



Service definition for Ripple Publishing

About Ripple Publishing

Ripple Publishing is a managed publishing and distribution service for patient-facing digital health applications, delivered through the Cogniss platform. It enables public sector organisations to procure, deploy and scale ready-to-use digital health apps without the need to build, host or maintain solutions themselves.

Ripple Publishing may include applications developed using the Cogniss no-code platform or selected third-party applications that are onboarded, hosted and operated through the Ripple service. In all cases, applications are delivered through a single commercial and technical route, with Cogniss responsible for service delivery, platform operations and support boundaries.

Published applications are hosted, maintained and updated centrally, providing a consistent infrastructure, security model and governance approach across multiple

apps. This reduces fragmentation, duplication of effort and ongoing maintenance overhead for purchasing organisations.

Ripple Publishing supports a one-to-many distribution model, where multiple applications can be accessed through a single service, including deployment via individual apps or, where appropriate, a super-app or digital front door model. Applications may be offered under different commercial arrangements, including paid and no-cost access, with pricing defined per application.

Apps accessed through Ripple Publishing can be deployed, scaled and retired in line with organisational needs. Where required, organisations may choose to build upon or extend applications using the Cogniss platform under standard subscription terms.

- **Faster access to proven solutions** – Procure ready-to-use digital health apps without the time and cost of building from scratch.
- **Reduced development and operational cost** – Apps are delivered as a managed service, avoiding bespoke development and ongoing maintenance overhead.
- **Configurable and adaptable** – Published apps can be configured, branded or extended where required, without redevelopment.
Designed for digital health delivery – Apps are built on infrastructure specifically designed for patient-facing digital health use cases.
- **Secure, private and accessible** – Applications are hosted on a secure platform designed to manage sensitive health data and meet accessibility standards.
- **Interoperable by design** – Apps can integrate with complementary systems, devices and services via APIs, where required.
- **Supports compliance and governance** – Applications are delivered through a governed environment aligned to public-sector information governance requirements, with access to DTAC support tools.
- **Easy to deploy and scale** – Apps can be rolled out quickly to local or national populations and scaled as demand grows.
- **Clear ownership and control** – Organisations retain control of their data and content, with clear separation from underlying platform IP.
- **Single platform, multiple apps** – Access multiple applications through a consistent technical and commercial model, including super-app or digital front-door deployment where appropriate.

Overview of the platform

Ripple Publishing is delivered through the Cogniss digital health platform, which provides the underlying infrastructure, security and operational environment for all applications accessed through the service. The platform supports the hosting, deployment and ongoing operation of patient-facing digital health apps across native mobile and web channels.

Applications delivered through Ripple Publishing may be developed using the Cogniss no-code platform or may be selected third-party applications that are onboarded, hosted and operated within the Cogniss platform environment. In all cases, applications are delivered through Ripple as a managed service, with Cogniss responsible for platform operations, security and defined support boundaries.

The Cogniss platform provides a consistent technical and governance framework across all published applications, reducing fragmentation and simplifying information governance, security management and operational oversight for purchasing organisations. Applications can be accessed individually or, where appropriate, deployed through a super-app or digital front door model.

The platform is made up of two core components that support the delivery and management of applications accessed through Ripple Publishing:

Cogniss Creator

Cogniss Creator underpins the development, configuration and ongoing maintenance of applications published through Ripple. It provides a governed, no-code environment used by approved developers and publishers to design, update and extend digital health applications without bespoke software development. This enables applications to evolve over time while maintaining a consistent technical, security and governance approach.

Cogniss Insights

Cogniss Insights provides analytics and data management capabilities for applications delivered through Ripple Publishing. This includes access to anonymised usage data to understand engagement and adoption, as well as the management of data captured within applications, such as surveys or questionnaires, in line with appropriate consent and governance controls.

Role-based access controls ensure that data is only accessible to authorised users, and data can be exported for integration with other systems where required.

Ripple Publishing

Ripple Publishing enables organisations to access and deploy curated digital health applications built on the Cogniss no-code platform and selected other applications. Rather than building new applications from scratch, customers can procure ready-to-use apps that have been developed by healthcare experts and published through a managed publishing and distribution model.

Published applications are hosted, maintained and updated centrally, providing a consistent infrastructure, security model and governance approach across multiple apps. This reduces fragmentation, duplication of effort and ongoing maintenance overhead for purchasing organisations.

Ripple Publishing supports a one-to-many approach, where multiple applications can be accessed through a single technical and commercial route, including deployment via individual apps or, where appropriate, a super app or digital front door model. Applications may be offered under different commercial arrangements, including paid and no-cost access, with pricing defined per application.

Apps accessed through Ripple Publishing can be deployed, scaled and retired in line with organisational needs, and where required, organisations may choose to build upon or extend applications using the Cogniss platform under standard subscription terms.

Commercial model

Ripple Publishing is provided as a Software-as-a-Service (SaaS) offering, delivered through the Cogniss platform. Organisations procure access to published digital health applications through a single commercial and technical arrangement with Cogniss, which acts as the supplier of record.

Pricing is typically based on an annual subscription, charged per application, per organisation. Each application is licensed independently, allowing organisations to procure one or multiple apps according to local requirements. Some applications

may be made available at no cost, while others are subject to a subscription fee, with pricing defined at the application level.

Where appropriate, alternative pricing models may be agreed, including usage-based or outcomes-aligned arrangements, while remaining within the scope of a Software-as-a-Service subscription. This allows organisations to align commercial arrangements to scale, adoption or delivery objectives without altering the underlying service model.

The subscription includes hosting, infrastructure, security management, platform updates, operating system compatibility updates and standard support for the application for the duration of the contract. Applications are delivered as a managed service, with Cogniss responsible for platform operations and defined support boundaries.

Ripple Publishing does not include bespoke application development, custom feature development, content creation, local system integration work, change management activities, clinical assurance services, hackathon delivery or professional consultancy. Where organisations wish to build upon or extend applications using the Cogniss platform, this is provided under separate standard subscription terms where applicable.

What's not included

Ripple Publishing provides access to hosted digital health applications as a managed service. The following are not included unless explicitly agreed under separate terms:

- Bespoke application development or custom feature development
- Content creation or clinical pathway design
Local system integration work or configuration of third-party systems
- Change management, training beyond standard enablement, or adoption support
- Clinical assurance, regulatory approvals or service commissioning activities

Any extension or further development of applications using the Cogniss platform is provided under separate standard subscription terms where applicable.

Support

Cogniss provides customer support to ensure the effective deployment and ongoing operation of applications accessed through Ripple Publishing.

Support is provided through the following channels:

- A named Customer Success Manager to support onboarding and effective use of the Ripple service
- Access to online documentation and support resources covering platform operation, administration and application management
- Access to analytics and reporting guidance through Cogniss Insights
- Email and online support, with a priority ticketing process and defined service response times

Support is focused on the operation and management of published applications rather than bespoke development or consultancy services.