



Achiever LIMS – Service Definition

G-Cloud 15

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1.1. Service overview

Achiever LIMS is a Laboratory Information Management System (LIMS) delivered as a Software as a Service (SaaS) offering under the ISL Managed Hosting Service. The service enables organisations to manage laboratory samples, workflows, test execution, results, and associated records using a configurable, web-based application hosted on Microsoft Azure UK infrastructure.

The service is intended for use in regulated and non-regulated laboratory environments. Configuration and validation for specific regulatory use cases remain the responsibility of the customer.

1.2. What the service does

Achiever LIMS provides configurable functionality to support laboratory operations, including:

- Sample registration, tracking, and lifecycle management
- Laboratory workflow execution and data capture
- Test execution and results management
- Resource management (storage locations, equipment, consumables)
- Clinical trial and collection kit support
- Reporting and data retrieval
- Administrative configuration and system management

The service is designed to support traceability, auditability, and controlled access to laboratory data in accordance with customer-defined procedures.

1.3. Service architecture and hosting model

Achiever LIMS is delivered as a browser-based Software as a Service (SaaS) application hosted using the ISL Managed Hosting Service on Microsoft Azure.

Each customer is provided with dedicated instances of the application and database, ensuring logical and operational separation between customers. The underlying cloud infrastructure is shared and managed by ISL.

The service includes separate environments for production and non-production use, such as staging and training, to support activities including testing, training, and validation. By default, each environment is provisioned with a database storage allocation of up to 100 GB. Storage allocations can be reviewed and adjusted where required, subject to agreement.

1.4. System and technical requirements

The service is accessed using a standard web browser and does not require local software installation.

Key requirements include:

- Latest supported versions of Microsoft Edge or Google Chrome
- TLS 1.2 or higher enabled on client devices
- HTTPS network access to *.achieverlims.com

All communication between client devices and the service takes place over encrypted HTTPS connections.

1.5. *Security and access controls*

Access to the service is restricted to authenticated users using individual user accounts. Role-based and attribute-based access controls are used to restrict access to system functionality and data.

Sensitive data can be protected using encryption mechanisms, including application-level encryption where configured. Data in transit is protected using HTTPS.

Administrative and support access is restricted to authorised personnel and governed by internal security policies and procedures.

1.6. *Audit logging and data integrity*

Achiever LIMS includes audit trail functionality to record defined system events related to the creation, modification, and review of data. Audit records include user identification, timestamps, and details of changes made.

Historical versions of core records are preserved to support traceability and reconstruction of prior states. Audit information is available to authorised users through the service interface.

The system is designed to support recognised data integrity principles. Effective implementation depends on customer configuration, procedures, and user practices.

1.7. *Backup, restore, and resilience*

ISL Managed Hosting includes managed backup and recovery services for both production and non-production environments.

Backups are performed regularly according to a defined schedule and retained for defined periods. Backups are encrypted and stored securely within Azure recovery services.

Recovery requests are managed through the ISL support process and coordinated with customers to minimise operational impact.

The underlying hosting platform provides resilient datacentre facilities with redundant power, networking, and environmental controls.

1.8. Service levels and availability

The service is provided with a target availability of 99.5% system uptime outside of planned maintenance periods.

Planned maintenance activities are scheduled and communicated in advance where possible. Availability is monitored by ISL as part of ongoing service management.

Any service credits or refunds are subject to the terms agreed in the customer contract.

1.9. Onboarding and offboarding

Onboarding support is provided to assist customers with initial service setup, configuration, and access to environments.

Customers retain responsibility for defining procedures, configuration, and validation activities appropriate to their intended use.

On service exit, customers can export their data using built-in export tools or via the service API, subject to permissions and licensing. Data deletion is performed in accordance with ISL data management processes.

1.10. Service constraints and maintenance

The service supports configuration and customisation through low-code and no-code tools available to authorised administrative users. Changes requiring modification of application code are managed by ISL and released through the standard release process.

Regular planned maintenance is performed as part of the managed hosting service. Maintenance windows are defined to minimise disruption to users.

1.11. Outage and incident management

Service outages and significant incidents are communicated to customers via email notifications from the ISL support service.

Incidents are logged, investigated, and managed in line with defined incident management processes. Customers are kept informed of progress and outcomes where appropriate.

1.12. Hosting locations and data residency

All data hosted as part of the ISL Managed Hosting Service is stored within the United Kingdom using Microsoft Azure UK regions.

Primary and secondary hosting locations are used to support service resilience and availability.

1.13. Access to data on exit

Customers can request data exports prior to service termination using supported export mechanisms.

Following service termination, customer data is sanitised and removed in accordance with ISL data sanitisation and retention processes.

1.14. Support and after-sales support

Support is provided through established ISL support channels. Support activities are logged and managed by authorised personnel.

After-sales support includes assistance with service operation, issue resolution, and managed hosting activities covered by the service agreement.

1.15. Accessibility

The service is accessed through a web-based user interface. Accessibility considerations are addressed through standards-based web development practices, and the service aligns with WCAG 2.2 AA accessibility standards. Accessibility is reviewed as part of ongoing development and improvement activities.