



Iris ImageNet

Service Definition Document

Supplier: MD IT (UK) Ltd

Version: 1.0

Date: October 2025

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1. Service Overview

Iris ImageNet is a secure, cloud-based PACS (Picture Archiving and Communication System) and referral platform designed for healthcare providers. It enables clinicians to store, view, and share medical images and reports while managing referrals seamlessly across departments or organisations.

Integrated with Iris AI, the platform automates report and correspondence generation, allowing clinicians to quickly create and share structured reports or referral letters directly within the imaging workflow.

Iris ImageNet supports both cloud-hosted and locally hosted deployments and is compliant with NHS DSPT, Cyber Essentials, UK GDPR, and medical imaging standards (DICOM).

2. Service Scope

Iris ImageNet provides the following functionality:

- Secure cloud-based PACS for medical image archiving and retrieval.
- Support for DICOM and non-DICOM imaging formats.
- Integrated referral management for clinician-to-clinician collaboration.
- Iris AI-powered report and correspondence generation.
- Built-in DICOM viewer with annotations, measurements, and multi-modality comparison.
- Role-based access controls and audit trail management.
- Integration options with EPR, RIS, and HIS systems.
- Configurable notification and approval workflows.
- Multi-site deployment and scalable storage management.

3. Service Benefits

- Improve collaboration and referral efficiency across multiple sites and organisations.
- Enhance clinical documentation using AI-assisted report and letter generation.
- Reduce turnaround time for reporting and case review.
- Eliminate physical media through secure digital storage and sharing.

- Strengthen data protection with full encryption and role-based access.
- Ensure interoperability with existing NHS and imaging systems.
- Scale effortlessly as imaging volumes and user numbers grow.
- Maintain compliance with NHS and GDPR requirements.

4. Service Levels (SLAs)

- Availability: 99.9% uptime (excluding planned maintenance).
- Support Hours: Monday–Friday, 09:00–17:00 (UK time).
- Incident Response: Within one business hour for priority issues.
- Planned Maintenance: Conducted outside of normal working hours with prior notice.
- Performance Monitoring: Continuous monitoring with real-time alerts and redundancy.

Extended and 24/7 support tiers are available as optional upgrades.

5. Onboarding and Implementation

Implementation services include full configuration, installation, and setup of Iris ImageNet, training, and post-go-live hypercare. The duration and cost scale with deployment size:

Package	Includes	Cost (One-Off)
Standard (up to 25 users)	Configuration, installation, setup, user training, and one week of hypercare.	£19,000
Enhanced (26–75 users)	Workflow design, extra training, and two weeks of hypercare.	£24,000
Enterprise / Multi-Site (76+ users)	Multi-site configuration, integrations, and three weeks of hypercare (includes on-site support).	£29,000
Remote Implementation	Fully remote deployment and virtual training.	£15,000

All implementation packages include access configuration, validation, and staff familiarisation with Iris AI capabilities.

6. Offboarding and Exit Management

At contract end, MD IT ensures secure and complete data extraction.

- All imaging data, referral records, and reports are exported in open formats such as DICOM, CSV, or PDF.
- Cloud clients receive a secure, time-limited download link.
- Local clients are supported to extract data from their environment.
- A documented handover confirms successful transfer and deletion of hosted data.

7. Pricing Model

Pricing is based on an annual per-user licence, optional hosting storage, and a one-off implementation cost.

Full pricing details are provided in the Iris ImageNet Pricing Document.

8. Security and Compliance

- Complies with NHS DSPT, Cyber Essentials, and UK GDPR.
- Data encrypted in transit (TLS 1.2+) and at rest (AES-256).
- Access via Multi-Factor Authentication (MFA) and Role-Based Access Control (RBAC).
- Hosting environments certified to ISO 27001, ISO 27017, and CSA CCM v4.0.
- Regular penetration testing and code review to maintain security posture.

9. Technical Requirements

- Modern web browser (Edge, Chrome, Firefox, Safari – latest version).
- Stable internet connection (minimum 10 Mbps recommended).
- For local hosting: NHS-compliant infrastructure with firewall, VPN, and secure access policies.

10. Accessibility and Usability

The user interface complies with WCAG 2.2 AA standards and supports:

- Screen readers and keyboard navigation.
 - Adjustable contrast and text scaling.
 - Full responsiveness across desktop, tablet, and mobile devices.
- Testing with assistive technologies is conducted during major releases.

11. Data Retention and Audit

- Audit logs retained for at least 12 months (configurable).

- Clients can request extended retention periods.
- All access, modifications, and data transfers recorded for compliance.
- Real-time audit logs accessible by authorised users.

12. Resilience and Continuity

Iris ImageNet is hosted in redundant, geographically distributed cloud environments (Azure and AWS).

Daily encrypted backups, load balancing, and multi-zone replication ensure resilience and rapid recovery.

Detailed resilience documentation and recovery time objectives (RTO/RPO) are available upon request.

13. Payment Terms

All pricing and payment details are outlined in the Iris ImageNet Pricing Document.

- All prices exclude VAT.
- Standard payment terms apply in line with the G-Cloud Framework.
- For contracts under £15,000, full payment is required upfront.
- For contracts over £15,000, 60% payment is required upfront and 40% upon completion.

14. Contact Information

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