



Service Definition Document



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The Service

eXRt Intelligent Healthcare is a medical technology company delivering a software platform of applications helping patients and healthcare professionals manage the physical rehabilitation required for the recovery from stroke and acquired brain injury.

The platform consists of two applications: A Virtual Reality (VR) application for patients that allows them to perform physical exercises and self-manage their physical rehabilitation. A web App (Accessory) for rehabilitation specialists (such as occupational therapists and physiotherapists) allows them to remotely monitor all their patient rehabilitation progress and adjust their exercise program.

Each application will capture data that is reported to both patients and rehabilitation specialists. For Example, patients' movement performance during physio is captured and relayed back to the rehabilitation specialists to better inform them. Also, any changes to the rehabilitation program by the rehabilitation specialists is updated on the patient's VR application.

Data backup, restore and disaster recovery

We aim to have our platform available 100% of the time, 24/7. We contract for 99.99% just in case there is some requirement for maintenance to take place. We use Amazon Web services (AWS) to host our applications and storage. The nature of our service means that we cannot control the networks that our service may utilise as they are the responsibility of other organisations. However, we use AWS to provide various approaches to ensure high availability and resilience of our service. Approaches include automated database replication and self-healing clusters ensures resilience by making identical copies of the primary data storage as secondary storage and self-healing helps if the primary database fails then one of multiple secondary databases can be switch to automatically to supply uninterrupted communication and interaction of data.

eXRt will regularly back up the data to minimise data loss and interruptions in service. Restoring from backup data can be requested by customers through the technical support team.

Onboarding, Training and Offboarding Support

Onboarding

eXRt will provide Initial training, at no extra cost,

training support with staff will consist of;

- Face to face setup of the VR headset ready for use with patients

- Face to face exploring the VR application and maximise its use for patients to recover faster

- Face-to-face exploring and understanding of the web application for remote monitoring

- Common troubleshooting guides to help support smooth operation

- How to contact the support team to discuss problems

- Access to important online resources

- Instruction manuals
- FAQs
- Etc.

Offboarding

Upon end of the contract, customer accounts will be deactivated, any data that needs extracted for third party/new supplier will be gathered to suit customer requirements and then sent to the customers. All related customer or end-user data will be archived for a period of time as customers may want to reactivate accounts or need additional access to their data. After this period of time all related data will be deleted inline with GDPR. There is not additional cost for this.

Implementation Plan

The service is a platform to be embedded into the customers established patient pathway to improve their quality of care. We recognise that the implementation plan may vary from customer to customer for this reason. So this is finalised in collaboration with the customer requirements.

Support hours

Standard support hours are 09:00 to 17:00 (UK time), Monday to Friday. Although highly unlikely, if ever a customer wanted to consider extended weekday hours support or support at weekends or on holidays, we would be happy to discuss, but there would be additional charges.

Maintenance & customisation

We will notify you of any incident affecting the Service, including Service unavailability, functionality disruption, data loss or systems hacking. Although the Service is designed for 24x7 availability, occasionally we may have to complete planned maintenance, we will inform you at least 24 hours before any planned maintenance activities that potentially or effectively disrupt the Service.

Notification will be made to an individual or department elected by you to us within 48 hours of an incidents occurring. You are responsible for keeping us updated on the designated contact. Please write to support@exrt.io

The service is designed to assist with self-management of physical rehabilitation, and not to offer a bespoke care package. This means that there is no functionality for customisation.

Service Levels

Network Service

We aim to have our platform available 100% of the time, 24/7. We contract for 99.99%, just in case there is some requirement for maintenance to take place. The nature of our service means that we cannot control the networks that our service may utilise as they are the responsibility of other organisations.

The unavailability of this service means when any of the running application services have no external connectivity.

Storage Service

We will use reasonable commercial efforts to provide availability of storage service at a monthly availability percentage of at least 99.99%.

Unavailability of this service means when all of attached storage volumes perform zero read-write IO, with pending IO in the queue.

Disaster Recovery provisions will match the Recovery Time Objective and Recovery Point Objective of this SLA. These include redundant database nodes and both local and off-site data backups.

IT Service Support

We will monitor the Service 24 hours per day, 7 days per week.

A team of technical support operators will be available during Office Hours to support the Customers.

Our IT support contacts are:

- a) **Office Hours:** call 01202 299 583 or write to support@exrt.io
- b) **Out of Office Hours:** write to support@exrt.io

Service Recovery

Upon incident notification by you or an automated monitoring tool, the Recovery Time Objective will be:

- a) 2 hours for a notification during Office Hours and
- b) 8 hours during out-of-Office Hours.

Failure to service commitments

In the unlikely event that we are not able to fulfil our service commitments, we will review each on a case-by-case basis.

Termination

Terms and Conditions of business provide details of how the contract can be terminated by either party, the notice periods for termination and post-termination events and obligations.

After sales support

After sales support is in place for both the healthcare professionals and their patients using the service. We offer a technical support facility for any assistance needed when setting up accounts or throughout the lifecycle of the service. This

can be received via email or telephone. There is also an online “How to setup and use”, along with an FAQ section for quick access to help.

Technical requirements

Patient VR Application

Hardware requirements

VR headset (compatible VR headsets provided by us on purchase)

Software requirements

Installation

The VR application can be downloaded from the selected headsets app store

Network

For communication between both applications the VR application requires a Wi-Fi connection

If the Wi-Fi connection is interrupted for whatever reason the VR application will continue to fully function for the patient. Data will be store locally and secure on the device will offline and when back online it will upload the local data to update the web application. Local data will then be deleted permanently from the device.

Web application

Hardware requirements

PC, laptop, smartphone, or tablet devices

Software requirements

Installation

No installation is required for the web application

Network

For communication between both applications the VR application requires a Wi-Fi connection. Wired (LAN) connection can also be used if the hardware you are using has this feature.

Support web browsers

- **Chrome** 100 or above
- **Edge** 101 or above
- **Firefox** 99 or above
- **Safari** 14 or above