



SERVICE DEFINITION DOCUMENT

Service Description

- Melo is a digital behavioural assessment & management application used by clinical teams (multi-disciplinary teams) to inform and support clinical decision-making for patients suffering from neurological conditions and displaying challenging to manage behaviours.
- Melo is used in place of traditional paper assessment forms and supports clinicians with evidence-based information that can be used to better understand changes in patient behaviour so that appropriate care planning decisions can be made in a timely and appropriate way.
- Melo does not seek to replace the clinical decision making already taking place, rather to enhance decision making and improve understanding and the efficiency of how behavioural data is collected and shared across multi-disciplinary clinical teams and onwards for the patient care pathway.
- Longer-term as the dataset builds Melo will deploy appropriate uses of AI / Machine Learning to determine greater insights for clinicians

Technical Requirements

- Melo is designed to work across mobile, tablet and desktop/laptop devices
- Access is available through a secure wifi connection
- We support all modern browsers

Hosting

- For UK healthcare organisations AWS is used for cloud hosting (storage), within UK-based data-centres.
- Other third-party processing may involve data processing outside of the UK, we ensure that all third-party services we elect to use comply with UK GDPR requirements and have relevant security certifications.

Data Backup

- Daily backup
- retained for 35 days

Access to Data (upon exit)

- To be discussed between Decently support team and the local Melo Admin
- Data will be repatriated to the customer organisation within 30 days of the end of the contract period (csv file)

Security & Certifications

- ICO Registered
- Cyber Essentials - June 2025
- Penetration Test - April 2025
- NHS DSPT
- DTAC - including DCB 0129/60 Clinical Safety review

Onboarding / Offboarding

Onboarding:

We employ a *train the trainer* approach with the initial group of users and broadly follow the below process which is subject to local discussion and agreement;

- Melo support team at Decently will create Local Melo Admins
- New users to be discussed with Melo Admins inc. access level and training needs
- Admins create new users
- Users provided with log in details by Admin and given;
 - 1:1 training
 - provided with initial Training guide and “in product” guidance
 - where necessary new users *shadow* the Admin in the initial use of Melo

Offboarding:

- Melo Admin is responsible for removal of access of individual users
- In the event of Melo licence not being renewed, removal of access to the system and repatriation of data will be discussed between Melo Admin and Melo support team at Decently

Service Constraints & Maintenance

- Users will be informed in advance of any scheduled service downtime. This is scheduled for times when service usage is at a minimum.
- The service is delivered as a hosted, cloud-based software as a service model with no local hardware or software requirements other than a functioning, compatible web

browser. We use AWS hosting platform which has very high resilience and reliability with 99.5% guaranteed uptime. Redundancy is provided in the platform and managed by the host to eliminate the effects of technical hardware failure.

Support Service Level Agreement

The following support SLA is based on a “best endeavours” basis and will be reviewed as part of the specific contract/MoU period with individual customers.

Support Hours

The availability of the Melo helpdesk is as follows;

- Business Hours: 09:00 to 17:00 (Monday-Friday, not including UK Bank holidays)
- Support Email: support@melo.health
- Emails received outside of these hours will be viewed and assessed the next available business day.
- For any urgent queries please see Escalation process below

Support Levels

The criteria of each level of Issue Priority shall be as per the following table. Each support issue will be classified based on the criticality and impact by the Melo support team.

Issue Code	Issue Priority	Description
1.	Critical	- Melo is inoperable/not functioning (all other hospital web-based systems and WIFI are operating as expected)
2.	Vulnerability	- Security vulnerabilities that could compromise customer data
3.	Functional	- issues ranging from functional queries related to various features / modules within Melo
4.	Performance	- System is operational but performance is poor
5.	Bug	- System is operational but behaviour of a specific feature or module is incorrect
6.	Discomfort	- System is operational but behaviour of a specific feature is not as expected (possibly a training issue)

Support Resolution Time

For the above Issue Types, the response and resolution times are as specified below. For all queries, an initial automated email response will be sent out within a few minutes of the issue being logged to show that this has been received and is now in the queue.

Issue Code	Issue Priority	Initial Response Time	Resolution Time
1.	Critical	4 business hours	48 hours
2.	Vulnerability	4 business hours	48 hours
3.	Functional	1-2 business days	Future release (subject to discussion)
4.	Performance	1-2 business days	Future release (subject to discussion)
5.	Bug	1-2 business days	Future release (subject to discussion)
6.	Discomfort	1-2 business days	Future release (subject to discussion)

These are subject to:

- The matrix shown above is for defined **Business Hours**.
- The response and resolution time are indicative and not final. Actual resolution may depend on factors that may be out of control such as unavailability of server etc.
- Decently does **not accept any penalty** if these support requests are not resolved within the indicative times.
- **Fixing is subject to release** - These levels and support hours may change based on continuous improvement of our services.

Escalation

To report an Issue, Users should send an email to support@melo.health

If the Issue is not resolved or the query is urgent and falls outside the normal support hours then follow the escalation matrix defined below:

- email: James Burch - jb@decently.co.uk
- call: James Burch - 07787 507356

Last updated: 20.01.2026