resource book.

The customer shall only permit its' authorised employees to use the system and is responsible for user management within their organisation.

The customer shall be responsible for any operationally sensitive information that is kept on the system and maintaining IED Ltd's intellectual property right regarding CEMBooks 2.0



The customer is responsible for reporting any faults or downtime to IED Ltd as soon as possible if this cannot be resolved locally.

The customer is responsible for providing local training around the use of CEMBooks 2.0 to its users. IED Ltd have a set of instructional videos that are free to access and are signposted in the implementation pack.

The customer is responsible for ensuring that its users have the necessary internet access or devices required to use CEMBooks 2.0

The customer is responsible for compliance with the specific sections of the Hazard log that specify a recommended action for them - for instance keeping paper copies of escalation plans or documents to maintain safety in a case of CEMBooks 2.0 system failure.

6. Trial Options

There is no specific trial option for CEMBooks - there will be the opportunity to view a test site and by arrangement (and with permission of that organisation) view a live site (view only, no posting or editing permissions). IED Ltd can help to build a demonstration version but this will be view only.

7. Training

Initial training with the deployment team will be provided by the CEMBooks 2.0 team. A suite of educational materials will be provided and training can be done via video conferencing with a mutually agreed number of sessions. Face to Face training can be provided at additional day rate costs as outlined in the pricing document.

Further training on the interpretation of data captured by CEMBooks 2.0, on change management or on system improvement can be provided either by the CEMBooks 2.0 team or by selected partners at further cost that is outside the scope of the pricing document and that will be separate to this contract.

8. Service support and Service levels.

In line with our terms and conditions

Access to CEMBooks 2.0 will be 24/7 365.

Support services are included in the overall fee unless specific physical site visits are required which will be charged at a day rate.

An enquiries form is available for generating support tickets and these will be responded to within 24 hours.

Support and training resources/videos will be available 24/7.

The local DA/OA is responsible for first line support but they may escalate issues which it cannot resolve to the CEMBooks 2.0 team either via enquiry form, email or phone and these will be dealt with within 24 hours.

In the event of a service failure we will notify customers and keep them updated every 12 hours until such time as normal service is resumed.

On reporting a service failure customers will be asked to provide a full description of the fault.



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CEMBooks 2.0 Business continuity document is included in the Implementation pack.

System upgrades/maintenance will always be notified to customers ahead of time(>2 weeks if planned, asap if urgent)

Faults with 3rd party data feeds to the API will be the responsibility of the customer if the fault lies prior to the data being received by the API.

9. Technical requirements

www.cembooks.com can be accessed via any browser except Internet Explorer. The app is available through the Google play store and the iOS App Store.

10. Data security

CEMBooks data is encrypted and transmitted via https web services and hosted on UK based virtual servers hosted by Amazon Web Services. Mobile access allows login via stored credentials requiring two factor authentication and is secured within the device keychain. The mobile data is encrypted and sandboxed. Any compromised accounts can be closed by the local DA immediately. Access to CEMBooks 2.0 can be audited to monitor access if required. The formal CEMBooks 2.0 Security policy is included in the implementation pack. Deploying Trusts should be complete a DPIA as part of the implementation and alongside the G cloud contract.

IED Ltd are Cyber essentials certified and compliant with the NHS DSP Toolkit.

11. Service Constraints

There are no constraints on the number of users a customer may register within their organisation or the number of documents or phone numbers that can be stored on the system.

Any scheduled maintenance that would take place between the hours of 0800-1800 on any day of the week would only occur in exceptional circumstances and would be notified to the customer at least 2 weeks in advance.

12. Further Information

For further information about CEMBooks 2.0 please visit www.cembooks.com

