

KNOWLEDGE EDUCATION & TRAINING SOLUTION

SERVICE DEFINITION



Contents

1. • Access Levels & Pricing
 - Free Access
 - SLA Plans
2. • Service Overview
3. • Key Features
 - + Administrative Features
4. • Service Management Details
- 5.. • Service Constraints
6. • Training
7. • Ordering and Invoicing Process
8. • Service Migration
9. • Client Responsibilities
10. • Technical Requirements
11. • Trial Services
12. • About MEDSU
13. • Accreditations
14. • Contact

1. Access Levels + Pricing

Two levels of access to the MEDSU system are available:

FREE ACCESS:

Means completely free in perpetuity access to individual professional users- with restricted access to some functionality

SLA PLANS:

The charge for more comprehensive MEDSU system access ranges from £25 - £100 per user per annum depending on the volume of users, professional group, specific functionality and length of contract.

The minimum contract length is 12 months.

Discounts for bulk licence purchases and terms longer than 1 year are available.

SLA plans do not include:

- Code level modifications to the software
- Integration with existing internal systems such as HR software/applications

*Full trial system access is available to hospital organisations on request

2. Service Overview

MEDSU Knowledge is an advanced open knowledge and learning publishing and management platform, that allows for private or public hosting and publication of diverse knowledge resources. MEDSU knowledge is a solution for the mandatory training, CPD, compliance needs of healthcare professionals and organisations.

The MEDSU Knowledge platform is integrated with other key workflows and applications for the governance of health care organisations and healthcare professionals.

MEDSU Knowledge is integrated with MEDSU Compliance enabling the tracking and embedding of knowledge and training resources.

MEDSU Knowledge is integrated with the MAP system for healthcare professionals supporting professional development and continued competence programs.

3. Key Features

- Cloud based
- Secure access from anywhere
- 2FA Authentication available
- Accommodates Diverse Resources (Journals, Podcast, Presentations, Video, Resources, E Learning Modules)
- SCORM Compatible
- Peer Review
- Advanced search and filtering
- Integrated with Appraisal
- Supports professional CPD
- Assists with PDP

Administration Features:

- Private or Public publishing
- Link to Compliance Items
- Link to Feedback

*** Visit our websites for more info:**

www.medsu.info

<https://medsu.info/training-and-events/>

4. Service Management Details

MEDSU has a highly experience team of product developers, account managers and revalidation administration professionals.

A dedicated freephone helpdesk is available between the business hours of 09.00 – 17.00 Monday – Friday.

24/7 system support is provided via the UK-based data centre with robust back-up and disaster recovery procedures.

Development is carried out within a secure development environment, and the MEDSU cloud is subject to regular penetration testing

All MEDSU personnel are in-house, no elements of the service is outsourced to third parties.

5. Service Constraints

SLA plans do not include:

- Code level modifications to the software
- Integration with existing internal systems such as HR software/ applications

Maintenance periods are kept to a minimum and 99.99% uptime is guaranteed. Maintenance releases to the system as part of a programme of routine maintenance and development to new areas of the system will be conducted out of business hours.

6. Training

Onsite training can be arranged on request.

The system has been designed to make access and use of its functionality highly intuitive minimising the need for training.

The system utilises in-built help guides and video tutorials to provide users with quick-start system guidance .

MEDSU provides a freephone helpline for additional help and support of users, and a variety of bespoke support options, contingent on licencing volume and SLA level.

7. Ordering and Invoicing Process

MEDSU will create a Service Level Agreement once contractual terms and pricing are agreed. Once the SLA is accepted the service will commence according to the schedule and details set out in the SLA

Payment terms are no later than 30 days after receipt of invoice.

Subject to the period of an agreed contract, payment can be made annually in advance of the ongoing provision, or upfront for the entire contract duration.

If annual payment is made, new users will be added at pro-rata charge and added in full the following year to ensure the SLA is maintained at the appropriate level

8. Service Migration

MEDSU will assist in the migration of data. The client will need to assign resource to this project.

9. Client Responsibilities

The client shall need to allocate resources for implementation and deployment of the system as well as ensure the ongoing local administration of the system. MEDSU will ensure that appropriate Super User training is provided during the implementation phase.

10. Technical Requirements

An internet connection and modern web-browser is all that is required. MEDSU recommend the following browsers: Chrome, Firefox, New Edge.

MEDSU cannot be held accountable for the quality and availability of a client's own network, computers and virus protection

11. Trial Services

Access to a full trial system is available on request.

12. About MEDSU

We are an independent Healthcare Governance organisation, facilitating programs of Healthcare Governance, Continuing Professional Competence, Revalidation and Relicensing since 2011.

We provide administration, training, technology, support and expertise to empower all healthcare professionals and organisations to meet regulatory requirements.

More information is available on our public facing website:
<https://medsu.info/>

13. Quality Assurance

We are committed to a program of continuous quality assurance and improvement as an organisation. MEDSU is an ISO 9001, 27001, 45001, 22301 and 14001 quality assured organisation. Accredited via the British Assessment Bureau BAB and the UK Accreditation Services UKAS.

14. Contact

MEDSU is an experienced partner in the delivery of technology and services for Healthcare Governance.

In addition to our standard products and services we are available to discuss bespoke requirements and provide consultation.

If you have an enquiry regarding our services and support for healthcare professionals and organisations, please reach out and get in touch with us. We're here to help.

Email – contact@medsu.org

Telephone - 0800 689 9434

