



Service Definition

What is our service?

We are a specialist provider of cloud based occupational health software.

Our system allows OH professionals to effectively and efficiently manage case referrals and clinical report generation, pre-placements, health surveillance and recalls, blood tests, immunisations and diary management for the OH team.

OrchidLive allows OH professionals to work more effectively, and stay compliant with not only clinical, but data protection protocols. And being based in the cloud, the software is easy to access from anywhere on any device, and it is being constantly upgraded and improved.

The software is highly configurable.

Data Security

- OrchidLive is NHS DTAC, Cyber Essentials and ISO27001 certified
- All data is encrypted in transit and at rest
- UK based data centres
- Multi-factor authentication comes as standard, with Single Sign On and IP restriction available at an additional charge
- Role based permissions
- Automatic, detailed audit trail captures all interactions

Training & Support

- Live training workshops via video call form the core of the implementation and onboarding process
- Online learning hub with a wide range of video tutorials covering the various parts of the system
- Detailed user manual which is regularly updated
- Acknowledgement and response to all support queries generally within 1 working day

Robust Infrastructure & Uptime

- OrchidLive is hosted in three UK based AWS availability zones, and automatically and seamlessly transitions to another data centre if one should go offline.
- To date we have never had any downtime.
- Auto-scaling is in place to ensure higher system load doesn't impact performance.

- Updates to the software happen in the background, with no system outages / downtime.
- Disaster Recovery Plan in place to ensure timely recovery.
- Regular automatic backups

Data Import & Export

- Existing employee and clinical data can be imported into Orchid Live. We can work with most data formats including paper based records.
- All employee data can be exported at the end of the contract.