

G-Cloud 15

Service Definition

Integrated Patient Engagement and Managed WiFi Platforms (SPARK Fusion® & SPARK Connect®)

SPARK Technology Services Limited

Lot 2b Software as a Service (SaaS)

1. Introduction	3
Company Overview	3
Value Proposition	3
What the Service Provides	5
Social Value	6
Overview of the G-Cloud Service.....	12
Associated Services	13
2. Data Protection	14
Information Assurance.....	14
Data Back-Up and Restoration	14
Business continuity statement/plan.....	15
Privacy by Design.....	16
3. Using the service	16
Ordering and Invoicing	16
Flexible Commercial Arrangements and Financial Control.....	17
Availability of Trial Service.....	17
On-Boarding, Off-Boarding, Service Migration, Scope, etc.	18
Training	20
Implementation Plan	20
Service Management.....	23
Service Constraints	23
Service Levels	23
Outage and Maintenance Management.....	24
Financial Recompense Model for not Meeting Service Levels	27
4. Provision of the service	27
Buyer Responsibilities	27
Technical Requirements and Client-Side Requirements.....	28
Outcomes/Deliverables	30
Development life cycle of the solution.....	31
After-sales Account Management.....	32
Termination Process.....	32
5. Our experience	33
Case Studies	33
Customers.....	34
Contact Details	34

1. Introduction

Company Overview

SPARK Technology Services Ltd (SPARK TSL) is a UK leader in delivering high-quality digital experiences wherever people need to connect, be informed, and be entertained. In healthcare, we are the trusted provider of bedside patient engagement, entertainment, and connectivity services across more than 100 NHS units and directly deploying over 45,000 bedside units.

Our solutions reach over 7 million patients a year, giving Trusts a dependable platform for patient WiFi, free and accessible entertainment, health and wellbeing content, and practical digital services that support modern care.

SPARK help hospitals improve patient satisfaction and inclusion, reduce clinical pressure through clearer communication and self-service tools, and rely on a UK-based service operation designed for the realities of 24x7 clinical environments.

Beyond hospitals, SPARK brings the same “mission-critical, high-footfall” expertise to the wider community. We power managed WiFi, digital engagement, and venue services for places where connectivity and experience directly shape reputation and revenue including stadiums, museums, arenas, transport hubs, universities, retail destinations, conference centres, and public venues. These environments demand secure, scalable networks, simple user access, and the capability to engage visitors before, during, and after their visit. SPARK enables venues to turn connectivity into value: smoother guest journeys, richer digital storytelling and content delivery, improved loyalty and dwell time, and actionable insights that help operators run smarter sites.

What unites both customer bases is our ability to design, deploy, and run resilient digital infrastructure paired with services that people actually want to use. In hospitals, that means compassionate, inclusive technology that supports recovery and care. In public venues, it means frictionless, high-performance connectivity and engagement that elevates the visitor experience and unlocks commercial opportunity. Backed by Volaris Group (part of Constellation Software Inc.), SPARK TSL is built for long-term partnership, continuous innovation, and dependable service at scale, helping healthcare organisations and community venues alike create connected, modern experiences that truly work for the people they serve.

Value Proposition

Across the NHS and wider public sector, there is a continuing drive to modernise digital infrastructure, improve user engagement, and reduce operational and administrative burden, while maintaining security, accessibility, and value for money.

SPARK TSL supports these priorities through two complementary cloud-managed services, **SPARK Fusion®** and **SPARK Connect®**, which can be deployed independently or together depending on organisational need and sector.

Healthcare (NHS)

Within NHS environments, **Fusion** and **Connect** work together to create a connected, digitally inclusive healthcare environment.

SPARK Fusion® enables hospitals to deliver engaging, accessible, and inclusive patient experiences through managed bedside technology. It combines patient engagement, entertainment, and health information services on a single, secure platform. Fusion helps patients stay informed, connected, and supported during their stay, while providing staff with efficiency tools, gather feedback, and promote wellbeing. Fusion can include an optional accessible communication capability designed to support patient understanding across clinical, operational, and administrative interactions. These capabilities support improved communication, patient satisfaction, and confidence in the use of digital health tools, aligning with NHS digital, patient experience, and inclusion strategies.

SPARK Connect® provides the secure and reliable network foundation that underpins these services. Delivered using the Managed CONNECTivity service model, its cloud-managed captive portal allows Buyers to select a single platform configuration option per contract, supporting defined user journeys such as staff, patient, and visitor access through a single SSID. This approach simplifies access, improves user experience, and reduces management overhead for Trust ICT teams, while ensuring safe, monitored, and scalable connectivity across hospital estates to support clinical, operational, and patient access requirements.

Together, Fusion and Connect help NHS organisations to:

- Deliver more connected and patient-centred care environments.
- Improve digital confidence among staff and patients.
- Enhance communication and access to wellbeing resources.
- Build a Secure, scalable foundation for future digital services.
- Support digital inclusion, accessibility, and sustainability goals.

Wider Public Sector (Local Government and Community Services)

For local authorities and other public sector organisations, Connect supports the delivery of secure, accessible, and centrally managed connectivity across public-facing environments such as council buildings, libraries, leisure centres, community hubs, transport facilities, and public venues.

Connect enables public sector organisations to:

- Provide consistent and secure internet access for staff, residents, and visitors.
- Support digital inclusion initiatives by enabling access to online public services.
- Simplify Wi-Fi access through configurable captive portals and role-based user journeys.
- Reduce ICT management overhead through a fully managed, cloud-based service.
- Maintain compliance with public sector security, privacy, and data protection requirements.

By offering a scalable and managed connectivity platform, Connect helps public bodies deliver inclusive digital access while maintaining governance, security, and operational resilience. All SPARK TSL services are developed, hosted, and supported in the UK and meet relevant public sector data and security standards, including DSPT, DTAC (where applicable), ISO 27001, and Cyber Essentials.

What the Service Provides

SPARK TSL provides **off-the-shelf, managed cloud services** designed to support secure, reliable, and user-focused digital access across healthcare and wider public sector environments.

Healthcare (NHS)

For NHS organisations, SPARK TSL delivers two complementary managed services: **SPARK Fusion®** and **SPARK Connect®**.

SPARK Fusion® is a managed bedside patient engagement platform that runs on individual bedside tablets. It provides patients with access to information, education, entertainment, and wellbeing tools throughout their hospital stay. The platform is fully cloud-managed, allowing software updates, content changes, digital integrations and monitoring to be carried out remotely without disruption. Fusion helps patients stay informed, connected, and engaged, while providing staff with a consistent and easy-to-use way to share information, support communication, and gather feedback. Fusion also offers an optional translation service that provides communication support for patients, enabling staff to bridge language differences, cognitive disorders, sensory loss and learning difficulties, with live translation into 50+ languages, pre-scripted, pre-translated content, and in-app 'speed dial' access to live interpreters in hundreds of languages. Users interact with SPARK Fusion® through a touchscreen bedside device, and services that require user or patient input will display an on-screen keyboard.

SPARK Connect® provides the managed Wi-Fi and network infrastructure that underpins digital services in healthcare environments. It offers secure and reliable connectivity for clinical systems, staff devices, and patient and visitor access. To connect, enable WiFi on your device and select the appropriate SPARK TSL network from the available SSIDs. After connecting, users are automatically directed to a User Experience (UX) registration page managed by SPARK TSL as part of the managed service, which may request data capture, account login, or other authentication options depending on the selected platform configuration option. Through a dual captive portal configuration, multiple user groups can connect via a single SSID, simplifying access and management while maintaining security, segregation, and compliance with NHS requirements. Once registration is complete, users gain internet access and are directed either to SPARK Fusion Web or another landing page chosen by the Buyer.

Platform Configuration Options

Managed CONNECTivity includes the selection of one platform configuration option per contract. Platform configuration options are mutually exclusive and define the user onboarding and access experience presented through the captive portal.

Available Platform Configuration Options are:

- One Click Portal
- Data Click Portal
- Email Validation Portal
- Dual Portal
- Protected Account Portal
- Pay-To-Use Portal
- Templated Portal

Together, Fusion and Connect support improved communication, patient engagement, and operational efficiency, while helping Trusts meet NHS digital inclusion, accessibility, and data protection standards.

Wider Public Sector (Local Government and Community Services)

For local government and other public sector organisations, SPARK TSL provides **Connect** as a standalone managed connectivity service.

Connect delivers secure, cloud-managed Wi-Fi and network access across public sector estates and community-facing locations. It supports configurable captive portals, centralised management, and role-based access, enabling organisations to provide reliable digital access for staff, residents, and visitors while maintaining governance and security.

Service Management and Support

All services are hosted and supported in the UK and include a managed service desk to support users and resolve incidents, with availability determined by the selected assurance level. The managed service model reduces the operational burden on internal ICT teams, enables consistent service availability, and provides a scalable digital foundation that can support future service requirements across healthcare and wider public sector environments.

Social Value

Kickstart economic growth

SPARK TSL will use the G-Cloud 15 Framework to kickstart economic growth in the regions where we operate, intentionally directing jobs, skills and spend into rural and economically deprived communities across the UK.

Creating in-region roles and pathways. Where delivery requires on-site presence, SPARK will prioritise hiring and deploying dedicated field teams in-region to keep salaries and expertise

local. SPARK will also maintain a direct-employment model for roles delivered under this contract, supporting stable, long-term employment and local spending.

Growing skills that stay local. SPARK will commit to a structured development pathway for staff working on the contract, including funded training and mentored progression into specialist and leadership roles. This builds enduring capability in underinvested regions and reduces barriers to progression for people who may not otherwise access these roles.

Supporting local supply chains. Where appropriate and compliant with procurement requirements, we will prioritise using regional SMEs and local service provision (e.g., travel, accommodation, facilities support), helping circulate spend within local economies.

What SPARK TSL will measure (and report)

SPARK TSL will track delivery against contract-proportionate measures and report performance at agreed intervals (e.g., quarterly):

Jobs and wages retained in-region – owned by the Chief Operations Officer:

- 100% of employees and contracts deploying the solution will be UK based and in-region where possible.

Growth in capability and earnings potential – owned by Head of People and Culture:

- 100% of employees will have a development plan and access to training opportunities.

Local economic benefit through spend:

- % of addressable third-party spend directed to **regional SMEs** (where relevant/possible).
- Number of regional SME engagements supported by the contract.

Make Britain a clean energy superpower

SPARK TSL are deeply committed to reducing our environmental impact and embedding sustainability into every aspect of our operations. As part of our mission to become a market-leading environmentally responsible organisation, SPARK TSL have implemented a comprehensive Environmental Management System, achieving ISO 14001 accreditation in June 2024. This complements our existing ISO 9001 and ISO 27001 certifications, reinforcing our dedication to quality, security, and sustainability. In addition, we are a member of the supply chain sustainability school. SPARK TSL are committed to maintaining those accreditation standards and memberships.

Our environmental strategy is guided by clear objectives: minimising waste and energy consumption, preventing pollution, and promoting the use of recyclable and sustainable materials. SPARK TSL are actively working toward achieving Net Zero emissions by 2035. Key initiatives include transitioning to green energy providers now covering 66% of our facilities and adopting low-power device policies and supporting circular economy practices through hardware reuse and recycling.

SPARK TSL also champion sustainable travel through our Green Travel Plan, which encourages cycling, public transport, car sharing, and hybrid working. Our preference for train travel over car further reduces our carbon footprint.

Our commitment extends to our supply chain. Through our Environmental Supplier Questionnaire, we ensure that all vendors align with our sustainability standards. SPARK TSL also maintain a comprehensive Environmental Legal Register to ensure full compliance with UK environmental regulations.

SPARK TSL believes that environmental responsibility is a shared journey. SPARK TSL empower our employees through sustainable payroll giving and continuous engagement, ensuring that our collective actions contribute to a greener, more sustainable future.

Break Down Barriers to Opportunity

SPARK TSL will use the G-Cloud 15 Framework to actively reduce barriers to digital access, employment, and progression for people who are disproportionately excluded, including patients with accessibility needs and individuals facing structural barriers to work. Our approach is forward facing, proportionate to contract size, and focused on measurable outcomes aligned to the Government's Social Value Model.

Removing Digital and Accessibility Barriers for Patients and Service Users

While on the G-Cloud 15 Framework, SPARK TSL will commit to ensuring inclusive digital access for patients, staff, and visitors by embedding accessibility as a standard part of service deployment and operation.

Our commitments

- Configure **100% of deployed Fusion devices** with accessibility features ready to be enabled and documented as part of go-live.
- Provide Trust staff with **practical guidance and training** on supporting patients with visual, hearing, motor, or cognitive needs when using Fusion.
- Maintain WCAG 2.1 AA compliance for patient-facing digital content delivered through the platform.
- Use patient feedback and usage analytics to identify and address accessibility barriers during service reviews.

How we will measure success

- % of deployed devices with accessibility settings ready to be enabled and validated at go-live (target: 100%).
- Number of staff trained on accessibility support (reported per site).
- Accessibility related issues raised and resolved through service reviews.
- Patient feedback scores relating to ease of use and inclusion.

Ownership & governance

- Accountable owner: Customer Success Manager
- Reporting through quarterly service reviews and platform usage analytics.

Creating Fair and Accessible Routes into Employment and Progression

SPARK TSL will use the G-Cloud 15 Framework to strengthen inclusive access to employment and progression across both operational and professional roles that support service delivery.

Our commitments

- Use skills-based, barrier-aware recruitment for all roles supporting this contract.
- Ensure 100% of recruitment processes use standardised assessments.
- Provide equal access to development and progression through role-relevant training, mentoring, and transparent career pathways.
- Support job sustainability through flexible working arrangements where roles permit, and proactive workplace adjustments for neurodiversity, disability, carers, and mental health needs.

How we will measure success

- % of recruitment processes using skills-based selection (target: 100%).
- % of staff working on the contract with a documented development plan (target: 100%).
- Training hours delivered per employee per year (target: all employees have received some development in year).

Ownership & governance

- Accountable owner: Head of People & Culture
- Monitoring via HR systems, ATS reporting, and learning management records, reviewed quarterly.

Proportionate Delivery and Continuous Improvement

All social value activity under the G-Cloud 15 Framework will be scaled proportionately to contract size and delivery footprint. Outcomes, progress, and lessons learned will be reviewed through contract governance, ensuring commitments remain realistic, measurable, and aligned to Buyer priorities.

SPARK TSL will report social value outcomes as part of agreed service review cycles and will adapt initiatives in response to customer feedback, service data, and evolving government priorities.

Build an NHS fit for the future

SPARK TSL will use the G-Cloud 15 Framework to actively support NHS organisations in building resilient, interoperable, and cost-effective digital foundations that enable safer care, improved productivity, and long-term transformation. Our commitments focus on practical, measurable initiatives that help Trusts modernise at pace while maintaining security, value for money, and patient-centred care.

Enabling Interoperability and Future Digital Integration

Under the G-Cloud 15 Framework, SPARK TSL will commit to strengthening NHS interoperability by ensuring our services are integration ready and aligned with national data standards.

Our commitments

- Maintain HL7 and FHIR-aligned integration capability within the Fusion platform to support safe data exchange with approved third-party systems.
- Actively support Trusts to integrate Fusion with existing and future digital services such as Electronic Meal Ordering (EMO), translation services, patient feedback tools, and other bedside or clinical applications.
- Provide documented APIs and integration guidance to reduce integration effort and dependency on bespoke development.
- Review integration opportunities during service onboarding and quarterly reviews to ensure the platform continues to support Trust digital roadmaps.

How we will measure success

- Number of Trust approved third-party integrations enabled through Fusion.
- Time taken to implement integrations compared to baseline deployments.
- Reduction in manual processes or duplicate data entry identified through service reviews.

Ownership & governance

- Accountable owner: Customer Service Manager
- Integration progress reviewed through quarterly service governance.

Driving Measurable Efficiency and Cost Savings

SPARK TSL will use the G-Cloud 15 Framework to deliver tangible operational efficiencies that support NHS financial sustainability and workforce productivity.

Our commitments

- Enable Electronic Meal Ordering (EMO) and similar bedside self-service capabilities where adopted by the Trust, reducing manual ordering, food waste, and staff time spent on non-clinical tasks.
- Enable Trusts to measure and reduce avoidable costs by supporting digital self-service at the bedside and working with Trust teams to agree simple, appropriate measures (e.g. uptake of Electronic Meal Ordering, reduction in printed materials, and reduction in routine ward enquiries) using existing Trust reporting and operational data.
- Support digital communications and patient information delivery at the bedside to reduce printing, rework, and reliance on staff for routine information sharing.

How we will measure success

- Reduction in staff time spent on meal ordering or routine patient queries (baseline vs post-implementation).
- Reduction in food waste where EMO is implemented (reported by Trust where data is available).
- Usage rates of digital self-service features (e.g. EMO, patient information, feedback tools).
- Reduction in printed patient materials where digital alternatives are deployed.

Ownership & governance

- Accountable owner: Customer Success Manager
- Metrics reviewed through service reports and quarterly reviews with the Trust

Building Resilient, Scalable Digital Infrastructure

SPARK TSL will ensure that the digital foundations delivered under the G-Cloud 15 Framework are secure, scalable, and ready to support future NHS innovation.

Our commitments

- Deliver cloud managed services that can scale across wards, sites, or Trusts without the need for local infrastructure expansion.
- Maintain compliance with NHS data and security standards including DSPT, DTAC, ISO 27001 and Cyber Essentials.
- Provide proactive monitoring, performance reporting, and lifecycle management to ensure services remain reliable as digital demand grows.
- Support Trusts to adopt new digital services over time without service disruption or wholesale replacement of infrastructure.

How we will measure success

- Service availability and performance against SLA targets.
- Number of service enhancements or new digital capabilities adopted without additional infrastructure deployment.
- Reduction in service incidents related to legacy or fragmented systems.

Ownership & governance

- Accountable owner: Chief Technology Officer
- Performance monitored through 24x7 service monitoring and formal SLA reporting.

Proportionate Delivery and Continuous Improvement

All initiatives delivered under this commitment will be proportionate to contract size and scope and aligned with each Trust's digital maturity and priorities. SPARK TSL will work collaboratively with Buyers to agree which initiatives deliver the greatest value and will continuously refine delivery based on service data, user feedback, and NHS policy direction. Progress and outcomes will be reviewed through agreed governance structures, ensuring transparency, accountability, and measurable contribution to building an NHS fit for the future.

Overview of the G-Cloud Service

SPARK TSL provides two integrated Software-as-a-Service (SaaS) solutions - **SPARK Fusion®** and **SPARK Connect®** - designed to support the NHS and wider public sector in delivering secure, scalable, and user-centred digital services. Both platforms are delivered through a managed cloud model, hosted in UK data centres, and are compliant with ISO 27001, ISO 9001, ISO 14001, DSPT, DTAC, and Cyber Essentials standards.

SPARK Fusion® is a cloud-based patient engagement platform that enables hospitals to deliver information, education, communication, and entertainment services directly to patients through a single patient lens. The system is configured and updated remotely via the cloud, removing the need for local infrastructure or manual maintenance. Fusion supports health education, digital surveys, recovery information, and wellbeing content, providing hospitals with a consistent and secure way to engage, enable, and educate patients while supporting staff communication and feedback processes.

SPARK Connect®, is a cloud-managed wireless and network service that provides secure connectivity for clinical systems, staff devices, and patient access. It offers a centrally managed environment with full network visibility, proactive monitoring, and service analytics. Connect ensures compliance with NHS network and security requirements and provides the resilience needed to support modern digital healthcare applications.

For SPARK Connect®, Managed CONNECTivity pricing is banded by the total number of access points within the contract. The applicable price band is determined at contract commencement and is not charged on a stepped or cumulative basis as access point numbers increase.

For SPARK Connect®, a minimum annual assurance charge applies across all assurance levels to ensure sustainable service delivery, as detailed in the G-Cloud pricing document.

Both services are designed and supported in the UK and operate under a single managed service framework. Service desk support, monitoring, and incident management are delivered in line with the selected assurance level. Software updates, configuration changes, and performance management are handled through secure cloud-based processes, ensuring consistent service availability and minimal disruption.

SPARK TSL's cloud approach delivers the key characteristics of Lot 2b services - rapid deployment, flexible scaling, accessibility from any approved device, and managed lifecycle support. The services are already in use across multiple NHS Trusts, supporting bedside engagement and network management in healthcare environments.

Associated Services

SPARK TSL provides a range of associated services to support the deployment, management and optimisation of its **Fusion** and **Connect** platforms. These services ensure the safe and effective delivery of the solution from implementation through to ongoing operation.

Included services:

- **Project management:** A dedicated SPARK TSL project manager oversees all stages of deployment, from initial planning through installation, testing and go-live.
- **Configuration and setup:** Cloud configuration, device management, and network setup are included as part of the standard service.
- **Onboarding & Training:** User and administrator training is available both on-site and remotely, supported by written guidance and training materials.
- **Service management:** 24x7 service monitoring and regular reporting are included as standard. Incident management is provided in line with the selected assurance level.
- **Software maintenance and updates:** All software updates, patches, and improvements are delivered via the cloud without disruption to service.

Optional Add-ons

Managed CONNECTivity can be extended through the selection of optional add-ons, allowing Buyers to enhance functionality, reporting, security, and service engagement where required.

Available optional add-ons include:

- Content Filtering
- Image Management
- Analytics and Reporting
- Enhanced Service Engagement
- Data Integration Feed (JSON)
- Single Sign-On
- Multi-language portal

Further detail on optional add-on functionality and pricing is provided in the G-Cloud pricing document.

Some optional add-ons may require a minimum assurance level depending on security, operational, or service requirements.

APIs and interoperability:

Fusion supports integration through standard APIs and secure data transfer methods, enabling safe interoperability with other approved NHS or Trust systems. Connect is capable of supporting API-based monitoring and network reporting tools. All integrations are designed and tested in accordance with NHS data security and privacy standards.

What is not included:

Hardware purchase or replacement, third-party system licences, and external data storage outside the approved cloud environment are not included in the standard service offering.

All associated services are delivered under the same governance, quality management, and data protection standards as the core SaaS offering, ensuring consistency, compliance and continuity across all customer engagements.

2. Data Protection

Information Assurance

SPARK TSL has attained the following ISO certifications:

- ISO 9001: Quality Management Systems
- ISO 27001:2013 and 2022: Information Security Management Systems

Additionally, SPARK TSL comply with the NHS Data Security and Protection Toolkit (**DSPT**) to ensure the highest standards of data security and privacy, **DTAC**, and **Clinical risk frameworks**. SPARK TSL have also attained the **Cyber Essentials** certificate.

Data Back-Up and Restoration

SPARK TSL implement a robust, multi-layered approach to data protection:

- **Scheduled Backups:** All data is backed up on a regular basis, varying from 1 hour to 24 hours depending on the nature of the data, to separate locations. This ensures resilience against regional outages and supports rapid recovery.
- **Redundant Infrastructure:** AWS's architecture replicates critical components across multiple availability zones. Backup success is monitored continuously.
- **Disaster Recovery & Business Continuity:** Policies are aligned with ISO 27001/27701 standards and reviewed annually. Restore procedures are documented and integrated into broader business continuity plans.
- **Encryption & Access Control:** Sensitive data is encrypted, and cryptographic key management is enforced. Access is restricted and subject to regular review.

Backup Frequency and User Control

- **Frequency:** Backups are performed at scheduled intervals, between 1 and 24 hrs, depending on the type of data. with Recovery Point Objectives (RPOs) ranging from 1 hour to 24 hours depending on the severity of the incident.
- **User Control:** While users do not directly control the execution of backups, system owners are responsible for maintaining documentation of backup and restore procedures tailored to their systems.
- **Customisation:** Specific Buyer requirements such as acceptable data loss thresholds or recovery expectations can be discussed prior to placing an order. These agreements are then documented in the Order Form.

Review, Update and Testing

- **Annual Restore Testing:** Restore tests are formalised as annual tasks. Evidence such as logs and screenshots are stored centrally for audit purposes.
- **Policy Review:** Backup and business continuity policies are reviewed and updated regularly, particularly in preparation for ISO audits.
- **Audit Compliance:** Internal audits have led to improvements in classification, labelling, and evidence tracking for restore tests.

Business continuity statement/plan

Scope of the Plan

The business continuity plan (BCP) applies to all services delivered under the G-Cloud framework, including cloud software and cloud hosting offerings such as Fusion and Connect. It encompasses infrastructure, applications, data, and service delivery processes hosted in UK-based data centres.

Key Business Areas

- NHS and public sector digital services
- Secure cloud hosting and SaaS platforms
- Data protection, privacy, and compliance (ISO 27001, 27701, ISO 9001, ISO 14001, DSPT, DTAC, Cyber Essentials)
- Service management and customer support.

Critical Functions

- Identity and access management
- Data storage and backup
- Real-time service delivery (e.g. patient-facing systems)
- Monitoring and alerting systems
- SLA compliance and recovery operations

Dependencies Between Business Areas and Functions

- SaaS platforms depend on resilient cloud infrastructure and automated backup systems.
- Service delivery relies on continuous monitoring, capacity management, and change control processes.
- Compliance and security functions are interlinked with operational continuity and customer data protection.

Acceptable Downtime for Each Critical Function

- Most services are designed with zero tolerance for data loss and minimal downtime.
- SLA commitments typically require recovery within 24 hours for major incidents.
- Backup systems run every 4 hours by default, with escalation protocols for failed backups.

Outline Plan to Maintain Operations

- Core architecture is cloud-native, resilient, and scalable, with redundancy across multiple zones.

- Disaster recovery (DR) and business continuity (BC) are supported by enterprise-grade cloud providers with robust internal BCDR plans.
- In case of local disruption, staff can relocate to alternative facilities (e.g. Regus offices).
- Automated tools handle backups, certificate renewals, and capacity alerts.
- Change management procedures ensure safe deployment and rollback of updates.

A more detailed plan can be provided to Buyer on request.

Privacy by Design

Our Secure Software Development Policy is proactive in embedding privacy by design, with robust controls and processes that directly support GDPR compliance. It ensures that privacy and security are considered at every stage, from planning and development to testing and deployment, and mandates ongoing training and awareness for all staff.

How the Policy is Proactive

- **Anticipates Privacy Risks:** By embedding security and privacy considerations from the earliest stages of development, the policy ensures that privacy is not an afterthought but a core design principle.
- **Mandates Data Protection Measures:** The use of artificial data, data masking, and encryption directly supports privacy by design and GDPR's requirements for data minimisation and protection.
- **Requires Documentation & Audit Trails:** All development and deployment activities are recorded for audit purposes, supporting accountability and traceability—key GDPR principles.
- **Ensures Separation of Duties:** Acceptance of new software requires confirmation that the Software Development Life Cycle and segregation of duties have been maintained, reducing risk of oversight or error.

3. Using the service

Ordering and Invoicing

Buyers can reach the SPARK TSL team by email at sales@sparktsl.com or by phone at 03448 489 555.

Buyers order Managed CONNECTivity through a G-Cloud Call-Off Contract using the published pricing.

Prior to order, SPARK TSL may support a pre-order consultation to confirm the number of access points, the selected platform configuration option, the assurance level, and any optional add-ons from the published service catalogue. Where a site survey is required to validate deployment assumptions, this will be agreed in advance.

Invoicing is provided in accordance with the G-Cloud Call-Off Contract and the published pricing schedule.

Flexible Commercial Arrangements and Financial Control

SPARK TSL supports NHS and public sector organisations in achieving financial predictability and effective cost control. Services are typically invoiced on an annual basis to support clear budgeting and financial planning. Where appropriate, SPARK TSL can work with Buyers to model capital and operational expenditure options and agree structured or phased payment profiles to align with approved budget cycles and implementation plans. This approach supports accurate forecasting and reduces the risk of unplanned costs. All arrangements are agreed at call-off, documented contractually, and delivered in full compliance with the applicable G-Cloud framework terms and conditions.

Availability of Trial Service

SPARK TSL recognises that NHS organisations may wish to evaluate services prior to full deployment. Both **Fusion** and **Connect** can be made available for pilot or proof-of-concept trials, subject to agreement of scope, duration, and commercial terms.

Fusion Pilot Options

Two types of pilot deployment are available depending on the existing site infrastructure:

1. **Retrofit Pilot (Hospedia units in situ)**

Where existing Hospedia units or similar bedside hardware are already installed, SPARK TSL can retrofit the **Fusion** platform onto replacement devices using the existing infrastructure. This approach allows the Trust to evaluate the upgraded service with minimal disruption to wards and without the need for major installation works.

2. **New Installation Pilot**

For sites without legacy hardware, SPARK TSL can install a small number of **Fusion** bedside units or managed iPads as a controlled pilot. This allows staff and patients to experience the full functionality of the platform, including patient education, wellbeing tools, and communication features, before committing to wider roll-out.

Both pilot types include standard configuration, remote management, and access to support. The duration, scope, and associated costs are determined using SPARK TSL's standard pricing schedule, applied on a limited basis (for example by ward, device count, or access point numbers), and are agreed in writing prior to commencement.

Commercial Approach to Pilots and Proof of Concept

Pilot and proof-of-concept deployments are intentionally constrained to enable evaluation without committing to full rollout. Scope is typically limited by location (for example a single ward or department), user numbers, or device volumes.

Where a pilot proceeds beyond initial configuration, services are charged only for the components and scale deployed during the pilot period. This may include a reduced number of devices, access points, or managed services, rather than the full estate.

Pilot arrangements are designed to enable a clear transition to full deployment, with lessons learned from the pilot informing final configuration and scale.

Connect Pilot Option

A limited pilot of **Connect** may also be arranged to demonstrate network performance, security, and management capability. This can be deployed using the Buyer's existing connectivity where appropriate, or through a temporary managed network configuration provided by SPARK TSL.

Pilot scope and timescales are agreed individually with each organisation to ensure alignment with local IT governance, security requirements, and operational needs.

Trial Outcomes and Evaluation

At the conclusion of any pilot, SPARK TSL works with the Buyer to review outcomes against agreed success measures. Feedback is gathered from both staff and patients to assess usability, performance, and adoption. A short evaluation report is produced, summarising lessons learned and recommendations for full deployment. This ensures the service is refined to meet needs and that Trust teams are confident before progressing to full rollout.

On-Boarding, Off-Boarding, Service Migration, Scope, etc.

The onboarding process for new or existing customers is structured to ensure safe deployment, full compliance with governance frameworks (including DSPT, DTAC, DPIA, and local IG processes), and strong staff and end user engagement from the outset.

SPARK TSL will provide a Sales Manager to support and deliver a general introduction to the platform and associated services, with marketing support provided free of charge to help the Buyer promote the service. The user experience team will be involved from an early stage to discuss design options and to provide users with an introduction to reporting, user-guides and marketing materials are made available for staff to provide to the end users, and training sessions over MS Teams or onsite can be organised for staff.

Users are introduced to the service through welcome videos and posters, and devices are pre-loaded with clear, intuitive menus and accessibility settings for vision, hearing, and dexterity needs. User / troubleshooting guides and FAQs are linked to on the UX Portals, and these are also available on our support portal.

A Customer Success Manager will also be assigned to the Buyer to carry out regular Service Performance Reviews with a report detailing uptime and usage statistics, and to gather feedback on the service.

Where required, a customer exit plan will be jointly developed to ensure a smooth and professional transition. This plan will be agreed by both parties and will set out the process and timelines for service termination, data transfer or deletion, final billing, and any post-

termination support, with the objective of achieving a mutually satisfactory conclusion to the partnership.

On the agreed termination date, all services will cease, and the Buyer and its end users will no longer have access to the services. Any hardware installed by SPARK TSL at no cost to the Buyer will remain the property of SPARK TSL for the duration of the contract and will be removed on, or shortly after, the agreed cease date; this includes managed leased line routers.

SPARK TSL is not responsible for the removal of any hardware purchased by the Buyer. If services are terminated before the end date stated on the call-off contract, the Buyer shall remain liable for the following charges until the end of the original term, payable either according to the existing payment schedule or in a single lump sum:

1. **Connectivity:** All monthly connectivity costs in full, plus any early termination fees, excess construction charges, and setup fees.
2. **Hardware:** The full cost of any hardware purchased by the Supplier.
3. **Platform and Licensing:** 90% of the original cost to the Buyer for platform charges, vendor support, and licensing.

SPARK TSL will provide reasonable assistance in transitioning the services to a replacement supplier. Such assistance will be chargeable to the Buyer on a time-and-materials basis using the standard Professional Services day rates set out in the Pricing Schedule.

Should Buyers wish to request their data as part of the off-boarding process it can be sent to them securely by emailing support@sparktsl.com. Data is held and stored securely for the duration of the contract and can be requested up to one month following the date of contract termination.

SPARK TSL provides a structured and fully supported off-boarding process to ensure a safe, compliant, and disruption-free exit from the service. This process aligns with NHS data governance, environmental, and safety standards.

At the end of the contract term or following written notice of termination, SPARK TSL works closely with the Buyer to agree a decommissioning plan covering timescales, data handling, and asset removal.

Standard Off-Boarding Activities (included):

- Formal exit meeting to confirm contract closure, responsibilities, and key dates.
- Secure removal of any Customer data from the cloud environment.
- Export of relevant usage data or reports, where required.
- Deactivation of user accounts and access permissions.
- Closure review and final service summary provided to the Customer.

Optional or Chargeable Off-Boarding Services:

When an exit plan is required, SPARK TSL can provide additional support, including:

- **Project management** to oversee exit activities and coordinate with Estates, Digital and Clinical teams.

- **Equipment decommissioning** - safe removal, collection, and asset tracking of installed hardware.
- **WEEE-compliant disposal or recycling** of redundant equipment, in line with environmental regulations.
- **Data migration assistance** where the Customer is transitioning to another system.
- **On-site technical support** during the exit phase to ensure smooth transition and continuity of patient services.

All off-boarding activities are documented and carried out under the same quality, data protection, and safety standards applied during implementation. A more detailed exit plan can be provided to the Buyer on request.

Training

SPARK TSL provides structured training for staff and patients to ensure confident use of the **Fusion** service. Training is included in the service and is delivered on-site or remotely and includes user guides, quick reference materials, and video tutorials. This is included as a **train-the-trainer model** is used to create local Digital Champions who can support colleagues and sustain adoption long-term.

Patients are introduced to the service through on-screen welcome videos and clear visual guidance, with accessibility features demonstrated to meet individual needs.

SPARK TSL remains actively involved after deployment, providing in-life support through our Service Desk, online help portal, and optional refresher sessions. SPARK TSL don't step away after go-live; our teams continue to assist staff and maintain confidence in daily use of the service.

Implementation Plan

Project Management Methodology

A SPARK TSL, a Project Manager (PM) will be assigned to the project for the full implementation life-cycle and will be the primary contact for the duration of the project. The SPARK TSL PMs hold Prince2 accreditations but can be flexible in their approach, accommodating requirements from a staged delivery perspective for all software aspects by deploying functionality as it is required. The same goes for the installation of the hardware, where SPARK TSL will work with the relevant teams to ensure a safe and efficient deployment for everyone.

Project Phases

The project consists of several phases:

1. **Initialisation:** SPARK TSL will work with the Buyers nominated resources to establish the project organisation, develop the project plan, and to organise a kick-off meeting with the full project team.

2. **Detailed Project Design and Planning:** Subproject teams work on their respective responsibilities, regularly reporting to the project team with progress updates and potential risks.
3. **Implementation:** Deployment of the deliverables as detailed in the Statement of Work, along with full testing.
4. **Testing and Training:** Following the installation on the productive environment, the Buyer will conduct user acceptance testing (SPARK TSL can provide a test script if required) and will facilitate any staff training requirements.
5. **Aftercare:** Ensuring operational functioning according to SLA, testing the support system, and correcting any issues. Additional SPARK TSL employees will be present to quickly resolve any teething problems, both onsite and remotely.

Subprojects

The project is divided into multiple subprojects, each with its own goal and duration. During the design and planning phase, these subprojects come together to ensure that everything is in place for the implementation:

- **Hardware:** Ordering, assembling, and configuration of the hardware.
- **ICT:** Defining the system architecture, network configuration, and connectivity. Submission of compliance documentation where required.
- **Look & Feel:** Designing the appearance of the system to fit with the corporate identity of the Buyer.
- **Content:** Refining the basic services to the desired configuration for the customer.
- **Management:** Coordinating management options with the Buyer, defining roles, and identifying training requirements for administrators/users.
- **Installation:** Prepare and submit RAMS (Risk Assessment Method Statement), along with an installation guide. Liaise with the relevant Buyer teams (e.g. Estates) regarding the safe implementation of the hardware.
- **Integration:** Integrating various subsystems (electronic meal ordering for example) to obtain a completely integrated system.

Resources

Access to resources such as ICT, Marketing, Clinical, Infection Prevention, and the Estates / Facilities department is crucial for this project. The Buyer project lead is expected to make the right internal resources available and manage them.

Delivery timescales

A detailed implementation plan can be provided to the Buyer on request. Should a staged delivery be needed, SPARK TSL will adapt the project plans to meet the Buyers requirements.

Communication

The communications plan will be agreed during the project kick off (if not before), and the SPARK TSL PM will provide regular updates (typically weekly) throughout the project.

Risk Management and Mitigation

SPARK TSL proactively look to identify risks as early as possible through feedback from subproject teams and through experience from previous deployments. Each risk is assessed for likelihood and impact and prioritised based on this. Risk owners are assigned, and significant risks are escalated with mitigation plans.

The two major risks that SPARK TSL tend to face are long lead times on hardware and installing units in areas of patient infection when working in healthcare. To mitigate these, SPARK TSL (respectively) constantly manage stock and maintain regular communication with multiple suppliers and look to agree an installation process with the Buyer Infection Prevention team early in the project planning.

Change Management

A robust Change Management process is embedded within the project management approach. The project plan and other project documents are continuously reviewed and maintained by the SPARK TSL PM, ensuring that only approved changes are incorporated into the revised project timeline.

Installation, Commissioning and Testing

SPARK TSL will work collaboratively with the Buyer to ensure a safe and efficient deployment. When installing hardware, SPARK TSL will work in line with the approved RAMS and installation process and will work closely with the relevant teams to constantly check it's safe to proceed.

For SPARK Fusion, each unit will be fully commissioned and tested on installation and added to our monitoring system. With all the units pre-configured, this is a simple task, which takes 2-3 minutes.

For Connect, SPARK TSL will push to production at an agreed time, testing remotely and onsite.

SPARK TSL will also provide a test script for user acceptance testing and feedback will be requested to ensure an optimal service for the Buyer.

Training

Staff training can be provided as required either onsite or remotely. User guides will be provided along with a welcome video for Fusion users.

Post Delivery and Support

Following project completion, the SPARK TSL PM will schedule a Post Delivery Review to conduct a structured closure of the project, including a review and sign-off of project documents (e.g., RAID and Lessons Learned Log).

The Buyer will receive a welcome email with key contacts and details listed, along with an As Built document detailing the service that was delivered. The Buyer will then be introduced to the Customer Success team, and support will commence.

The service is fully managed, and marketing support is also offered free of charge to the Buyer to promote the service. The Customer Success and Sales Managers will conduct quarterly reviews with the Buyer to discuss how the service is performing, and reports are also produced to ensure service levels are being adhered to.

Service Management

SPARK TSL incorporates comprehensive network monitoring within its managed service offerings. The SPARK Network Monitoring System (NMS) operates on a continuous basis to systematically observe and assess the performance, load, alerts, and alarms of all network components. In the event of a connection or hardware failure, the NMS system will automatically send notifications to the Service Desk and Network Operations teams, enabling appropriate response and escalation in line with the selected assurance level. Network Operations monitoring is available 24x7 all year round, ensuring timely identification and management of incidents. Additionally, alerts generated by the NMS can be configured for direct transmission to customers if requested.

SPARK TSL operates a structured Incident Management process as part of its ISO 9001 Quality Management System. This incorporates recording, designation, prioritising and processing incidents following ITIL best-practice standards.

Users can report incidents using the helpdesk service, via email, telephone and live chat. This creates a case in the service desk where subsequent actions will be logged for traceability.

Incidents that meet predefined criteria will be defined as Major Incidents and a separate process followed.

Incident Reports are compiled upon request and are distributed to the customer via email and also circulated internally to the relevant parties.

SPARK TSL hold ITSM certification ITIL Foundation 4.

Service Constraints

SPARK TSL requires an enterprise-grade WiFi network to deliver its services. The design process will take into account the Buyer's core infrastructure, and a technology-agnostic approach will be used to allow flexibility and adaptability based on project requirements.

Service Levels

The core SPARK Managed Service Platform has a targeted availability level of >99.95%. Whilst SPARK TSL do not guarantee a faultless service, our Network Monitoring System continuously monitors platform performance and generates alerts to the Service Desk and Network Operations teams. Monitoring and alerting operate 24x7x365 to ensure issues are promptly identified and investigated. Service Desk response and incident handling are provided in line with the selected assurance level. Where a service-impacting issue cannot be resolved by the Service Desk, it is escalated to a senior engineer within the Network Operations team, who operate an on-call rota providing 24x7x365 coverage.

SPARK TSL provides telephone and email support, and live chat, with availability determined by the selected assurance level.

- Calls are answered within an average time of 60 seconds.
- >90% of calls are resolved at first contact.
- All calls are logged on our Service Desk ticketing system and a call reference issued.
- Emails / tickets are responded to within 4 hours on average.
- Response & Target Resolution (TR) times:
 - Priority 1 - Total loss of service - 30 mins - TR 1 day.
 - Priority 2 - Major service degradation - Same-day - TR 1 day.
 - Priority 3 - Service requests, minor or cosmetic faults - Next business day - TR 5 days.

On escalation from the helpdesk, an engineer will investigate in accordance with the relevant priority response target. SPARK TSL has on-call engineers that operate 24/7/365 to cover Priority 1 incidents.

SPARK TSL can interrogate systems remotely and often affect repairs without site visits; however, these can be arranged without cost when necessary.

Major Incidents – If an event warrants fast-tracking to an enhanced level of response this is invoked by declaring a “Major Incident”. A Major Incident Manager will be appointed to actively manage the situation to an agreed resolution. Enhanced levels of communication and reporting will accompany this.

Outage and Maintenance Management

Monitoring

As part of the managed service, SPARK TSL provides continuous, real-time monitoring of the network through its remote Network Monitoring System (SPARK NMS). All components of SPARK TSL’s hardware and network solution are monitored 24/7/365 to proactively identify potential issues before they impact service availability. This proactive monitoring enables early intervention, helping to prevent outages, minimise downtime, and maintain a consistent and reliable service for customers.

SPARK NMS is actively used by SPARK TSL support teams to detect abnormal behaviour, performance degradation, or early warning indicators that could lead to service disruption. By identifying and addressing issues before they become customer-impacting, SPARK TSL significantly reduces the likelihood and duration of service interruptions, improving overall service stability and customer experience.

In the unlikely event of a service failure, SPARK NMS automatically generates alerts to SPARK TSL on-call support staff, ensuring rapid awareness and immediate response. This ensures that even minor issues receive prompt attention, enabling service restoration to begin as quickly as possible. The flexibility of the monitoring system allows SPARK TSL to oversee all aspects of the managed service, providing assurance that service continuity is actively always protected.

SPARK NMS is a comprehensive monitoring solution covering all aspects of network performance and availability, including uptime and downtime monitoring; bandwidth utilisation;

application and system events; virtual server operations; SLA measurements; QoS performance (including VoIP services); environmental monitoring; LAN, WAN, and VPN performance; and extensive event logging. This breadth of monitoring ensures potential risks to service delivery are detected early and addressed proactively.

The monitoring system operates continuously as part of the managed service, automatically detecting predefined events and responding in accordance with established business rules. These responses range from early identification of issues before they become customer-affecting to the detection and escalation of full-service outages. This automated and rules-based approach allows SPARK TSL to prevent technical issues, reduce the impact of incidents, and avoid unplanned service outages wherever possible.

When an event is detected, SPARK NMS can initiate multiple response actions, including generating alerts to nominated support resources via email, SMS, or messaging services. Visual alerts are also displayed within the Network Operations Centre, and a support ticket is automatically created in the Service Desk system to ensure timely tracking, escalation, and resolution.

A full audit log is maintained for every event, enabling SPARK TSL to measure and report on service performance, support SLA compliance, and assist with rapid root-cause analysis. This historical data supports continuous service improvement and helps reduce the recurrence of incidents.

The SPARK solution is predominantly supported through SPARK TSL's remote service and support teams, with 24/7 system monitoring in place. Service desk response and incident handling are provided in line with the selected assurance level. Software and firmware updates, as well as required security patches, are typically applied remotely and in a controlled manner to avoid disruption to live services.

Any maintenance activities that require a service outage are managed through the formal Change Management process and scheduled to minimise customer impact. SPARK TSL delivers comprehensive support, maintenance, and repair services as part of the managed service offering. This includes a full warranty on all SPARK TSL supplied equipment for the duration of the support contract. Equipment failures resulting from manufacturing or operational faults are repaired or replaced at no additional cost, ensuring rapid restoration of service. Damage caused by misuse, vandalism, power surges, natural events, or third-party actions can be repaired or replaced at additional cost, with costs calculated using the standard Professional Services rates and hardware pricing set out in the Pricing Schedule.

Change Management

Change Requests are reviewed, assessed, and managed through our Integrated Change Control process to ensure that all changes are implemented in a controlled and coordinated manner, minimising risk to live services and preventing unplanned service disruption. This process is applied from project initiation through to completion, ensuring service stability throughout the project lifecycle.

The Project Manager continuously reviews and maintains the project plan and associated project artifacts to ensure that only formally approved changes are incorporated into the revised project timeline. This controlled approach prevents unauthorised or poorly planned changes that could negatively impact service availability, performance, or reliability.

All changes must be formally documented using the Change Request process to allow for thorough assessment of their impact on existing services.

Information required to ensure that a Change Request can be reviewed and processed through to an “approved” status includes:

- Change Type (Standard/Informational/Emergency)
- Reason for Emergency (if applicable)
- Originator
- Proposed Implementation Date/Time
- Reason for Change
- Change Summary
- Detailed Description of Change
- Details of Pre-Implementation Testing
- Impact Assessment
- Risk Assessment
- Change/Implementation Plan
- Test Plan
- Regression Plan
- Cost Estimates

Capturing this information ensures that each proposed change is fully understood, appropriately tested, and assessed for risk prior to implementation, reducing the likelihood of incidents or service outages.

Each Change Request is reviewed and approved (or rejected) by an authorised project resource (e.g. Project Manager or Project Sponsor) or the organisation’s change authority (e.g. CAB or E-CAB). This governance ensures that only necessary, low-risk, and well-planned changes are approved, helping to safeguard service continuity. Approved changes may result in controlled amendments to the project plan, including timelines, resource requirements, or costs which where applicable are chargeable in accordance with the Pricing Schedule.”

The Project Manager is responsible for monitoring and communicating the implementation status of Change Requests to the Buyer and/or change authority, ensuring visibility and proactive management of any potential risks to service delivery.

The Buyer will advise SPARK TSL of required changes using the prescribed Change Request Form. This form must be completed in full to provide sufficient detail for SPARK TSL to accurately assess scope, risk, and potential service impact.

All Change Requests are logged in the Zendesk™ helpdesk system to ensure traceability, tracking, and auditability throughout the change lifecycle.

Upon receipt, SPARK TSL staff assess the Change Request and determine the scope of work required. Where the work is chargeable, using the standard Professional Services day rates and any applicable third-party or licensing costs as set out in the Pricing Schedule, and is provided to the requester. Work is scheduled only upon receipt of a signed Purchase Order, ensuring that changes are appropriately planned and resourced to avoid rushed implementations that could disrupt services. A response is provided within five working days of receipt.

The Change Request Form requests a completion date, which SPARK TSL will endeavour to meet where practical. Where the requested date cannot be achieved without introducing risk to service stability, an alternative completion date will be proposed.

For minor changes, SPARK TSL may assess whether the organisation can safely implement the change itself. Each request is evaluated on its own merits to ensure that this approach does not introduce risk to service continuity.

Overall, this structured and robust change management process ensures that only well-documented, fully assessed, and approved changes are implemented, significantly reducing the risk of service disruption and minimising downtime.

Financial Recompense Model for not Meeting Service Levels

SPARK TSL don't currently offer service credits. Refunds are provided to end users who purchase premium content (should the Buyer choose to provide this option) and have not received it.

4. Provision of the service

Buyer Responsibilities

SPARK TSL works collaboratively with each Buyer to deliver a solution tailored to their specific requirements. The responsibilities outlined below are intended as a general guide to support the successful delivery and operation of the service. Not all points will apply to every deployment, as responsibilities may vary depending on the agreed scope, infrastructure, and level of service provided.

- The Buyer must provide suitable mains power supplies, ensuring they remain connected and live 24/7/365 to support continuous service operation.
- The Buyer is responsible for preparing the installation location for the delivery and installation of the software and/or equipment.
- The Buyer must provide access to the site for SPARK TSL, its employees, and approved third-party contractors (such as BT or other service providers) as required.
- If SPARK TSL or its contractors are unable to gain access on the scheduled installation date due to reasons within the Buyer's control, the Buyer will be liable for the full installation costs and any rebooking fees, charged on a time-and-materials

basis using the standard commissioning and Professional Services day rates set out in the Pricing Schedule. The Buyer must ensure that all software, equipment, systems, cabling, and facilities provided for use in connection with the services are:

- In good working order,
 - Fit for purpose, and
 - Compliant with all relevant UK standards and regulations.
- The Buyer must provide suitable space for all necessary equipment and ensure remote access is available whenever required by SPARK TSL for configuration, support, or maintenance.
- The Buyer is responsible for purchasing and maintaining all required infrastructure licences associated with their environment.
- The Buyer must obtain all necessary permissions and consent for any images, banners, or information uploaded to the system for patient or public use.

Technical Requirements and Client-Side Requirements

SPARK Fusion®:

The operation of the SPARK Fusion® service is dependent on the Buyer meeting the following technical, infrastructure, and operational requirements.

The Buyer must provide a reliable wired or wireless internet connection. Minimum available bandwidth must be 10 Mb/s per client on the internal network and 1.5 Mb/s per client for external connectivity. Internet connectivity must be sufficient, persistent, and available at all times to support system functionality, updates, and content delivery.

To support streaming TV services, SPARK TSL provides an HLS proxy that duplicates unicast streams locally, reducing external bandwidth consumption. Use of this service assumes compliance with the stated network requirements.

The Buyer must provide suitable mains power supplies at its own cost and ensure power remains connected and live 24/7. SPARK Fusion® clients may be powered via mains electricity or Power over Ethernet (PoE) where a wired network is used. Where required, the Buyer must provide suitable rack space for associated equipment.

The Buyer is responsible for all infrastructure, platform, and software licensing within its environment.

The Buyer must ensure that appropriate remote and physical access is available as required for installation, maintenance, and support activities, and that all necessary permissions are granted for the location and installation of equipment.

SPARK Fusion® tablet solutions support Apple and Samsung tablets only, running supported versions of iOS and Android, and deployed using SPARK TSL's clinical-grade mounting systems.

Where translation services are required, the Buyer must hold a valid agreement with a supported service provider (for example, TheBigWord).

SPARK Connect®:

The technical requirements for SPARK Connect® outlined below are intended as guidance and represent best practice to help ensure a smooth, reliable, and high-quality service.

SPARK TSL understand that every environment is different, so if any of these requirements are unclear, present a challenge, or need further discussion, SPARK TSL are very happy to work with the Buyer to review options and agree suitable alternatives where possible.

Infrastructure and Licensing

- The Buyer is responsible for ensuring that all required infrastructure, platform, and software licensing is in place to support the deployment and operation of the SPARK Gateway, whether deployed as a physical appliance or as a virtual machine.

Power and Availability

- For physical gateway deployments, the Buyer will provide suitable mains power supplies at its own cost.
- The Buyer will ensure that mains power remains connected, stable, and available on a 24 hours per day, 7 days per week basis.

Rack Space and Physical Environment

- Where a physical gateway is deployed, the Buyer will provide appropriate rack space, cooling, and environmental conditions suitable for the selected gateway model.

Virtual Infrastructure (Virtual Gateway Deployments)

- Where a SPARK Virtual Gateway is used, the Buyer will provide supported virtual infrastructure (for example VMware, Hyper-V, KVM, or Citrix XenServer) with sufficient compute, memory, and network resources allocated in line with deployment guidance.

Network Connectivity and Design

If using the existing network and wireless infrastructure

- The Buyer will ensure that the gateway is connected to the network at Layer 2 on the client-facing interface to allow device MAC address visibility.
- Suitable VLAN configuration will be provided for public and private networks as required.
- Adequate IP address capacity will be made available to support the expected number of connected users.
- The gateway will be provided with internet connectivity via the WAN interface.

Firewall and Network Access

- The Buyer will ensure that required network ports and protocols are permitted to allow secure management and operation of the gateway.

- Outbound connectivity from the gateway should not be restricted without prior discussion.
- Inbound access will be limited to authorised SPARK management and support IP addresses only.

Remote and Physical Access

- The Buyer will ensure that secure remote access is available for installation, configuration, monitoring, and support activities.
- Where required, physical access to the gateway location will be provided to support installation, maintenance, or replacement.

Site Permissions

- Where the gateway is deployed within a third-party or shared location, the Buyer is responsible for ensuring that all necessary permissions, approvals, and access arrangements are in place for the duration of the service.

Outcomes/Deliverables

SPARK TSL provides all the components, training, and support required to deliver a safe, fully managed digital service within an NHS environment.

Deliverables include:

- A fully configured and operational Fusion platform with managed Fusion Tablets, tailored branding, approved content, and cloud-based monitoring.
- A live Connect network service with secure Wi-Fi access for staff, patients, and visitors through a dual captive portal (single SSID).
- All required technical documentation, installation records, and “As Built” drawings.
- Staff and administrator training (including train-the-trainer sessions) and patient-facing welcome materials.
- Access to the Service Desk, online help portal, and ongoing reporting, with Service Desk availability determined by the selected assurance level.
- Post-delivery review and formal transition to Business-as-Usual (BAU).

Expected outcomes:

- Improved patient engagement, education and wellbeing during hospital stays.
- Increased staff confidence in using and supporting digital tools.
- Simplified and secure network access for staff, visitors, and patients.
- Reduced administrative overhead through managed service delivery.
- Measurable improvements in patient experience and digital inclusion.
- A scalable digital foundation that supports future NHS transformation initiatives.

All services are delivered and supported in the UK, in full compliance with NHS data security and accessibility standards.

Development life cycle of the solution

SPARK TSL follows a structured and continuous improvement approach to product development for both Fusion and Connect, ensuring the services remain aligned with NHS priorities, accessibility standards, and user needs. SPARK TSL uses an Agile methodology, Agile is chosen for its flexibility, iterative delivery, and responsiveness to evolving user needs, especially in public sector environments like the NHS.

Our product life cycle focuses on how the service evolves and improves in practice rather than purely on technical coding methods. The process combines user feedback, service data, and NHS policy updates to guide feature enhancements and service design.

Product Development Stages:

1. **Identify Needs and Priorities**

Requirements are gathered from NHS Trust users, patient feedback, and service performance data. Regular service reviews and customer engagement sessions identify new features or improvements to enhance usability, inclusion, and performance.

2. **Plan and Prioritise**

Identified needs are reviewed and prioritised based on impact, compliance requirements, and relevance to national NHS digital objectives. Product roadmaps are updated quarterly to ensure alignment with current healthcare goals and accessibility regulations.

3. **Design and Prototype**

Proposed enhancements are developed into functional prototypes or workflow designs that are reviewed internally and, where appropriate, shared with selected NHS partners for validation. Accessibility, patient engagement, and data protection considerations are applied at every stage.

4. **Test and Validate**

New functionality is tested within controlled environments and, where appropriate, within pilot Trusts. Feedback from both patients and staff informs refinements before wider release.

5. **Deploy and Communicate**

Updates are rolled out through the managed cloud environment with no disruption to live services. Release notes and updated training materials are provided to Buyers in advance of deployment.

6. **Monitor and Maintain**

Post-deployment monitoring ensures stability and performance. Data from support interactions, analytics, and feedback loops feed directly into the next development cycle, supporting continual improvement.

This life cycle ensures Fusion and Connect remain responsive to NHS operational needs, compliant with standards, and sustainable for long-term use.

After-sales Account Management

SPARK TSL build and maintain strong customer relationships through a structured, proactive approach that prioritises communication, satisfaction, and growth.

SPARK TSL operational deployment teams lead the of projects post-sale. Acting as the main point of contact, they keep Buyers informed throughout implementation, manage site activity with engineers and third parties, and ensure projects are delivered on time and within scope. They establish strong working relationships early, maintain close communication to avoid surprises, and coordinate all internal tasks, technical configuration, portal setup, testing, and site preparation. SPARK TSL provide post implementation escalation support, drive process improvements and work to ensure that required Buyer experience is delivered, and all snagging or fault instances are resolved ahead of handing over to customer success.

Post deployment, the Customer Success Team act as the primary post-sales contact, conducting regular site visits, service reviews, and stakeholder engagement to ensure seamless delivery and address issues promptly. They manage day-to-day communications, monitor customer health, and collaborate with the wider business to ensure that customer experience meets service level agreements and looks to feedback opportunities too.

At a strategic level, SPARK TSL define and implement customer success frameworks aligned with organisational goals. They oversee feedback mechanisms such as exit interviews and tender debriefs, embed success metrics into renewal planning, understanding customer needs and pain points ensuring that SPARK TSL are working with customers and the product team to review new features that matter most. Customer Success partner with Sales on bids and presentations to strengthen long-term partnerships.

By combining operational excellence with strategic insight, SPARK TSL retain long-term business through high satisfaction and actively grow relationships into trusted partnerships.

Termination Process

If a Buyer wishes to end their agreement, 30 days written notice must be provided in line with the terms of the contract.

When the contract comes to an end, for any reason:

1. SPARK TSL will stop providing the agreed Services.
2. The Buyer must stop using any Software or Equipment provided.
3. The Buyer must settle any outstanding payments owed to SPARK TSL.
4. If any Equipment was supplied free of charge (as stated in the contract), the Buyer will need to return it promptly to a location specified by SPARK TSL, at the Buyer's own cost.
5. Any Equipment purchased by the Buyer will remain their property.
6. Unless otherwise requested, SPARK TSL will not reclaim this Equipment.
7. SPARK TSL is fully compliant with the GDPR and the Data Protection Act and keeps data as defined by law. Data reporting, removal or destruction can be fulfilled upon

request. The only other context for Data Collection is for RIPA/DRIPA requests for lawful tracking.

8. SPARK Connect® data is accessed via SPARK Analytics. The Buyer will be given a log in to the Dashboard where real-time data can be viewed instantly, or historic data reports extracted. Data access is managed via secure access control mechanisms which ensure only authorised personnel are allowed to view the data and all access sessions are logged for audit purposes.
9. Account information will be retained for the period required by HMRC (HM Revenue & Customs), after which it will be securely deleted.
10. Personally Identifiable Information (PII) data is held for the amount of time required by the Data Controller. In the event services are no longer required Buyers can export the data themselves from the SPARK Analytics dashboard or send a request to support@sparktsl.com and SPARK TSL will securely export any data requested by the Data Controller. SPARK TSL hold the data for one calendar month after cessation of the contract and then overwrite the data.

5. Our experience

Case Studies

1) Stockport NHS Foundation Trust – Stepping Hill Hospital (SPARK Fusion®)

Problem:

Stepping Hill Hospital, part of Stockport NHS Foundation Trust, sought to modernise its legacy Hospedia bedside units to improve patient engagement, digital inclusion, and operational efficiency. The existing hardware was limited in functionality, costly to maintain, and unable to support emerging digital initiatives across the Trust.

Action:

Through a “Lighthouse Partnership”, SPARK TSL worked closely with the Trust to retrofit its wards with SPARK Fusion®, replacing outdated systems with modern, Apple-based bedside units. The deployment was carried out in live clinical environments, following robust infection-prevention processes and coordinated with Estates and Clinical teams to ensure safe implementation.

Outcome:

The new SPARK Fusion® platform has transformed the patient experience, providing access to entertainment, health information, and patient feedback tools through a single, intuitive interface.

Beyond immediate benefits, Fusion now acts as a digital foundation for future innovation - a flexible platform designed to host third-party integrations such as translation services, electronic meal ordering (EMO), and other patient-facing or clinical applications.

This forward-compatible design allows the Trust to expand its digital ecosystem without additional infrastructure changes, ensuring long-term sustainability and return on investment.

The result is a scalable, secure, and patient-centred solution that supports the Trust's vision for a more connected and inclusive healthcare environment.

2) University Hospitals Birmingham NHS Foundation Trust (SPARK Connect®)

Problem:

The Trust required a unified, secure WiFi experience for staff and visitors. Multiple disconnected networks caused operational inefficiency, inconsistent access control, and a poor user experience.

Action:

SPARK TSL deployed its SPARK Connect® WiFi solution to create a single-SSID, dual-portal environment enabling both staff and visitors to have a seamless user journey experience. The captive-portal solution was customised to meet NHS governance, DSPT, and cyber-security standards, with full remote monitoring and support.

Outcome:

The service simplified access for all user groups, reduced IT support burden, and improved connectivity resilience. Data from the portal provided insights into usage trends and supported digital-inclusion initiatives. The approach has since been replicated across other NHS Trusts and local-authority environments to enhance community connectivity.

Customers



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