

Altera Service Definition Document

G-Cloud 15

Lots 2b & 3



About Altera

Altera Digital Health works with a number of trusts in the UK, along with hospital groups globally, to deliver healthcare IT solutions which improve clinical and operational outcomes.

We partner with the NHS to tackle its most critical challenges including patient flow, ambulance wait times and the elective care backlog.

What does Altera offer?

Altera provides electronic healthcare solutions for hospitals and clinics, including Electronic Patient Records, Patient Administrations Systems and applications for

- Patient Flow
- Pharmacy
- Electronic Prescribing
- Patient Portals
- Surgical Care
- Document Management
- Maternity
- Analytics
- Reporting

Onboarding and offboarding support

Altera provides comprehensive training for staff, either through train the trainer or direct training, in all of its services and applications. This can be customised to meet clients' particular requirements, for example being on-site or remote or being basic or comprehensive, although there is a minimum level of knowledge which we insist the client has before they can go live.

Service constraints and customisation

Altera does not have scheduled down time for maintenance and any upgrades are managed to keep the system live at all times. Any downtime which therefore does occur will be at the clients' behest of because of an unexpected issue, please see point 2 above.

By the nature of what they are required to do, Altera's products are highly customisable, and changes can be achieved at implementation in partnership with the client or later in partnership, or by the client alone. We do recommend that the client consults Altera before any changes or customisations are made ensure changes do not have unexpected or unintended consequences.



Service levels availability and support offering

Altera's services, products and applications are covered by a comprehensive support package which is available 24 hours a day, 365 days per year. We have detailed our current availability statistics at the time of writing and prospective clients are free to contact us for an immediate figure. Please see our standard SLAs and service levels in the table below.

Error Priority	Description of Classification	Allscripts Corrective Action
1- Critical	Complete Failure of Software - prevents system from performing in accordance with the Documentation or that poses a significant risk.	Initial response - 30 minutes. Support staff will work continuously until the Error Correction is completed, constantly updating the client.
2 - High	Business Function Inoperable - severe negative impact on material function	Initial response within four business hours. Suppliers use reasonable efforts to start Error Correction within 4 hours. If a design defect, priority given to the repair.
3- Medium	Business Function Limitation - minimal functional limitations that do not currently impair the material activities,	Initial response within eight (8) business hours. Supplier uses efforts to complete Error Correction. If determined to be a design defect the update may be completed in the next release.
4- Low	Limited Occurrence Error -specific functions of the Software that do not negatively impact daily operations.	Initial response within sixteen (16) business hours. Supplier will bundle errors and formally acknowledge them periodically

A fuller description of the above is available on request and details of the support contract can be agreed at the contract negotiation stage.



After sales support

Altera provides a range of standard after-sales support including Global support, as detailed in point 5. It also offers Account Management through the Client Success team, which consists of Client Success Managers, Client Development Executives and Technical Account Managers, and Managed Services.

- **Global Support**

Support manages tickets raised through the on-line service portal, Service Now, to which all clients have access to log, monitor update, escalate and close cases. It has over 250 operatives around the globe, ensuring 24/7 access.

- **Client Success**

Client Success Managers are the clients' first port of call for any query or issue which does not require the raising of a support ticket through the Service Now client portal. They hold regular face-to-face and remote meetings with the client, covering general account management, service reviews and case management meetings.

The Client Development Executives work alongside the CSMs to ensure the client is getting the best use from its Altera solutions at all times and to ensure the client is up to date with new developments and options.

The Technical Account Manager deal with more technical aspects and issues, manages problem cases and works closely with the support team.

- **Managed Services**

Altera Managed Services has over 2000 skilled clinical and technical associates, providing a wide range of clinical and technical services, including:

- 24x7 pro-active monitoring and alerting using a dedicated operations centre targeted to pre-emptively identify and resolve potential issues before they cause service disruption.
- Security patching to reduce risk of cyber-attack.
- Supplementing existing Trust IT teams to provide full 24x7 support
- Support for over 1000 systems, including many third-party systems.
- 24x7 Service desk
- Optimisation services
- Custom development
- Database administration
- Business Continuity Services
- Integration services
- Infrastructure support services
- Clinical dashboards
- Supports on premise and hosted systems.
- ISO audited
- Comprehensive change control processes
- Clinical support services



Data back-up, Restores and Disaster Recovery

Altera's systems and applications constantly back-up to ensure no data is lost, as part of the support contract, which is part of everything we do, we will restore the data and the system within the timeframes and Service Level Agreements laid out below or subsequently agreed with the client. Although our availability is currently in excess of 99.7%, we also offer, through the Managed Services, a Business Continuity Plan to ensure in the event of an unexpected outage in critical infrastructure, such as hospitals, the client can continue to function.

Hosting options and locations

Altera offers a range of hosting services, public, private and hybrid. All hosting services will meet the requirements for data sovereignty. We primarily use Microsoft Azure hosting in the UK.

Security & Access to data upon exit

The client will have access to its data upon exit from the contract and how this is exported and in what format can be agreed at contract negotiation stage or at exit itself. Altera follows all the necessary data rules and guidelines.

Contact Details

Address

Altera Digital Health (UK)
31 Temple Street
Birmingham
B2 5DB

Email

salessupport.emea@alterahealth.com

Telephone

+442086181465