



xWave CDS Service Definition Document

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Contents

1. Product Capabilities	3
Key Solutions	3
1. xWave CDS	3
2. xWave Refer	3
3. xWave Vetting	3
4. xWave Insight	3
5. Guideline Editor	3
6. Technical Connectivity	3
Device Compatibility	3
2. Service Infrastructure	3
Hosting	3
Infrastructure	4
Environments	4
Devices & Hardware	4
3. Integration Requirements	4
Supported Standards	4
Integration Options	4
Technical Resources	4
4. Data Security, Backup & Redundancy	5
Data Handling	5
Backups	5
Disaster Recovery	5
5. Information Governance	5
6. Onboarding & Offboarding	6
Implementation Plan (6 Phases)	6
Offboarding	6
7. Deployment Model	6
8. Support & Training	6
Support Levels	6
Support Channels	7
Training Services	7
9. Pricing Overview	7
10. Ordering & Invoicing	7

1. Product Capabilities

xWave CDS is a cloud-based Clinical Decision Support system that improves imaging referrals and radiology workflows. It integrates with EHRs, Order Comms, and RIS/PACS or can operate independently via:

- **xWave Smart Referring:** Digital referral / Order Comms platform
- **xWave Smart Vetting:** Modular vetting and protocolling tool

xWave Solutions

1. xWave CDS

- Powered by RCR's iRefer guidelines
- Supports best test first decisions
- Enables rule localization and CDS expansion
- Indicates test radiation exposure levels

2. xWave Refer

- Cloud-based digital referrals for diagnostics
- Integrated with CDS
- Tracks procedure availability and waiting times

3. xWave Vetting

- Modular vetting workflows
- Integration with RIS/PACS
- Supports semi-automation and consistency

4. xWave Insight

- Real-time dashboards
- Referral trend insights
- Utilisation metrics and compliance tracking

5. Guideline Editor

- Custom guideline builder
- Deploy local protocols
- Expand CDS to new diagnostic areas including pathology, endoscopy and physiological sciences

6. Technical Connectivity

- HL7, FHIR, and RESTful API support
- Bi-directional EHR integrations
- Supports integration with Oracle Cerner, EPIC, Meditech and other major EHRs

2. Service Infrastructure

xWave CDS is designed to be deployed from any user device as a standalone platform or as an integrated platform (primarily HL7 and FHR). The platform is available as a cloud-based service.

Hosting

- Cloud-based via Amazon Web Services (UK/EU)
 - ISO 27001, SOC 1 & 2, PCI Level 1 certified
 - PCI Level 1, FISMA Moderate, Sarbanes-Oxley (SOX)

Infrastructure

- Multi-tenant architecture
- High availability and load balancing
- 24/7 monitoring and alerting via AWS CloudWatch and Pingdom

Environments

- Separate training, testing, and production environments
- Sandbox test portals for client validation

Devices & Hardware

- Device Compatibility
 - Web, iOS, and Android support
 - Usable across desktop, tablet, and mobile
- NHS Access Requirements:
 - Modern browser (Chrome, Edge, Safari)
 - Stable internet connection
 - Device security (antivirus, MFA enabled)

xWave Technologies uses two-factor authentication (2FA) when logging into AWS. When using Secure Shell (SSH) to gain access to our servers xWave Technologies uses private keys.

xWave Technologies adopts procedures (as per ISO 27001) to identify and manage risks and vulnerabilities; with assignment of risk profiles to all assets including hardware, software, services, staff, and service user data. xWave ensures secure access to the Hosting services, and secure and confidential storage and transmission of all information.

3. Integration Requirements

Supported Standards

- HL7, FHIR APIs
- Bi-directional data exchange

Integration Options

- Direct integration with Order Comms, EHRs, RIS/PACS
- Standalone deployments where no digital pathways exist
- Tested with Oracle Cerner, EMIS, and others

Technical Resources

- API documentation available on request
 - Sample integration guides provided
 - Collaboration with third-party suppliers
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4. Data Security, Backup & Redundancy

Data Handling

- GDPR-compliant data processing
- Data encrypted in transit (HTTPS, SSL 2048-bit)
- Hosted in secure AWS data centres

As a Data Processor, our operations are acted upon only by documented instructions from the Controller and under Article 28 (3), xWave Technologies as a Data processor will:

- commit to confidentiality
- take all security measures as prescribed by Article 32
- abide by the rules for engaging a sub-processor (DPA in place with AWS)

Backups

- Daily backups on AWS
- Redundant infrastructure
- Backup management and recovery support included

Disaster Recovery

- Recovery Point Objective < 24 hours, Return To Operations < 4 hours
- Cloud-native DR strategy
- Joint planning with hospital IT teams

xWave Technologies provides third party 24/7 monitoring that takes advantage of the latest statistical mechanisms and machine learning to provide a premium quality control & risk management service. As such, we are able to identify abnormal patterns of behaviour quickly and take the appropriate action, thanks to our heterogeneous monitoring and logging systems.

xWave work with Deloitte, who are also certified to ISO27001 which allows us to prove to our customers and other stakeholders that we are carefully managing the security of their information.

With the support of Deloitte we can:

- assist Controller in complying with rights of data subjects (That are hosted on the AWS platform)
- assist Controller with security requirements and/or breach notifications
- delete or return personal data to the Controller where requested demonstrate compliance with the above (through audits and inspections AWS, ISO 27001)

Regulatory Changes

- Assigned individuals are routinely receiving training and updating their continuous professional development portfolio regarding regulatory changes
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5. Information Governance

- ISO 27001 certified
 - Full Data Processor compliance under GDPR
 - Clear Information Governance Framework
 - Secure role-based system access
 - Bi-directional data consent management
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6. Onboarding & Offboarding

Implementation Plan (6 Phases)

1. Planning & stakeholder alignment
 - a. Discovery workshop with all key stakeholders – xWave Technologies aims to capture all configuration data at this stage
2. Configuration & integration setup
 - a. Where integration to a third-party system is required, a formal introduction to the supplier/ IT team
3. Testing & validation
 - a. 'Sandbox' test portal launch, in conjunction with the client's IT team
 - b. Final feedback and enhancement updates incorporated
4. Role-based training
 - a. On-site and off-site training of key staff
5. Go-live with real-time support
6. Post-implementation review

Offboarding

- Service decommissioned within days
 - Data retained for 45 days post-termination
 - Beyond this xWave Technologies has no further obligation to hold or make available any data
 - Data extraction provided
 - Feedback workshop
 - No cost for standard offboarding
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7. Deployment Model

- Scales across multiple sites
 - Primary care and secondary care deployment
 - Local and centralised configurations
 - Real-time data sync
 - Site-level analytics and reporting
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8. Support & Training

Support Levels

- 24/7 technical support
- Response SLA: Critical (1h), High (2h), Routine (4h)

Support Channels

- Phone, Email, In-app, Online portal
- On-site support for escalations

Training Services

- Onboarding workshops
 - Role-based modules
 - On-site or remote options
 - Train-the-trainer available
 - 1:1 coaching for key users
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9. Pricing Overview

- The latest pricing schedule is available on G-Cloud 14
 - Covers subscription, integration, training, support
 - Discounts published in G-Cloud updates
 - Contact your xWave representative or contact: hello@xwave.ie
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10. Ordering & Invoicing

- Order via G-Cloud framework
- Contact: hello@xwave.ie