



MIYA OBSERVATIONS SERVICE DEFINITION

Overview of Alcidion's Service

Date: 2026

Commercial in Confidence

Table of Contents

Company Overview	3
Miya Observations.....	4
Alcidion Cloud.....	5
Data Security	6
Data Backup & Disaster Recovery	7
Onboarding & Offboarding Support.....	7
Implementation Approach	8
Support.....	10
Service Levels	11
Ordering & Invoicing process	13
Termination	14
Data Migration/Exit	14
Maintenance Management.....	14
Technical Requirements	15



Company Overview

Alcidion Group Limited has a simple purpose, that is, to transform healthcare with proactive, smart, intuitive technology solutions that improve the efficiency and quality of patient care in healthcare organisations, worldwide.

Alcidion offers a complementary set of software products and technical services that create a unique offering in the global healthcare market. Based on the flagship product, Miya Precision, the solutions aggregate meaningful information to centralised dashboards, support interoperability and patient flow, facilitate communication and task management in clinical and operational settings and deliver Clinical Decision Support at the point of care; all in support of Alcidion's mission to improve patient outcomes.

Since listing on the ASX (Australian Securities Exchange) in 2016, Alcidion has acquired multiple healthcare IT companies and expanded its presence in the UK, Australia, and New Zealand to now service over 400 hospitals and 87 healthcare organisations.

With over 25 years of healthcare experience, Alcidion brings together the very best in technology and market knowledge to deliver solutions that make healthcare better for everyone.

Miya Observations

Managing patient progress

Vital signs are a key indicator in monitoring the progress of a patient's condition. Trends in captured observations provide the clinical team with insight to patient progress and support proactive intervention. Rather than passively record on a paper chart at the bedside, this information needs to be shared as soon as it is available to predict potential early deterioration and instigate preventative action. A digital approach has been proven to have a positive impact on patient outcomes.

Miya Observations, previously known as Patienttrack, provides access to real-time information aligned with local workflows. This means care teams will be more responsive to changes in patient status, focusing on those patients immediately in need.

Trusts define the vital signs that they want to be captured and the calculations that are applied to determine the resultant monitoring score. An intuitive user interface, accessible via a tablet, facilitates real-time bedside capture.

Scoring regimes can be defined to manage different cohorts of patients. Schedules are associated with the requirements of the service and can be adjusted to reflect the requirements of an individual patient.

CUSTOMISED SCORING

Many regions have developed their own system of scoring to monitor patient deterioration. Miya Observations can be configured to support these data capture requirements and scoring calculations.

The metrics and formats used to capture the nominated vital signs are built into the product to promote accuracy and compliance. The user interface provides a familiar metaphor to support improved data integrity.

Scoring regimes such as the Early Warning Score (EWS) align with regional and patient context. English, New Zealand and Australian requirements are already in use. Variations to support maternity, paediatrics and other specialist patient cohorts can be configured and applied to relevant patient cohorts.

Aligned with nurse rounding workflows, Miya Observations brings to life the key data used to monitor patients. Scheduling of vital signs promotes compliance resulting in a complete patient record to inform ongoing monitoring.

AUTOMATED ALERTS

The alerting protocol is configured to align with local escalation policies. Alerts will be generated automatically based on scoring outcomes and issued to the nominated members of the clinical team. This capability removes the need for individual judgement and ensures that notifications are generated in line with local protocols. Alerts are persisted until actioned ensuring that clinical attendance is realised when needed.



MOBILE WORKFLOW

Miya Observations is tailored for mobile use, allowing clinicians to record observations in real-time at the bedside, reduce potential error and speed response times.

The real-time information can then be viewed by the rest of the care team when and where they need it – from the nurses' station to the emergency department to their consulting rooms.

EXTENSIVE INTEGRATION

Miya Observations will source patient demographic and episodic information through integration with the Patient Administration System. The Alcidion integration team are familiar with most systems currently in use which makes the integration process streamlined.

BENEFITS

Some of the key benefits realised through the use of Miya Observations include:

- Data Availability: Observation information shared in real-time using mobile devices.
- Automated Notification: Care team immediately notified of material changes in patient condition.
- Convenient Communication: Align clinical attendance alerts with local escalation policies.
- Productivity Support: Captures the nominated vital signs to promote accuracy and compliance.

Alcidion Cloud

Alcidion's standard approach is to provide our solutions as a cloud-hosted model. This allows us to provide a fully managed service around the solution, improving the value that customers can derive.

The Alcidion cloud-hosted solution is a highly secured environment hosted in the cloud. In this environment, all components are load-balanced and fully redundant across all three availability zones within the UK South datacentre, with each component of the system split across these availability zones ensuring that a failure in one component or zone does not impact the solution.

Each of the Cloud availability zones has separate power, cooling, networking and patch schedules, with our deployment highly available and load balanced across each of these zones we ensure we are protected and the system is not impacted by an availability zone outage. The hosting infrastructure solution is located in UK Datacentres so no data is removed from the UK.

Deploying our solution into the Cloud, and using all of the latest technology, enables Alcidion to provide a fast and stable environment to host the solution, deploying upon the Kubernetes application virtualisation layer enables us to scale on demand. For example, should a service require more resources then extra compute is allocated automatically and the application is scaled up to ensure the service remains performant. The Alcidion solution is designed with full monitoring from the infrastructure to the application layers and monitored by our 24x7 follow-the-sun team located in multiple time zones.

The solution is internet/web browser-based and is device agnostic, any modern web browser is supported. Some of the features of Alcidion's cloud hosting include (but are not limited to):

- Management of Alcidion Cloud.
- High availability and failover.
- Support Services for Alcidion Cloud and the Software.
- Backup Services for the Server Environments hosted on Alcidion Cloud.
- Monitoring Services for Alcidion Cloud and the Server Environments.
- Failover of cluster nodes for databases.
- Validation of load balancer and routing to a single node if one is unavailable.
- Backup and restore of the databases.
- Use of high-availability data centre services.
- Load balancing across multiple availability zones or data centres.
- Validation and verification of additional Standard Operating Procedures (SOPs) for any further BC procedures required.

Data Security

Alcidion treats data security with the utmost priority. Alcidion is Cyber Essentials Plus accredited and we are in the process of accreditation towards several further standards including ISO 27001, to which we are compliant.

Alcidion fully comply with National Data Guardian's Data 10 Security Standards. In addition to complying with the NHS Digital Data Security and Protection Toolkit. No data is stored locally in the browsers or devices. This provides the security of patient data regardless of the device used.

Alcidion and our solutions are fully GDPR compliant with both the Data Protection Act 2018 and UK GDPR law. This includes Data Protection and data retention policies, a Personal Data register and obligations to data protection and information governance within policies and procedures alongside employment contracts. Alcidion has a Data Protection Officer who is responsible for ensuring that Alcidion maintains compliance and applies the defined policies and procedures for the organisation.

All internal systems and processes that include the storage of personal and confidential information (for example, Human Resources and Finance) are implemented in compliance with all national guidelines with regular reviews of data stored and compliance. As part of their induction process, all staff have a session on data security, and personal and company obligations to ensure compliance is maintained and at the heart of our focus. All staff also have annual refresher training on top of the NHS Digital Data Security and Protection toolkit.

Data is at the heart of the product set and will work during the implementation to support all the appropriate data processing rules and compliance requirements. In parallel, Alcidion manages its internal data to regulatory standards, being GDPR compliant, registered with the ICO, and using guidance from bodies such as the NCSC for managing and protecting its data.

Alcidion's solutions ensure that all data at rest is stored utilising industry-standard encryption and that all data in transmission is encrypted to industry standards. This includes all user activity (writes and view activity) recorded in the Audit subsystem of the solutions using the FHIR Audit format. Alcidion's solution maintains a full audit trail when a record has been viewed, and when changes are made when and by whom. This audit trail can be displayed both per patient records accessed as well as per individual user access. Users can see in the front-end UI, specific audits around activity and involvement with the record.

Data Backup & Disaster Recovery

We understand there may be differences and specific backup/recovery procedures with the various third-party systems and will always work in collaboration with the trust and third-party suppliers to agree levels of resilience and recovery including the Recovery Time Objective (RTO) and Recovery Point Objective (RPO). The hosting environment conforms to industry-recognised standards, the hosting security standards exceed the requirements set out in the NHS DSPT.

Alcidion as part of the implementation process will support the review and building of the appropriate business continuity plans and planning for the implementation of its products, working from experiences with current customer implementations, and using its own internal Business Continuity Plan as an example to support the building of an appropriate plan. Alongside this process, Alcidion products have a number of features included to support Business Continuity periods.

Our solutions are in a highly secured maintained and monitored environment, hosted in UK datacentres using the latest microservice technology delivered on a layer of application virtualisation Azure Kubernetes Services (AKS). The microservice technology and the use of multiple availability zones within the datacentre infrastructure allows our environment to have no single points of failure, components are duplicated across these availability zones, which allows us to achieve 99.95% uptime availability. Upgrades and patching are carried out with zero downtime due to the microservice/application virtualisation architecture, all upgrades are delivered through Infrastructure as Code (IaC) using CI/CD pipelines enabling the security of source control and deployment approval.

There are a number of ways the solution can provide off-line access to key administrative and clinical information during planned or unplanned system downtime. These can range from having the system available with a synced real-time copy of the patient information to a store of business continuity data held locally with the ability to print. All actions within the system are fully audited. An Advanced Business Continuity (BCP) and Disaster Recovery (DR) Model will be provided as part of the low-level design alongside the solution architecture, this will be discussed in detail as part of the project.

Onboarding & Offboarding Support

As part of the implementation process, Alcidion provides a "Skills Transition Plan" and associated training. Training supports the transfer of the solution skills from the implementation team to the staff. This is usually done with a 'Train the Trainer' approach. The plan identifies:

- The roles that will be adopted by the customer.
- The pre-requisites expected, for each role, to allow Skills Transition to take place.
- The skills to be transitioned.
- Methods of skills transfer.

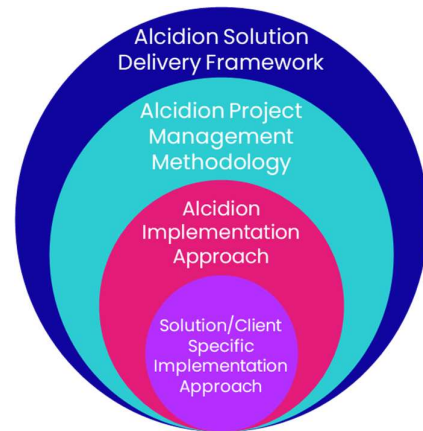
- Supporting documentation.
- Order, timing and location.

The Skills Transition Plan is designed to dovetail with the agreed implementation approach, the phased implementation plan and the overall deployment plan. The Plan enables the staged reduction in the implementation resource, in line with the project's implementation resourcing model, and ensures ongoing "self-sufficiency" in the capabilities needed to complete the implementation and support of the solution in use across the Customer site.

Implementation Approach

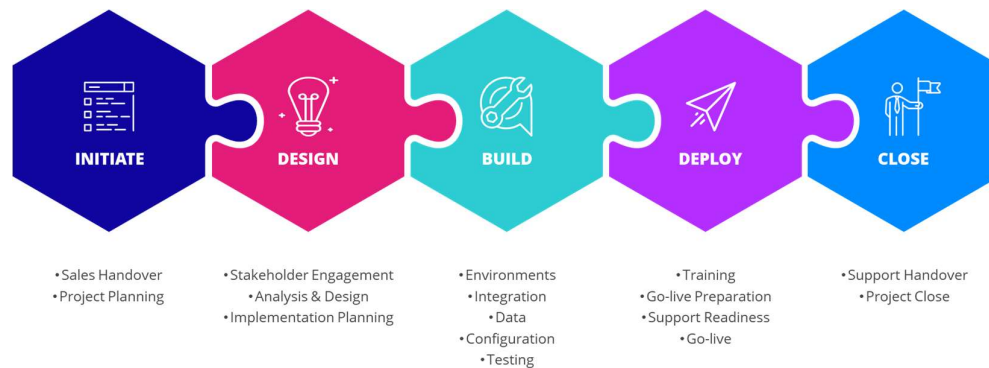
The Alcidion Project Management Methodology provides an organisational-wide methodology for the delivery of Alcidion solutions and services. It defines the standards (Governance, Lifecycle, Processes, and Templates) to ensure effective communication about project processes, progress, issues and risks, and provides a strong basis for managing project resources throughout the full lifecycle of a project. The methodology maintains a strong focus on business benefits and successful delivery and provides guidance to monitor project outcomes, support project implementations, and ensure governance and processes are aligned with the complexity of projects. Furthermore, our methodology establishes the roles and responsibilities of project participants.

All projects are supported by methodical, formal project management and the experience gained from previous implementations as part of our strategy of continuous improvement. Projects follow a phased approach with clearly defined workstreams, stage gates and quality checks, clear purpose, tasks, timelines and deliverables, whilst tailored for each implementation, depending on the solution and modules deployed and customer requirements and objectives.



It provides the overarching methodology for the delivery of all Alcidion solutions and as such, the principles of the methodology filter through to the implementation approaches. The project phases and workstreams are subsequently augmented with solution-specific information such as tasks, templates and deliverables to form the full implementation approach.

The Alcidion Project Management Methodology consists of five project phases, each comprising specific workstreams:



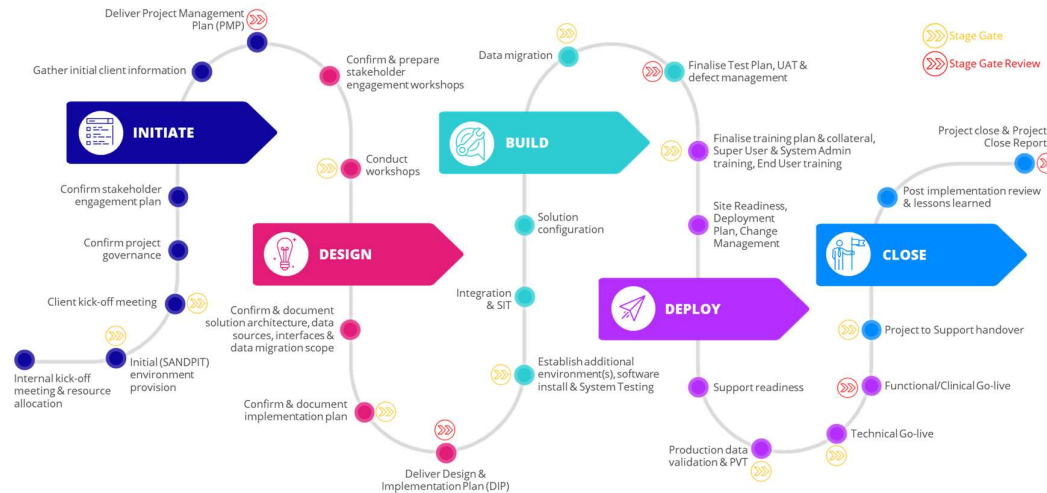
1. **INITIATE** – the project is kicked off internally and with the customer, delivering key project planning activities such as confirming scope, establishing project governance and executive alignment, confirming resources, draft project timeline and stakeholder engagement plan for the solution analysis and design (Design phase).
2. **DESIGN** – stakeholder engagement and document review occur to confirm the requirements for the final solution design and implementation plan, including details regarding architecture, integration, data sources, data migration, data ingestion, dashboard design, configuration, testing, training, deployment, etc. according to the solution being implemented. Depending on the solution deployed, this phase may also include a Benefits session to elicit expected benefits to be achieved as a result of the implementation and confirm measures.
3. **BUILD** – the solution is built, interfaced, configured and tested according to the agreed design. The solution is then handed over to the customer for User Acceptance Testing (UAT) to confirm the designed and deployed solution is fit for purpose.
4. **DEPLOY** – super user training is executed and cascaded to end users. Alcidion deploys a ‘train-the-trainer’ model whereby Super Users are trained to become product champions and experts in the solution and workflow. This training is then cascaded to the end users by the Super Users and is usually executed as close to go-live as possible.
Go-live preparation tasks are executed and the go-live(s) (technical and/or functional/clinical) occur. A technical go-live is often executed prior to a functional or clinical go-live, to ensure that production interfaces and production data is functioning in the production environment as was evidenced in UAT in the Test environment.
5. **CLOSE** – the solution(s) are handed over to the Support teams for Business As Usual (BAU) management. The project will undergo a post-implementation review both internally and with the customer as part of Alcidion’s continuous improvement strategy and the project will be closed with a formal Project Close Report.

The specific tasks of each workstream are subject to the implementation approach for the specified solution and modules as discussed in the following section.

The implementation approach (following the Alcidion Project Management Methodology) can be tailored to suit the project scale or customer requirements and objectives. The specific implementation approach will be confirmed during the Design phase of the project according to information elicited during documentation review and stakeholder engagement. Workstreams are established to progress specific aspects of the implementation with activities attributed appropriately to Alcidion and/or customer resources. Tasks, dependencies, stage gates, payment milestones and deliverables will be

aligned with project phases and workstreams depending on the project's critical path and contractual requirements.

Key tasks of each phase and workstream are shown in the diagram and detailed below.



The implementation approach used by Alcidion is based on a project methodology, tailored to suit the customer's requirements and objectives. The approach is underpinned by a teaming and partnering approach, supported by method, formal project management and the experience gained from previous implementations.

Support

Alcidion provides customers a Support Service 24/7*365 days per year. The customer will have provision for 1st Line Support; these designated contacts will be granted access to our online helpdesk system to raise requests to the Support Service, provide updates as needed and monitor progress through to resolution.

Our support system is an implementation of the highly rated Freshdesk system, for which user training will be provided to the customer. The system recognises severity levels, each with their associated SLA that "tickets" are monitored against. The priority of an issue is defined in the SLA. The Service Desk team are available for Severity 1 issues 24/7 *365 days per year, and Monday-Friday (excluding public holidays) +9am-5:00 pm BST for Severity 2, 3 and 4 issues. For Severity 1 issues, the customer's designated contacts are advised to raise support requests through the toll-free telephone number as well as via the online helpdesk system. The portal provides a full history of a support ticket. Users can collaborate on the resolution of the issue at hand.

All Customers will have access to an Account Manager and will have continuous support throughout the term of the contract. Alcidion will also invite the customer to annual user groups, and the customer can always contact Alcidion should they feel they need extra support, etc.

Service Levels

The support services will be provided remotely from Alcidion offices. The customer will provide remote access to their facility at their cost. The Support Service can be accessed via:

Alcidion Connect <http://support.alcidion.com/>

The customer is expected to nominate authorised support contacts who will be given access to the Alcidion Connect support portal to log issues with the Support Service.

Online submission of support requests provides immediate acknowledgement of logged requests, ensures appropriate and timely allocation of support service requests and also manages the tracking of requests through to resolution in real-time.

In addition, for severity 1/Urgent incidents Alcidion provides an 0800 on-call support number. Alcidion will aim to meet the following targets for incidents logged under the standard support terms on a best endeavour basis.

Assignment of Priority Levels

The assignment of priority levels will be in accordance with the following criteria:

Priority level	Incident examples	Support
Priority 1 – Urgent/Critical Fault: major outage of the live production environment that renders the software or other relevant component of the live production environment to be unavailable resulting in complete work stoppage and causing the solution to be completely unusable.	Data entry is not possible for 100% of users and staff are not able to use any part of the software. Full system Down and users cannot log in.	24 hours a day, 7 days a week for issues raised against the Production Environment only
Priority 2 – High/Major Fault: Business critical application function or group of functions is inaccessible or unusable. Resolution is urgent and no workaround exists.	A data entry process of integration point is failing for >50% of users, or; The software is displaying incorrect or misleading information, or: A commonly used function in the application is not functioning correctly and is having a significant business impact for >50% of users. Integration feeds down	9.00am to 5.00pm each Monday to Friday, excluding National or local public holidays.

Priority 3 – Medium Fault: Non-business critical product function or group of functions is unusable, inaccessible or not functioning as designed and/or specified but business impact is not significant and/or a valid workaround exists.	A field or fields on a screen is not functioning correctly, or; Errors in the product preventing the use of non-critical business functions, or; Errors in patient data that need to be fixed but are not impacting patient care or business flow.	9.00am to 5.00pm each Monday to Friday, excluding National or local applicable public holidays.
Priority 4 – Low Fault: Application function has a fault but continues to be usable. Business operation and data integrity is unaffected.	Formatting, cosmetic or display issues, or; Minor errors in reports, screens or functionality.	9.00am to 5.00pm each Monday to Friday, excluding National or local public holidays.

Target Service Levels – Service Requests

The table below sets out the target Service Levels that apply to Service Requests for the live production server environment:

Priority Level	Response Time	Target resolution time	Compliance Target
1	30 Minutes	4 hours	>90%
2	1 business hour	2 business days	>90%
3	1.5 business days	5 business days	>85%
4	3 business days	15 business days	>85%

Notes:

Target Response Time means the time in which we have reviewed the Service Request, confirmed the priority level and acknowledged receipt of the Service Request through Alcidion Connect (or phone if after hours).

Target Resolution Time means the target time to restore the relevant component to you. We will use reasonable efforts to ensure that the Target Resolution Time is met with regard to a Service Request for events within its control. For clarity, we are not responsible for meeting the Target Restoration Time where a third party is responsible for the resolution, but we will use our best efforts to facilitate this restoration work to the extent possible. The Target Restoration Time excludes activities required to replay stored or queued messages.

The target response time and target restoration time Service Levels commence at the time the Service Request is received by us through Alcidion Connect and by phone for Priority 1 issues in Production, whichever occurs first.

The reference to "hour" and "business hour" for the purposes of the Service Level is a reference to an hour where Support Services are available (that is, 24 hours a day, 7 days a week for a Priority 1 incident or otherwise 9.00 am to 5.00 pm each Monday to Friday, excluding applicable National or local public holidays).

Alcidion are responsible for determining when the response and restoration has occurred for the purposes of this Schedule 3, subject always to the definitions set out above.

Different Target Resolution Times apply for items diagnosed as a software defect to all other items, as diagnosed software fixes have a longer identify-fix-test-deployment cycle.

Where an incident is diagnosed as a Software as a Service fault, the status of the Service Request will be set to "Product backlog" or "Awaiting development".

If a Software as a Service defect is diagnosed and where development is required, the Service Request will be taken to have been resolved when:

- For Priority 1 and 2 diagnosed defects, we notify you that a defect has been diagnosed and resolved and a delivery plan agreed.
- For Priority 3 diagnosed defects, we notify you that a defect has been diagnosed and resolved and a delivery plan has been agreed.
- If the Service Request does not require a software fix or development, the Service Request will be considered resolved when the Software as a Service/Services are restored, or when Service Request is set to a status of "Resolved Pending Customer Signoff", whichever occurs first. You will subsequently mark the status of the Service Request as "Closed" if no further action is required.

If a valid and acceptable workaround is identified that reduces the impact and severity of the logged Service Request, we will downgrade the severity of the Service Request.

Service Levels refer to the live production Server Environment only and for tickets with a type of "Incident/Issue".

Time spent waiting on you to supply additional information or time spent waiting on third-party vendor will be excluded from the calculated time to resolve the Service Request. Service Requests with a status of waiting for you may be closed by us after 5 or more business days with no response from the customer. Where an incident, defect etc. set out in a Service Request cannot be replicated, and all avenues for investigation have been exhausted, the status of the Service Request will be updated to "Resolved" and a new Service Request must be logged if additional information is gathered to assist with replication and diagnosis of a defect. Issues identified in non-production environments should be logged for investigation in Alcidion Connect with a Severity rating of Priority 3.

Ordering & Invoicing process

Alcidion processes all invoices using our dedicated SharePoint site, this is controlled by Alcidion's Administration Manager who will raise invoices and issue them when required. Specific invoicing arrangements will be agreed with the customer as part of the contract award.

Termination

This will be in line with the termination clause within the Terms and Conditions of the Call Off Contract.

Data Migration/Exit

At the end of the contract term, Alcidion will work with the customer to agree on an exit plan, including the migration of data from the system in line with the Terms and Conditions of the Call Off Contract.

Maintenance Management

Alcidion encourages our customer base to contribute to the development of Alcidion's solutions. We invite customers to annual user groups in which customers are encouraged to discuss the product's future and specific requirements. The user group is run as a minimum annually in which the customer base comes together across for a day of collaboration and learning. This is complemented by regular account and contract reviews to allow the customer to raise requirements as required.

We establish a strategic roadmap to maintain focus on our overall aims for the product. The execution roadmap provides the details of how we will deliver that strategy ensuring that we address factors such as:

- Customer commitments.
- Market and competitive expectations.
- Clinical workflow changes.
- Technological advances.

We establish a regular schedule of releases so that our customers can plan accordingly. We encourage customers to remain current to take advantage of the enhancements delivered in each release.

The Alcidion support process contains a rigorous change control process for the delivery of any fixes to the solution and a weekly change review board operates. As part of this process, customer communication is undertaken where an impact on the service may occur. Alcidion monitors all ISNs that are set by NHS England & Digital and specifically mandated dates. These are delivered within the Alcidion solution with no additional costs. The Alcidion support service covers all components of the solution, infrastructure, and hosting that are supplied as part of the delivery, integration services, and software support. The support contract also includes upgrades of the software and as part of the service delivery will perform all required preventative maintenance on application, infrastructure, and operating system as required.

Alcidion has architected its solution to be an 'always on' solution. This includes delivering a highly available cloud platform solution, ensuring high availability and reliability. The solution architecture includes auto-scaling, the use of multiple availability zones, and various clustering techniques across the availability zones to provide high availability. With the high availability definition of the service, this should reduce the need for planned maintenance, but where this is required, then the customer will be notified, and the downtime period will be managed appropriately to the clinical service and agreed service KPIs. This architecture allows for continuous monitoring of the components and also allows for manual intervention if required superseding an automatic reliability action to add another level of

reliability to the solution. Alongside this, the architecture ensures that backups do not impact user activity when they are started or are being processed.

Alcidion provides the majority of its support using remote tools. As part of the managed services provision, Alcidion support staff will have access to the system through secure remote access. Alcidion's solutions are highly secured maintained and monitored environments, routinely hosted in Microsoft Azure data centres using the latest microservice technology. This allows us to use monitoring tools to watch availability and proactively manage issues in the environment as they might occur. The microservice technology and the use of multiple availability zones within the Azure data centre infrastructure allow our environment to achieve 99.95% uptime availability.

Technical Requirements

The Miya Observations architecture sits within the Miya cloud based Kubernetes cluster for deployment. This enables the application to be device agnostic. It supports devices running standard browsers supplied with iOS, Android and Windows such as Safari, Chrome, Android Browser and Edge (Chromium).

Computers for Commercial Displays

Many sites use their standard catalogue / standard operating environment computers preferably in a small form factor to enable mounting alongside or behind the displays. These machines have the following specification:

- Intel Core i5 processor.
- 8GB RAM.
- 10GB free disk space (largely for browser cache). If installing the Electron app, this requires an additional 2GB free space.
- Windows 11 Enterprise/Professional x64.
- Graphics and ports capable of driving the number of commercial displays attached at 1920x1080 each.

Operating Systems and Browsers

Specification:

- Apple iPad tablets running iOS 15.4+
- Android tablets running Android 8+
- Laptop and desktop devices with screen resolutions 1600x900 or larger

Browser requirements:

- Microsoft Edge version 92+
- Google Chrome version 92+
- iOS Safari
- Android device, Chrome 92+

NOTE

Miya Precision does not support operation on Internet Explorer 11 or Edge Legacy. These browsers have been retired from support by Microsoft. Additionally, Firefox is not supported.