

RippleDown Expert Service Definition Document

[Subject]

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Beamtree

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Introduction to RippleDown Expert™

What is RippleDown Expert™?

RippleDown Expert™ automatically applies specialist-level clinical expertise to generate patient-centric reports in high volume laboratory environments. Expert replicates decision-making processes at scale, at a granular level of detail, that matches your human experts. Originally developed by Pathologists for Pathologists, RippleDown Expert™ improves the quality and speed of information delivered to Clinicians. It provides treatment recommendations, real-time alerts, and advanced reflex and appropriate testing recommendations – all captured from, and managed proactively by, your human experts and according to evidence-based guidelines and your own local protocols.

RippleDown Expert™ can also intelligently automate “reflex testing” (i.e. automatically adding tests based on live test results) and other local workflows to improve clinical safety and laboratory process efficiency.

Both RippleDown solutions supported by AI provide an intuitive tool that empowers your teams to build their expertise into “Knowledge Bases” that drive clinical and business value for Pathology – for today and into the future.

Key Features and Benefits of RippleDown Expert™ Include:

- Iterative case-based rule building with unlimited rules.
- Rule-building checking capability with immediate automatic regression testing as the rule is written.
- Infinite rule-building capability with a complete audit trail of updates and changes.
- Data source-agnostic operation, aggregating data from all available sources to create a holistic patient view based on all the data, not just a single set of information
- New rules are safely built and deployed in Production, in real-time, without IT involvement.
- Incremental and limitless rule building approach with real-time conflict checking.
- Scalable validation feature to safely manage automation.
- Completely managed by subject matter experts within the organization using a simple natural language syntax.

RippleDown Expert™ Onboarding

Once a RippleDown Expert™ Software License and Services Agreement is signed by Beamtree and the client, the onboarding process will commence.

Beamtree will provide the onboarding documentation package outlined below. Our RippleDown™ Software Application Specialists will provide a walk-through of all onboarding and product documentation, and will provide support to client teams on the technical set up of a RippleDown Expert™. Beamtree will manage initial user set-up and access permissions and will train end-users.

Table 1 – RippleDown Expert™ Client Onboarding Documentation Package

Document Title	Description	Format
RippleDown™ Interface Specification-REST	Guidance and specification for RippleDown Expert™ interface- REST	PDF
RippleDown™ Deployment Guide	Guidance and specification for RippleDown Expert™ set up.	PDF
RippleDown™ Knowledge Builder User Guide	Guidance document outlining and explaining how to use the Knowledge Builder application	PDF
RippleDown™ Validator User Guide	Guidance document outlining and explaining how to use the Report Validator application	PDF

RippleDown Expert™ Training and Education

During onboarding, Beamtree will provide RippleDown Expert™ training and education sessions and demonstrations for end-users in the use of the product for:

- Pathologists
- Managers
- Scientific Team
- Any other relevant Technical Team Members.

These sessions are provided both face-to-face and virtually. RippleDown Expert™ user guides, resources and product overview and tutorial videos will be provided to end-users as outlined below.

Table 2 – RippleDown™ Training and Education Resources

Title	Description	Format
RippleDown Expert™ Training Slides	RippleDown Expert™ training slides to support the delivery of face-to-face and virtual training sessions with the Client's team by our team	PPT / PDF
RippleDown™ User Guide – Validator	A full user guide and reference manual for Team Members in how to use the RippleDown Expert™ Validator application	PDF
RippleDown™ – User Guide – Knowledge Builder	A full user guide and reference manual for Team Members in how to use the RippleDown Expert™ Knowledge Builder application.	PDF
RippleDown™ – User Guide – Administrator	A full user guide and reference manual for Team Members in how to use the RippleDown Expert™ Administrator application.	PDF

After Sales Support

Beamtree provides after sales support through a number of avenues:

- Regular Beamtree Account Manager engagement with client management.
- RippleDown Expert™ refresher training and demonstrations for staff, as required by an organisation for new starters, etc.
- Bi-Annual RippleDown Expert™ Product User Groups which provide demonstrations of new features, training, share best practices in use of RippleDown Expert™ across peers, and discuss the RippleDown Expert™ product roadmap and user requirements.
- Product support as outlined in the support section below.

RippleDown Expert™ Support

RippleDown Expert™ Support Process

Beamtree provides support for the RippleDown Expert™ application via telephone and via email to support@beamtree.com.au during the support hours specified below.

Support Hours

Beamtree provides access to Software Support Services during the following hours on Business Days (Support Hours):

Country	Monday-Friday
United Kingdom	09:00 – 17:00

Service Levels

The support levels described below will be applied for any problem or issue escalated through the defined support levels. The activities identified are the minimum required and may be supplemented by further actions during the course of the problem investigation in order to expedite a resolution.

- **First-level Support:** Beamtree will provide basic help desk services, and this will typically include initial call handling, call logging, assignment of call priority (Critical, Major, Minor and Limited) and queue placement and escalation to second-level support as required. This level will also include initial problem diagnostic services for identifying problems and generic application faults, analysis and if possible, problem resolution.
- **Second-level Support:** Beamtree will provide second-level support. Second-level Support will provide more detailed problem diagnostic services as well as any problem duplication for identifying complex problems and Licensed Software Defects that cannot be resolved by the first-level support. Second-level support includes the application of any Updates that the Licensee support is able to implement. Second-level support will also provide interface and escalation to third-level support as required.
- **Third-level Support:** At its own cost, Beamtree will engage a support specialist or third party, for product design problem analysis, and to formally escalate problems. Third-level Support will include provision of reasonable levels of technical assistance to the Second-Level Support organisations and timely delivery of Updates, patches or hot fixes and associated User Documentation.

The client will be given a Service Request number and will be provided with regular status and progress updates of client-escalated problems.

Service Request Classification

Beamtree defines four classifications of Service Requests. In order to classify a request, the client's technical contact will confirm with Beamtree the impact of the problem and recommend an appropriate classification. Where Beamtree and the client disagree on the classification of a particular problem, the client and Beamtree's primary technical contacts will undertake to work on the problem based on the client classification recommendation. In the case of a classification

disagreement, review of the classification will occur as a follow-up activity, prior to the final closure of the Service Request.

- **Critical Priority:** Service Requests that have been verified by Beamtree as problems affecting critical business functions, which cause major functionality to affect service for the client. There is no acceptable workaround.
- **Major Priority:** Service Requests that have been verified by Beamtree as problems affecting data corruption or prevents volumes of transactions from being processed or otherwise causes a major disruption to business operations, which cause major functionality to affect service for the client. There is an acceptable workaround that allows the client to restore service.
- **Minor Priority:** Service Requests that have been verified by Beamtree as causing particular features or functionality to be inoperative, but do not affect service for the client. There may or may not be an acceptable workaround.
- **Routine:** Service Requests that are verified by Beamtree as being cosmetic, minor or enhancements which will be considered for inclusion in future new releases or updates.

Software Defects and Enhancements

Beamtree will provide to the client corrections of defects in the RippleDown Expert™ application. Beamtree may provide periodic updates of the RippleDown Expert™ software that may incorporate:

- corrections of any defects;
- fixes of any minor bugs; and
- at the sole discretion of Beamtree, enhancements to the Licensed Software.

RippleDown Expert™ Maintenance Windows

Beamtree may be required to perform maintenance operations for the RippleDown Expert™ software, which may affect the continuous operation or functioning of the RippleDown Expert™ software.

Beamtree will provide the client with at least 7 Business Days' prior written notice of the maintenance downtime, except when circumstances beyond the control of Beamtree prevent it from doing so.

Where there is an unforeseen outage of the RippleDown Expert™ software, Beamtree will notify the client via an email alert.

RippleDown Expert™ Updates and New Releases

Beamtree may make available updates and/or new releases for the RippleDown Expert™ software during the term of the agreement. All updates and releases will be communicated to clients via release notifications. For significant updates or changes, additional client training support such as demonstrations will be made available.

RippleDown Expert™ Offboarding

The client offboarding process for RippleDown Expert™ is outlined below:

1. Client notifies Beamtree of intention to terminate contract by set date.
2. Beamtree disables client access to application on agreed date, and creates a copy of data or deletes all data stored by Beamtree.
3. Attestation letter is provided to client confirming all data held by Beamtree has been deleted (where data is deleted) within 60 days of client deletion request.

Any additional requirements required by a client organisation at the end of the contract over and above the steps outlined above can be negotiated with Beamtree for an additional cost.