



## **MIYA PATIENT FLOW**

## **SERVICE DEFINITION**

### **Overview of Alcidion's Service**

Date: 2026

Commercial in Confidence

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## 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 Precision - Patient Flow Management**

Miya Precision is a healthcare informatics platform that enables healthcare organisations to address a wide variety of clinical challenges. For example, models of care are evolving rapidly, therefore, the platform must be adaptable to safely support progressive clinical workflows.

Miya Precision has numerous capabilities that provide an enterprise level foundation for health care delivery:

- Designed to ingest clinical data from multiple sources (EMR, patient entered, device, community, GP) and unify their representation as native FHIR resource.
- Developed from the ground up for two-way interoperability so data captured and processed in Miya Precision can be synchronised with other systems.
- Tracks data provenance so the same type of data can be viewed and analysed in different ways (e.g. hospital vs device vital signs, clinician vs patient stated, etc.).
- Provides standard terminology and ontology management (SNOMED, ICD, etc.) to establish a coherent view of longitudinal data.
- Includes a configurable front-end toolkit that allows customers to configure clinical dashboards to support different patient cohorts as well as different models of care.
- Allows customers to build further applications and functions on top of Miya Precision using the open standards-based approach (FHIR Server).
- Cloud based modern platform based on micro-services and container technology, managed by Kubernetes.

The modern architecture provides a highly scalable and innovative platform upon which applications and virtual care services can be built from. Miya Precision enables enterprise interoperability and workflow orchestration through configurable workflow dashboards and business logic.

Miya Flow and its complementary modules, Miya Access and Miya Command, are built on this Platform to provide a comprehensive solution to support patient flow management.

Miya Flow, a patient flow system should ensure that every patient journey is safe, clinically effective, satisfying for both patients and staff and as efficient as possible. Miya Flow supports the optimal sequencing of clinical and logistic processes to facilitate timely and effective care.

Miya Flow's intuitive real-time display supports clinicians in patient care management. It is customised to the needs of the service and highlights key information concerning patient status and care delivery. By consolidating information from a range of disparate sources, the care team have streamlined access to an overall picture of what is happening with their patients, their service and their care locations. This heightened visibility directly contributes to a streamlined process for all participants in the care process. Ensuring a streamlined patient stay improves patient satisfaction and contributes to better clinical outcomes. The information to effectively manage the patient encounter is immediately available and results in the efficient use of clinical and logistics resources in a more cohesive environment.

Miya Flow enables collaboration with the entire care team of other relevant journey information not captured in existing electronic systems or handled manually via paper or whiteboard processes. It provides a real-time comprehensive point of reference during the care delivery process and particularly during clinical handover.

### **INTUITIVE VISUALISATION**

The intuitive graphical representation of key patient criteria supports staff in the management of the patient stay and immediately highlights activities that need attention in real time. Miya Flow has an extensive library of over 250 status indicators represented in columns ranging from Results and Medications through to Observations and Discharge Status.

Whether accessed by a user on their device or displayed as a large-screen digital patient journey board, Miya Flow provides relevant and timely information. Clinicians can easily access the full details of the individual patient via drill down into Miya Record, a longitudinal digital patient record that spans patient engagements with the Trust and care settings.

### **SERVICE ALIGNMENT**

The information displayed and captured in Miya Flow can be configured to align with the specific information needs of the clinical services provided at that location from our extensive library. Example configurations include Emergency, Medical, Surgical, Maternity, Mental Health, Cardiology and Virtual Care.

In addition to various ward or location-based configurations, we provide Hospital-wide, Specialty, Theatre and Service Provider optimised journey boards. Service Provider dashboards consolidate all internal referrals or requests for service across the Trust to inform service delivery and rounding.

Further, the creation of user-based patient lists is supported. Users can create custom lists based on their information and / or follow up needs and assign specific patient records to those lists. From the “My Worklists” tab, users can access and manage the assigned patients. They also have access to a “Recent Patients” list which provides a streamlined view of patient records recently viewed across all care settings.

### **EXTENSIBLE INFORMATION**

Extending the capabilities of Miya Flow is the ability to capture information that is not available in any source systems. Staff can directly update the patient record to effectively communicate and support effective management. Whether it is an internal referral or identification of the actions required for timely patient discharge, Miya Flow becomes a central communication hub for the service. Where applicable, this locally captured information can be messaged to another system. For example, clinical updates to an estimated discharge date can be shared with the Patient Administration System.

All data, whether captured in the solution directly or via integration, is available for reference in the complementary Miya Reporting module. Schema documentation is provided to describe the layout of the data. Customers can author reports in their preferred BI tool. The data can also be used to populate existing data warehouses.

### **UTILISATION FOCUS**

Visibility of summary statistics of expected admissions, transfers and discharges means that ward staff have immediate access to the information necessary to effectively manage their unit and contribute to overall patient flow through the organisation by pulling patients from upstream units. The display of planned or outstanding activities and tasks means that patient care requirements are addressed when needed. The ability to impact resource utilisation is realised through proactive planning from admission with the outcome of reducing avoidable bed days.

While acknowledging that the Patient Administration System (PAS) is the source of truth for management of admissions, transfers and discharges, there is native capability available in Miya Flow to record these processes. A specific use case is to support the record of an overnight admission by clinical staff. Integration to the PAS is also supported.

### **INTEROPERABILITY**

Miya Flow uses the extensive interoperability of Miya Precision to seamlessly source information from a range of disparate systems to create a unified view. Contributing systems usually include the PAS, Electronic Patient Record (EPR), Laboratory, Radiology and Medications systems. The data sourced from these third-party systems is converted to the Fast Healthcare Interoperability Resource (FHIR) and managed by the Miya Platform event bus.

### **BENEFITS**

Some of the key benefits to be realised through the use of Miya Flow include:

- Data accessibility: Effective management of patient flow with tailored visibility of key clinical and logistics criteria.
- Proactive management: Improved efficiency and effectiveness with real-time access to information to immediately inform decision making.
- Productive support: Facilitate timely and effective care via a centralised communication hub spanning care teams and locations.
- Collaborative model: Promote team based working with enterprise-wide access to the same information minimising the need for phone calls and manual updates.

## **Miya Access**

Miya Access is Alcidion's enterprise-wide bed management and capacity optimisation solution, designed to provide hospitals with complete visibility of bed availability, patient movements and operational pressures across all facilities. As part of Miya Precision, Miya Access enables proactive, clinically informed allocation of patients to the most appropriate bed, supporting safer care, smoother patient flow and more effective resource utilisation.

### **ENTERPRISE VISIBILITY**

Miya Access gives operational and flow teams a real-time, unified view of bed capacity and activity across an organisation. Through its structured hierarchy—regions, facilities, divisions, and wards—it consolidates critical operational indicators into a single, intuitive dashboard. This enables hospitals to reduce bottlenecks, minimise outliers, prevent unnecessary transfers and maintain safe, efficient patient flow.

Miya Access provides a comprehensive dashboard displaying occupancy, capacity, incoming and outgoing patients, expected discharges and outstanding bed requests. Metrics can be viewed at ward, division, facility or region level, with options to expand or collapse groupings for focus or oversight.

### **CLINICALLY INFORMED ALLOCATION**

By integrating tightly with Miya Flow, Miya Access uses real-time clinical data including patient risk, specialty requirements and care needs to support the safest and most appropriate allocation decisions. Access Managers can action allocations directly, ensuring alignment between clinical context and operational capacity.

The module manages requests across all admission and transfer types:

- Emergency admissions.
- Elective admissions from waiting lists and pre-admission messages.
- Direct admissions.
- Inter-ward and inter-hospital transfers.

### **IMPROVED UTILISATION AND REDUCTION OF OUTLIERS**

Enterprise-wide visibility enables proactive planning and mitigation of mismatches between demand and capacity. Miya Access helps avoid outliers (patients assigned a bed outside their specialty area) improving continuity of care and optimising staff workload.

Information is shared digitally across the hospital, replacing static whiteboards and reducing dependency on phone calls or siloed communication. This fosters clear, timely coordination between admissions, bed management, ward teams and command centre operations.

Miya Access operates in tandem with Miya Flow and Miya Command, forming a unified operational framework that supports both clinical decision-support and real-time patient flow management. Internal communication emphasises that while Miya Flow provides the clinical and logistic view of patient journeys, Miya Access manages the operational capacity and bed allocation functions and the two modules are intentionally bundled due to their interdependency.

### **BENEFITS**

Following are some of the benefits applicable to the adoption of Miya Access:

- Enhanced operational oversight through consolidated, real-time visibility of bed status.
- Reduced delays and bottlenecks via timely allocation and proactive planning.
- Improved patient experience by minimising transfers and ensuring placement in appropriate care areas.
- Greater staff efficiency through digital coordination and reduction of manual processes.
- Support for command-centre models, enabling continuous situational awareness and performance monitoring.

## **SUMMARY**

Miya Access delivers a modern, integrated approach to bed management and operational coordination. By combining clinical insight from Miya Flow with operational intelligence and real-time visibility, it supports safer patient care, more efficient resource utilisation and a coordinated, high-performing hospital environment. It is a foundational module for organisations seeking to modernise patient flow and establish system-wide operational control.

## **Miya Command**

Whether managing a single facility or a network of healthcare organisations, Miya Command provides direct access to consolidated data helping to effectively optimise available capacity and manage utilisation in real-time. Miya Command brings together the relevant capabilities of Alcidion's Miya Precision FHIR-based platform and analytics and insights capabilities to deliver a graphical and intuitive display that ensures end users are aware of current state and potential problems in real-time.

Access to the consolidated information provides the healthcare organisation with the tools necessary to realise improved efficiency and effectiveness and, most importantly, patient satisfaction. Miya Command ingests data from source systems and aligns with information available from Miya Flow and Miya Access to display the expected demand in the context of available resources. This graphical real-time visualisation will immediately highlight resource needs and potential constraints. Status indicators provide intuitive visual cues to highlight areas of potential over and under-utilisation. This extensive scope of information addresses all patient movements across an encounter, from admission through to discharge and beyond.

## **MANAGEMENT PERSPECTIVE**

The management perspectives extend across the patient care continuum:

- Proactive planning for resources needed for the patient stay.
- Informed management of the inpatient stay and bed alignment.
- Discharge planning from admission and throughout the stay.
- Identification of patient needs post discharge to ensure timely transition.
- Support for real-time communication across the care team.
- Capability to interrogate the underlying data to identify trends and areas that require focus.

## **TAKING COMMAND**

Using large screen displays, the control centre will have enterprise visibility of the overall organisational capacity as well as access to the necessary information to make informed decisions. The resultant efficiencies will improve utilisation and minimise wastage.

Intuitive, tailored and meaningful displays will impart visibility of the status and potential constraints immediately to the management team. They can drill down to the underlying details to aid decision-making. Users can directly see the balance across planned admissions and expected discharges, waiting times and current occupancy. This level of access provides access to the information needed for action and can inform future planning.

This insight directly contributes to patient outcomes and satisfaction in a number of ways. For example, outlier patients are known to have a longer length of stay, potential for poorer outcomes and reduced patient satisfaction. The information displayed in Miya Command provides visual cues to highlight outlier placements for both patients and wards. This visibility indicates the potential options to resolve the outlier status and derive benefits for the patient.

### **PROACTIVE RESOURCE MANAGEMENT**

Access to a real-time view of the overall status of the healthcare organisation is a key factor for the efficient and effective management of available resources. Immediate visibility across the organisation of current and expected utilisation and potential constraints ensures optimisation.

The ability to directly review patient movements in and out of the organisation and across care settings provides the necessary insight to proactively manage “supply and demand”. Understanding these influences provides the ability to streamline resource assignment and plan operational support. Further, the availability of key data informs future planning, “what if” analysis and predictive modelling of potential service needs.

### **KEY THROUGHTPUT INDICATORS**

At a ward level, an illustrative view of key throughput indicators supports better management and consequently, better patient care. Key statistics provide an immediate view of the health of the ward and provide unit management with the ability to make decisions that directly lead to improved efficiencies and effectiveness in care delivery.

Real-time visibility of the status, patients expected for admission and those to be discharged, means that care teams can plan their resources based on access to a synchronised data set rather than manual updates and disconnected excel spreadsheets.

### **VISUALISED PATIENT MOVEMENT**

Extending these graphical insights are Flow Trails. This view provides an innovative representation of patient movement across the healthcare organisation. This perspective of a patient stay contributes valuable input to streamlining the patient experience and improving operational effectiveness.

This visualisation is just one example of how Miya Command uses the available data and presents it in a meaningful metaphor that is aligned with the information requirements of the end user.

## **Realising Patient Flow**

Miya Flow’s functionality combines with Miya Access and Miya Command to create a full view of the patient journey and the resources needed to streamline that process. Based on tight interaction with Miya Flow, the bed management function in Miya Access uses clinical data, including patient risk and needs, to inform bed allocation decisions. The graphical presentation of enterprise data in Miya Command provides real-time access to consolidated data, providing visibility of available capacity, utilisation status and potential mismatches in demand and supply.

Access to this scope of real-time information promotes proactive and effective management of the overall patient stay resulting in improved patient satisfaction and optimised utilisation of scarce resources.

## **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” / “Training 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:

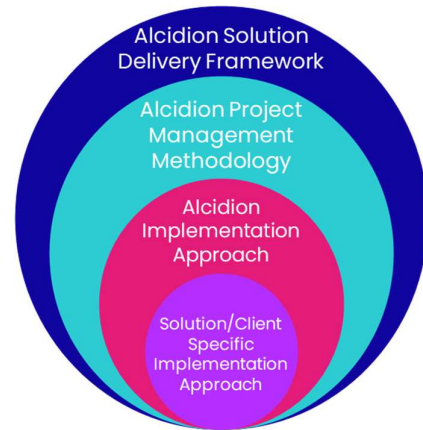
- The roles that will be adopted by the Customer.
- The pre-requisites expected, for each role, to allow Skills Transition to take place.
- The skills to be transitioned.
- Methods of skills transfer.
- Supporting documentation
- Order, timing and location.

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

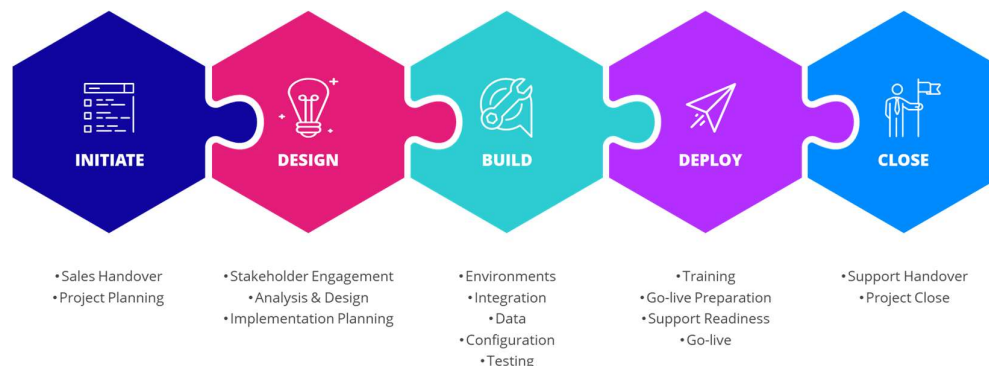
The Alcidion Project Management Methodology provides an organisational-wide methodology for the delivery of Alcidion solutions and services. It defines the standards (Governance, Lifecycle, Processes, and Templates) to ensure effective communication about project processes, progress, issues and risks, 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:



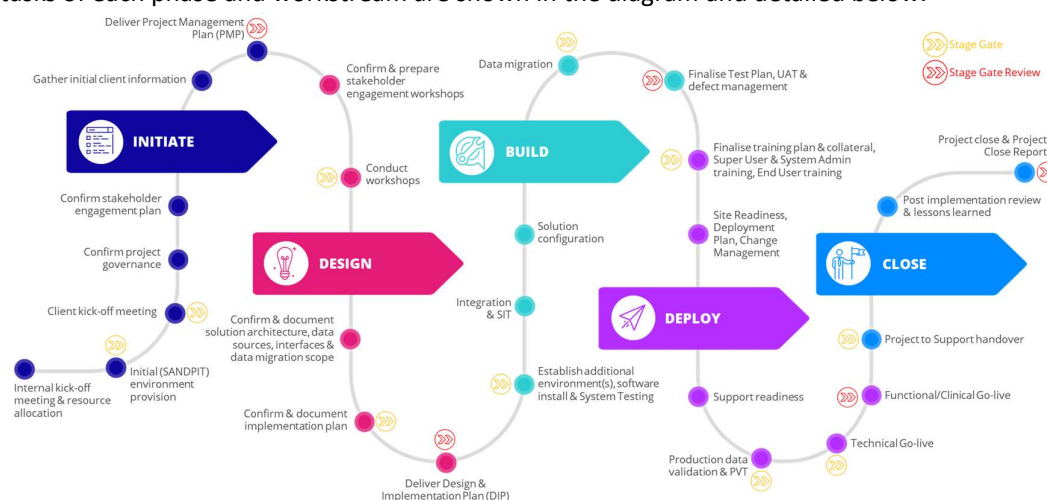
1. **INITIATE** – the project is kicked off internally and with the customer, delivering key project planning activities such as confirming scope, establishing project governance and executive alignment, confirming resources, draft project timeline and stakeholder engagement plan for the solution analysis 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                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <b>Priority 1 – Urgent/Critical Fault:</b><br>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.<br>Full system Down and users cannot log in.                                                                                                                                                                       | 24 hours a day, 7 days a week for issues raised against the Production Environment only         |
| <b>Priority 2 – High/Major Fault:</b><br>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;<br>The software is displaying incorrect or misleading information, or:<br>A commonly used function in the application is not functioning correctly and is having a significant business impact for >50% of users.<br>Integration feeds down | 9.00am to 5.00pm each Monday to Friday, excluding National or local public holidays.            |
| <b>Priority 3 – Medium Fault:</b> 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;<br>Errors in the product preventing the use of non-critical business functions, or;<br>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. |
| <b>Priority 4 – Low Fault:</b> Application function has a fault but continues to be usable. Business operation and data integrity is unaffected.                                                                                                                                                 | Formatting, cosmetic or display issues, or;<br>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 following is a guide for customer hardware recommendations for use with Miya Precision.

**Note:** Hardware required will vary by hospital size, space configuration and customer deployment preferences. The Alcidion implementation team will work through this in detail with each customer during implementation planning.

### Minimum Screen Resolution

Miya Precision has been tested to a minimum screen resolution of 1600 x 900, although Miya Precision works best with a screen resolution of 1920 x 1080.

For iPads, Android tablets, and laptops, the minimum screen resolution is 1024 x 768 (portrait mode only). All current models of iPads, Android tablets, and laptops are capable of screen resolutions that are much higher than this minimum.

### Commercial Displays and Wall Mounts

These displays are deployed in wards replacing the existing manual whiteboards and display the Miya Flow journey board across one or more screens depending on the size of the ward and consequently the number of patient records displayed. Optionally additional screens may be deployed to display the Miya Command “Hospital at a Glance” (or other) views.

### Specification

- 1920x1080 (full HD) resolution works best with Miya Precision rather than UHD.
- 43-55 inches in size depending on space and typical viewing distance when huddling around during Multi-Disciplinary Team (MDT) meetings e.g. ~1.0-2.5m from screen.
- Landscape orientation.
- Multiple screens with thin bezels stacked vertically or horizontally depending on space and viewing angle.
- One (1) screen for wards with up to 17 patient records, two (2) screens for 18-35 patient records, three (3) screens for 36+ patient records.
- Multiple screens can be driven from one computer (assuming it has the necessary graphics capability).
- Recommend buying quality wall mounts which enable mounting the thin bezels close together for a video wall effect.

When purchasing screens for 24x7 operation, a commercial grade warranty is recommended.

### 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.

### **End User Tablets, Laptops, Desktops and Browsers.**

Specification:

- Apple iPad tablets running iOS 14 or later and 9 inches or larger.
- Android tablets of 9 inches or larger.
- Laptop and desktop devices with screen resolutions 1600x900 or larger.

Browser requirements:

- Microsoft Edge version 79 or later.
- Google Chrome version 79 or later.
- iOS Safari on iOS 14 or later.

### **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.

### **Additional Considerations**

The following items should be considered as part of the customer infrastructure rollout:

- Physical mounting of wall mounts, displays and computers.
- Provision of appropriate power and network ports (and any associated switch capacity) at the display locations.
- Display and network cables.
- Cases for end-user tablets.
- Mobile Device Management for all tablets.
- Wi-Fi network access and coverage for all tablets.
- Service account and group policy to run the Miya Launcher software on the computers driving the large displays.