



G-Cloud 15

ELMS2 for Community Equipment and
Technology Enabled Care Services

Service Definition Document



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1 Management Summary

Ethitec's ELMS2 is a comprehensive, proven software solution that supports the efficient management of Community Equipment Services, Technology Enabled Care (TEC) Services, Wheelchair Services, and other areas of NHS and Social Care supplies provision, on either a fully integrated or stand-alone basis. The solution has a well-established user-base, an active user-group and very importantly, is supported by a large and highly experienced team who drive the software forward and strive to ensure the satisfaction of our customers.

The first version of ELMS2 was written as a bespoke application for the British Red Cross Community Equipment Service way back in 1990. ELMS2 has seen a lot of change since then. We've gone through the introduction of Windows technology, the 'fully equipped' report, the introduction of barcoding and handheld scanners, the integration of NHS and Local Authority equipment services, a national framework for CES management systems, the adoption of internet-based technology, integration of equipment services with wheelchair services, the increased use of mobile computing, the transforming community equipment and wheelchair services project, and the introduction of Apps. Sometimes we've pioneered. On other occasions we've waited for the dust to settle and offered a more considered approach. However, during this period, one thing has remained consistent. Ethitec and ELMS2 has quietly and consistently delivered on its promises.

2 ELMS2 for Community Equipment & Technology Enabled Care Services – System Overview

After so many years of continual development and use in the community equipment arena, ELMS2 offers comprehensive integrated, modular facilities to manage clients, stock, referrals, waiting lists, journeys, purchasing, servicing, faults, parts and repairs. ELMS2's wealth of functionality helps you get your equipment back on time, eliminate duplicate referrals and journeys, and optimise van loads and driver technician workloads.

ELMS2 is proven and in use throughout the UK and beyond, remaining true to its original design concepts:

- Keep track of your equipment, and make sure it comes back!
- Provide all relevant Legislative and Performance Indicator information as a by-product of normal use

A history of all activity and contact with a client or an identifiable item of equipment is maintained, and deliveries, collection, services, visits, and repairs are scheduled using closely integrated functionality. Stock and parts are tracked against multiple locations, and budget and asset information is recorded and accessible in real-time.

ELMS2 provides comprehensive functionality to assist with asset management, providing all necessary financial and budgetary information relating to the value (both current and historical) of equipment, depreciated as required. This allows you to monitor ordering patterns by combinations of referrer, budget holder, base, and referrer category.

Comprehensive support for mobile computing and the use of barcoding via our ELMS2app is offered throughout the system. This allows drivers and technicians who go out into the community to use handheld devices to record delivery status information, and details of on-site services, at the point of contact with the client.

For the many external referrers who wish to order equipment from the CES, ELMS2 allows them to place orders directly in to the system via a responsive browser interface that is as easy to use as the popular 'home shopping' systems. The module has been designed to be very intuitive, using logical workflows, which helps minimise training overheads.

ELMS2 can automatically email external users directly when a delivery is successfully completed or is unable to take place (e.g. if the client was not at home). This can significantly reduce the load on the service imposed by referrers phoning to query whether a client has received a delivery.

A computer system is only as useful as the information it can deliver, and the reporting capability of a software system is a key evaluation factor in determining its suitability. Management information is one of the main strengths of ELMS2. Standard reports exist with such a wide range of parameters available that they literally run into the hundreds. Reports may be run on demand, or using the flexible report scheduler, they may be scheduled to execute at predetermined times and frequencies. All known legislative, nationally required reports are included as standard, and all enhancements and amendments caused by changes in legislation etc are incorporated into new releases free of charge or customers sites, which again helps to ensure future proofing for the Service.

2.1 Service features

- Paperless working
- Real-time stock management
- Electronic Patient Record
- Asset Management and Tracking
- Servicing and Repair Management
- Purchase Ordering
- Journey Management
- ELMS2app for all distribution, servicing and stock movement activity
- Intuitive Online Ordering
- Powerful real-time reporting

2.2 Service Benefits

- Innovative ELMS2app based on Android and iOS based technologies
- Full paperless working right across CES operations
- Fully integrated purchasing, stock, ordering, picking, servicing, and distribution operations
- Automated SMS and Email Communication with Clients and Prescribers
- Keep track of your equipment, and ensure it comes back
- Legislative and Management Information as by-product of normal use
- Full history of all activity with clients and identifiable equipment
- Easy monitoring of financial and budgetary information
- Easy expansion in to other services (e.g. Wheelchairs, Continence)
- Access to the long-established ELMS2 User Group

3 Ethitec Overview

3.1 Company History and Experience

Ethitec was established in Leicester in 1975 and incorporated in 1987, providing application software package sales, bespoke software development; and associated support, consultancy, and training services to many customers in the UK.

Certified to the prestigious ISO9001:2015 standard and with an all-graduate UK based development and professional services team we pride ourselves on the quality and commitment we bring to every project.

Ethitec has worked with the Public Sector throughout the life of the company, and has developed and maintained a special expertise in this market, particularly with our work within the Allied Health Professions, Community Equipment Services, Wheelchair Services and other areas of NHS and Social Care supplies provision. Ethitec's policy in this sector is to remain at the forefront in understanding information needs, to provide relevant, robust and flexible computer systems to assist in meeting those needs, together with associated consultancy and support services.

Information security and governance is at the heart of our business. All of Ethitec's operations are governed by our Information Security Framework. This framework contains a number of policies and procedures that define how information, systems and infrastructure that we own or use are to be managed, reducing risk levels and our exposure to vulnerabilities.

3.2 Relevant Accreditations

- ISO9001:2015
- Cyber Essentials / Cyber Essentials plus
- NHS Data Security and Protection Toolkit (standards exceeded)
- Software hosted in an ISO27001 accredited data centre
- DCB0129

4 Professional Services Overview

4.1 Onboarding & Training

Importantly, our project management team will ensure that your system is fitted to the way that you wish to work, rather than forcing alien working practices upon you. Our software solutions contain a wealth of system parameters and settings which allow it to be tuned to meet local variances in working practice while still providing the necessary controls. At the beginning of the onboarding process, we provide a ‘pre-implementation consultancy’ service, through which we gain a comprehensive understanding of the customer’s precise requirements. This understanding allows us to assist and advise with the setting up of these systems parameters, reference data, defaults etc, which helps to shape the system to be installed around your workflows prior to live running. Control of these parameters will then be with local system administrators. These costs are included within the fees quoted.

In addition, we also strongly recommend that prospective customers commission some training services from us (in accordance with the rates outlined in the pricing document). Our sales team will gladly discuss a suitable training package with you. Following receipt of a purchase order, a detailed project plan, together with detailed training plans, would then be confirmed and agreed with the customer project team, as part of our project management processes. Ethitec provides standard on-site, off-site, or remote training courses for customers, at the choice of the customer. Full documentation is supplied with all training, and training plans will be provided for each course.

4.2 Bespoke Modifications and System Integration

Ethitec do aim to serve the individual requirements of each customer, and are always happy to create bespoke extensions, modifications and new modules to meet specific local requirements. We also have significant experience of developing seamless third party links to other Healthcare, Social Care, Gazetteer and financial applications, using uni-directional, bi-directional, real-time, batch fed, drip-fed, and simple 'cut & paste' type links - please feel free to contact the Ethitec sales team for further information and to discuss costs.

4.3 Data Migration

Ethitec has significant experience of the migration of data into our software, and we have worked successfully to import data from many legacy systems. There are no practical limits to the amount of data that we can migrate in. Ethitec will be pleased to apply any cleansing rules required by the customer as part of the data migration task that will be required to move your current data into our platform. This will help ensure that the initial data set is of a reasonable quality.

Our typical migration process is split into two phases – the test migration, and the live migration. Within the test migration phase, several test migrations may actually be undertaken, depending on the quality and format of the source data (without additional charge). This (minimum) two-stage process helps to minimise the risks involved in migrating data, and allows any gaps or matching issues between the two systems to be identified early in the implementation plan.

Our sales team will again be pleased to provide precise costs for data migration work following analysis of your requirements.

4.4 Go-Live Handholding

Ethitec's project team would typically be available on a customer site upon 'go-live' providing dedicated handholding style support to ease the transition to our software (typically for 2-3 days depending on the size of the system / customer). Please contact us for further details / costs.

4.5 Technical and Customer Support

Ethitec believe that the quality of our support services is unrivalled within the markets in which we operate – this is evidenced by our very high-levels of customer retention. We are of course happy to provide contact details at existing customers to any prospective customers.

Our stated license fees including the provision of technical and user support services for our customers. Ethitec encourage customers to use our dedicated support desk for all non-contractual issues once live running has commenced. This helps to ensure all queries, support calls, issues etc can be tracked by our ISO9001 accredited quality system against the customer's Service Level Agreement. Ethitec supports its customers from Leicester by a telephone help desk, by secure internet links, across HSCN where appropriate, and by our engineers in the field. Unlimited telephone and email support is provided for all aspects of the software provided by Ethitec. Our standard office hours are 09.00 to 17.00 on Monday to Friday excluding English public holidays. Any support outside of these areas would be by arrangement.

Our engineers also remotely investigate and diagnose problems with the system over secure connections.

4.6 Upgrades

Changes in legislation and reporting requirements have always been incorporated into our systems, and we continue to ensure that we make the best use of available hardware and communication technology. We listen to our individual customers and our User Groups, and ensure that the enhancement suggestions they make, along with the ideas that come from our own experts, are developed, tested, and deployed, by our in-house development team. Ethitec have always been committed to developing software as part of a long-term strategic relationship with our customers, and as a result, the workflows and screens offered by our software are being continually refined. New (optional) releases of the system that incorporate all of these changes occur approximately annually,

We include the costs associated with an annual system upgrade, together with a day of bundled services per annum (typically used for upgrade awareness training) within the license costs provided. Any upgrades, which for the 'live system' element will require around 3 hours of downtime, can be arranged to occur outside of the customer's normal working hours for a small additional payment.

4.7 Contract Exit

Ethitec understands its obligations to support an orderly, controlled transition of responsibility for the provision of the Service to a new Provider at the end of any potential contract. The data contained within the Ethitec database is at all times owned by the customer. On request, Ethitec shall agree a timetable for return of the data within our software to the customer, or for the transfer of the data within to a new Provider. The customer, using standard reports, will actually have the ability to extract all of the data that the new Provider may require, without Ethitec involvement. This can be tested at any time, throughout the life of the Contract.

It is possible however that the new Provider may require the data to be presented to them in a specific format (e.g. by populating templates that they provide). If this is the case, then either the customer can provide this service themselves, using the standard

reports outlined above, and then undertaking some local manipulation of the data or Ethitec can provide this service to the customer, potentially for an additional charge, not to exceed 5 days of work at our prevailing day rate at the time of termination.

5 Hosting and Security Overview

5.1 Data Centre

Our customer's system will be hosted in a secure, highly resilient private cloud environment (managed by Ethitec in conjunction with our partner **Rackspace**) which will ensure that data is protected and properly backed up, and that the system will remain online at all times.

5.2 Location

Ethitec make use of multiple Rackspace data centres in London. Your data will at all times reside within the Rackspace environment in the UK.

5.3 Data Centre Security

Rackspace hold ISO 27001 and numerous other relevant security and infrastructure accreditations (<https://www.rackspace.com/en-gb/compliance>), making certain that our customers are secured by the best processes and technologies. The ISO/IEC 27001 standard provides a framework for businesses such as Rackspace to establish, implement, maintain and continually improve an information security management system (ISMS). With an ISMS, businesses can secure their sensitive information through a risk management process that combines people, processes and IT systems.

5.4 System Security

Ethitec's software solutions have been designed from the ground up to be secure and always in accordance with NHS IG standards. Our software includes protection from unauthorised access, IO validation, error handling, role based access and all of the other functional aspects that you would expect for a system of this type. Support for MFA is also provided. All data transmitted between the server and user device, and all data at rest, is encrypted using the latest secure TLS protocols and 256 bit cipher suites.

5.5 System Availability and Resilience

Access to your system will be available 24/7, and availability in excess of 99.9% should be expected with any required downtime for maintenance being planned strictly by arrangement to suit the customer.

Our customers are restricted to a maximum of 15 minutes of data loss in the very unlikely event of a major server failure at Rackspace. Full replacement hardware and reinstatement of the system would be completed within two working hours of the fault being reported to us. Multiple data centres and offsite cloud-based backups are utilised to ensure high levels of resiliency and protection in the event of a disaster at Rackspace's main data centre.

6 Contact Details and Further Information

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