

G-Cloud 15 Service Definition

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Overview

WeHub Workflow Management with Low-Code Integration Orchestration is a comprehensive platform designed to automate workflows and integrate systems across a wide range of industries, with a particular focus on healthcare. It provides a low-code environment to create and manage workflows, allowing users to integrate different data sources, systems, and applications. The platform is designed for seamless automation, efficient operations, and robust integration capabilities, with an emphasis on security and compliance.

Data Backup, Restore, and Disaster Recovery

Data Backup

WeHub provides robust data backup to ensure business continuity and data security. Backups are performed regularly, with data stored in Azure Kubernetes Service (AKS). This setup allows for redundancy and quick access to backups in case of data loss or corruption. As WeHub doesn’t store customer data, the backup is only limited to customer’s configurations including and not limited to schemas, workflows, terminologies.

Restore Capabilities

In the event of data loss, WeHub offers comprehensive restoration options. Customers can restore data from backups quickly, minimizing downtime and ensuring that critical workflows can continue with minimal disruption. This will happen automatically and seamless to the customers.

Disaster Recovery

WeHub has a detailed disaster recovery plan to handle unexpected events or system failures. The plan includes multi-region redundancy through Azure's extensive infrastructure, providing seamless failover capabilities. This approach ensures that WeHub can quickly restore services and maintain business continuity during significant outages or disasters. The disaster recovery plan includes measures for rapid response and thorough data integrity checks to prevent data loss or corruption.

Onboarding and Offboarding Support

Onboarding Support

WeHub provides comprehensive onboarding support to ensure a smooth start for new customers. This process begins with a dedicated Technical Account Manager who guides users through each step, from initial setup to full deployment. The onboarding process typically involves:

- Account Setup and Configuration: WeHub assists with creating user accounts, activating license keys, and configuring initial settings tailored to the customer's requirements.
- Workflow Creation: The Technical Account Manager helps users create workflows in the User Acceptance Testing (UAT) environment. This includes integrating essential features and setting up custom configurations based on business needs.
- Training and Documentation: WeHub offers a comprehensive online training portal with detailed modules that cover all aspects of the platform, from basic navigation to advanced functionality. Onsite training is also available upon request, providing personalised guidance to users.
- Integration Assistance: WeHub supports users in integrating the platform with their existing systems, applications, and data sources, ensuring a seamless transition.

The goal of onboarding is to provide customers with all the tools and knowledge required to effectively use WeHub and to make the transition as smooth as possible. Regular check-ins with the Technical Account Manager ensure ongoing support during the initial phase.

Offboarding Support

When customers choose to exit WeHub, the offboarding process is designed to ensure a smooth transition and secure handling of customer data. The offboarding process involves:

- Data Extraction and Transfer: WeHub provides multiple options for data extraction, allowing customers to retrieve their data using built-in or third-party ETL tools. This ensures that customers retain control of their data upon exiting the platform.
- Workflow Reversion: Any published workflows revert to an unpublished status when a contract ends, preventing unauthorised use or exposure of the customer's proprietary workflows.
- Account Termination: WeHub assists with closing customer accounts and ensures that all associated data is either securely deleted or returned to the customer. This process includes clearing any outstanding balances and addressing any remaining contractual obligations.

Offboarding aims to ensure a smooth and secure transition for customers, allowing them to retain their data and workflows while ensuring that their accounts are properly closed. WeHub takes security and privacy seriously, ensuring that offboarding is handled with care and in compliance with data protection regulations.

Service Constraints

WeHub operates within Azure AKS, offering flexible deployment options without significant constraints. Maintenance windows are brief, and the platform provides extensive customization options to suit various business needs. Although customers can deploy in public, private, or hybrid cloud environments to allow them for a tailored approach to hosting and integration, WeHub suggest their own public cloud Integrated Platform as a Service in their Azure UK datacenters. There are multiple options to connect this environment with their private cloud to ensure security.

Service Levels

WeHub public cloud offers a 99.95% Service Level Agreement (SLA), with automated scaling and load balancing to maintain consistent uptime and performance. Customer support is available through email and online ticketing, with response times ranging from 30 minutes to 4 hours depending on priority. Onsite support is available at an extra cost. This robust support structure ensures that WeHub meets customer needs effectively.

After-Sales Support

WeHub provides extensive after-sales support based on ITIL standards, with multiple support levels (L1, L2, L3) offering technical assistance and problem resolution. Customers have access to an online support portal and can request additional support as needed. Support for third parties is also available, allowing customers to work with external partners on integration and workflow projects.

Technical Requirements

WeHub requires compatibility with Azure Kubernetes Service, including support for container services, NoSQL, and relational databases. It supports various technologies like gRPC, REST

APIs, and other platform-as-a-service components. The platform's flexible technical requirements allow deployment in different configurations, including cloud, hybrid, and on-premises setups.

WeHub recommended public cloud runs as an Integration Platform as a Service and hence no technical requirements apart from obtaining an account.

Outage and Maintenance Management

WeHub uses a proactive approach to outage and maintenance management. The WeHub dashboard provides live updates on each workflow, allowing users to monitor system performance and detect potential issues. The outage response process aims to quickly resolve issues and minimise downtime. Maintenance windows are announced in advance to ensure customers are aware of scheduled downtime and can plan accordingly.

Hosting Options and Locations

WeHub public cloud is hosted within Microsoft Azure Kubernetes Service (AKS), with datacenters primarily located in the United Kingdom. This setup ensures compliance with local data protection regulations and offers flexibility in deployment. Azure's datacenters comply with the EU Code of Conduct for Energy-Efficient Data Centres, demonstrating WeHub's commitment to sustainability and energy efficiency.

Access to Data Upon Exit

WeHub provides multiple data extraction options upon exit, allowing customers to retrieve their data without complications. The platform supports extraction through built-in and third-party ETL tools. When a contract ends, workflows revert to an unpublished status, ensuring a smooth offboarding process without data loss.

Security

WeHub emphasises security and compliance, with industry certifications like Cyber Essentials and Cyber Essentials Plus. Data is encrypted at rest and in transit, and role-based access control (RBAC) ensures that only authorised personnel have access to critical systems and data. The platform datacenter undergoes regular security audits and complies with ISO/IEC

27001 standards. WeHub's security policies and processes are designed to protect customer data and ensure compliance with industry regulations.