

Vatix:

G-Cloud 15

Healthcare Cloud Service Definition

Overview of Healthcare Cloud

Welcome to the detailed service overview of Vatix's Healthcare Cloud, a modular cloud-based management platform designed specifically for healthcare and care providers. This platform leverages cutting-edge technology to streamline and enhance the management of key healthcare processes through a highly flexible and modular approach.

The Healthcare Cloud allows customers to selectively integrate modules that align precisely with their operational and clinical needs. Our platform includes a range of modules designed to function independently yet integrate seamlessly for comprehensive management. These include Incident and Event Management, Risk Management, Compliance and Regulatory Management, Patient Safety Initiatives, Document and Policy Management, Audit and Surveys, Workforce Compliance, and Advanced Analytics.

Each module is built to stand alone, ensuring that organisations can tailor the platform to their specific requirements, thus enhancing their capability to manage patient care, ensure compliance, and improve overall health outcomes effectively. This modularity ensures that the platform can adapt to the evolving needs of the healthcare sector, providing a scalable solution that grows with your organisation.

Onboarding

At Vatix, we understand that the true value of our Healthcare Cloud lies in its successful integration and adoption within your healthcare organisation. Our onboarding process is carefully crafted to ensure the Healthcare Cloud is not only effectively deployed but also perfectly tailored to meet your technical requirements, clinical processes, and information needs.

The onboarding journey commences with a detailed kick-off meeting to set the project's scope and objectives and to confirm the involvement of key stakeholders. This initial meeting is vital for establishing a shared understanding of the implementation goals and timelines.

Following this, we proceed to a series of in-depth orientation and configuration workshops. These sessions are essential for customising the Healthcare Cloud to align with your specific operational needs. We work collaboratively to assess your requirements, configure the necessary modules, and provide hands-on training with the configuration tools. This iterative approach allows for ongoing adjustments and refinements, ensuring the platform meets your expectations every step of the way.

Once the configuration phase is complete and approved by your team, we move to the official rollout of the platform. The final stage of onboarding involves comprehensive training for both end users and

administrators, which is crucial for ensuring all users are confident and proficient in their daily interactions with the platform. Additional adjustments may be made based on user feedback and the practical application of the system in your operations.

The duration of the onboarding process can vary, largely depending on the complexity of your requirements and the speed at which your organisation is ready to embrace the new system. Our goal is to facilitate a smooth and expedient transition.

Please be aware that the pricing for onboarding and implementation services is clearly outlined on the SFIA rate card, ensuring transparency and aiding in budget planning. Throughout the onboarding process, a dedicated Vatrix Project Manager will closely collaborate with your team, supported by our technical experts, to guarantee a seamless implementation and a strong foundation for post-implementation success.

Security Measures

Vatrix is committed to providing the highest levels of security, availability, responsive support, and scalability for our Healthcare Cloud, aligning with the NCSC cloud security principles. We address security threats with utmost seriousness, continuously assessing risks and implementing robust controls to protect all data managed within our platform.

The foundation of our security strategy is the use of Amazon Web Services (AWS), where cloud security is paramount. By leveraging AWS, we adhere to best practices in the design, development, and deployment of our software solutions, ensuring a secure and robust product environment.

AWS infrastructure includes stringent safeguards designed to protect customer privacy and data. All data is securely stored in AWS data centres that comply with ISO 27001 standards, among other global security certifications. Vatrix is also certified to ISO 27001, underscoring our dedication to upholding the highest security standards throughout our operations. This comprehensive approach guarantees that sensitive healthcare data is securely managed and maintained within our Healthcare Cloud, providing our customers with peace of mind and reliability in their data handling and management practices.

Service Levels

At Vatrix, we are dedicated to ensuring that our Healthcare Cloud provides reliable and continuous service after the successful implementation and configuration of the platform. We aim to maintain an average availability of at least 99.9% over any 30-day period. Please note, this availability excludes

periods of planned maintenance, which are intentionally scheduled outside of standard operating hours to minimise disruption to our clients.

Furthermore, the reported availability does not include outages caused by customer actions, third-party interventions, or disruptions attributable, in whole or in part, to force majeure events as outlined in our Terms and Conditions. For a comprehensive understanding of service constraints and coverage details, please refer to the Terms and Conditions provided.

Service Levels and Customer Support

Our customers appreciate the expertise and friendly support provided during the initial implementation phase and throughout the ongoing use of our Healthcare Cloud. With a customer renewal rate exceeding 95% annually, the quality of our support and services is well-established. Our implementation strategy is tailored to effectively enhance your healthcare processes, with our team committed to transparency and straightforward communication.

We uphold a Service Level Agreement (SLA) of 99.9% uptime, affirming our dedication to high performance and consistent service availability. This SLA highlights our commitment to operational excellence and superior customer support, ensuring that our Healthcare Cloud meets the complex and critical needs of our clients efficiently and reliably.