



December 2025

G-CLOUD 15
Service Definition Document

Service Title:
MySense Remote Monitoring Platform

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SERVICE SUMMARY

MySense is a cloud-hosted remote wellbeing monitoring platform delivered as a Software-as-a-Service (SaaS). It supports health and social care teams by providing near real-time insights into Activities of Daily Living (ADLs) through passive IoT sensors, a home-hub, and intuitive web and mobile applications. The service enables earlier visibility of changes in an individual's wellbeing, supports safe discharge, reduces avoidable admissions, and helps individuals remain independent at home for longer.

MySense includes:

- A suite of discreet in-home sensors
- A 4G or broadband-connected home-hub
- A mobile app for individuals, family members, and carers
- A web dashboard for professional monitoring teams
- Cloud analytics hosted on AWS UK Region

The service is designed for NHS Trusts, local authorities, domiciliary care providers, assisted living environments, sheltered housing, and private care organisations.

COMPANY OVERVIEW AND VALUES

Company overview

At MySense, we care about people first. Our technology works quietly in the background so that families, carers, and health professionals can focus on what really matters: life with dignity and confidence.

We believe independence should be protected, not taken away. That's why MySense is designed to notice the small changes that can make a big difference, helping people feel safe and supported at home, whilst giving them and their loved ones peace of mind.

Our Chair, Jacqui Gale MBE summarises the ethos that has driven the company and its people to deliver a system that supports our critical Health and Social Care sector:

“Watching my own parents, I’ve seen just how precious independence really is. The ability to live life on your own terms, in your own home, for longer, is something none of us should have to give up too soon. MySense exists to make that possible so families can feel reassured, and so people can continue to enjoy life with dignity and confidence.”

This is further supported by the thoughts of our CEO, Paul Slater when he adds:

“My father-in-law lives on his own, and like so many families, we want him to stay independent for as long as possible. That personal experience drives me every day, knowing how much it matters for people to feel safe, supported, and free to enjoy life on their own terms. At MySense, we’re using technology with heart, to make that independence a reality for many more families.”

For both Jacqui and Paul, the motivation is clear: to drive technology forward without losing the human element. MySense is not about replacing care or connection, but about enhancing it, providing safety, reassurance, and peace of mind, while protecting the humanity at the heart of independent living.

Since 2016, our journey has been about blending compassion with innovation and building a service that feels human, trustworthy, and kind. And we’re just getting started.

Company values

1. Human First

We design every experience, product, and decision around the needs of real people. Empathy guides our innovation, ensuring that technology enhances lives rather than complicates them.

2. Insight with Integrity

We transform data into meaningful understanding — always with transparency, responsibility, and respect. We treat privacy and trust as non-negotiables.

3. Meaningful Innovation

We innovate with intention. Creativity is encouraged, but only when it leads to solutions that genuinely improve well-being, independence, or quality of life.

4. Collaboration for Impact

We believe the strongest outcomes come from working together — across teams, with partners, and alongside the people we support. Collaboration fuels smarter decisions and broader impact.

5. Accountability in Action

We take ownership of our commitments and deliver with reliability and care. When challenges arise, we meet them with honesty, clarity, and determination.

6. Continuous Learning

We are curious by nature and relentless in our pursuit of improvement. Every insight, challenge, and success is an opportunity to grow.

7. Compassionate Support

We operate with kindness and respect at all levels. Whether supporting customers, colleagues, or communities, we act with patience, understanding, and dignity.

8. Make a Positive Difference

Our work must matter. We measure success not just by metrics, but by the real-world, human impact we create.

SOCIAL VALUES

MySense is proud to be a B-Corp company. This accolade highlights MySense commitments to:

1. Having a Positive Impact on Society

MySense aims to make a positive impact on society and run a profitable business. They balance shareholder value with social good.

2. Practicing Responsible Behaviours

MySense demonstrates responsible practices in areas like workers, customers, community, environment, and governance.

At MySense, we believe that technology should enhance human wellbeing, strengthen communities, and contribute positively to society. Our work is guided by a commitment to compassion, integrity, and social responsibility. We strive to create solutions that not only deliver measurable outcomes but also respect the dignity, independence, and rights of every individual.

1. Empowering People Through Insight

We design our technology to support people in living healthier, safer, and more independent lives. By transforming complex data into meaningful insights, we help individuals, families, and care teams make informed decisions that improve quality of life.

2. Championing Ethical and Responsible Innovation

We are committed to transparency, fairness, and responsible data use. MySense solutions are built on privacy-by-design principles, ensuring that individuals retain control, confidentiality, and trust in every interaction with our platform.

3. Creating Social Impact at Scale

Our mission is to reduce inequalities in health and care outcomes. We work with communities, providers, and partners to identify needs, prevent crises, and deliver proactive support—particularly for vulnerable and underserved populations.

4. Building Collaborative and Inclusive Partnerships

We believe meaningful impact is achieved through collaboration. MySense works closely with carers, clinicians, local authorities, and community organisations to co-design solutions that respect diverse experiences and deliver practical, real-world value.

5. Sustainability and Long-Term Positive Change

We contribute to a sustainable future by reducing avoidable hospital admissions, supporting efficient resource allocation, and improving outcomes that alleviate long-term strain on health and care systems.

6. A Culture of Respect, Diversity, and Integrity

Our team reflects the values we promote. We foster an environment where everyone is treated with respect, where diverse voices shape our innovation, and where ethical conduct is non-negotiable.

WHAT MYSENSE PLATFORM PROVIDES

MySense Overview

MySense is a wellbeing analytics platform designed to support health and social care teams in delivering safe, effective care closer to home. By combining discreet sensors, a simple wearable, and an intuitive dashboard, it provides real-time insights that improve outcomes, reduce admissions, and empower patients to remain independent.

Already trusted by NHS Trusts and local authorities across the UK, MySense is helping care professionals balance safety, efficiency, and dignity.

Care Closer to Home

MySense helps make “care closer to home” a safe and sustainable reality. By quietly noticing changes in daily routines, it supports early discharge, prevents avoidable hospital admissions, and gives professionals, families, and patients the confidence to manage care at home.

MySense support for Hospital at Home ambitions

Hospital at Home is transforming how care is delivered - helping people receive the support they need in the comfort of their own homes. It eases pressure on hospitals, makes better use of workforce capacity, and, most importantly, allows people to recover or live well in familiar surroundings.

MySense is designed to make this possible. With discreet sensors, a simple wearable, and a secure dashboard, MySense builds a clear picture of daily routines and wellbeing. Families, care teams, and individuals themselves can see when things are on track - and get notified when something changes.

How MySense Supports Professionals

Through Activities of Daily Living (ADL) insights, MySense provides professionals with a broader, continuous view of wellbeing. This can:

- Broaden understanding of daily life → showing patterns in bedtime, movement, and routines.
- Inform conversations → supporting more evidence-based discussions with patients and families.
- Highlight changes early → so teams can consider whether further intervention may be required.
- Complement assessments → offering objective data alongside in-person visits.
- Support planning → helping professionals tailor care approaches to individual needs.

Transforming frailty care pathways with MySense

Since January 2021, Midlands Partnership NHS Foundation Trust (MPFT) has been using MySense to support patients living with frailty and other complex needs.

By embedding MySense into their care pathways, MPFT has reported:

- 61% reduction in hospital admissions for their targeted patient group.
- Earlier visibility of change, enabling timely intervention before issues escalate.

- More confident care at home, with MySense now a sustainable part of routine operations.

MySense Dashboard

The MySense dashboard gives healthcare professionals continuous insight into Activities of Daily Living, helping them understand wellbeing trends between visits. Notifications provide timely awareness of changes, supporting safer discharge and helping avoid unnecessary readmission.

MPFT's adoption of MySense shows how data-driven insights can complement professional expertise - supporting people to remain safely at home, easing pressure on hospital services, and offering a model of sustainable, person-centred care.

Supporting care settings to provide the care their residents deserve

Sheltered (retirement) housing gives individuals the independence of their own home, with the reassurance of support staff close by. Facilities often include emergency alarms and communal spaces, but support can be limited, particularly overnight.

MySense strengthens this model of living. Our discreet sensors and intelligent platform help staff:

- Monitor resident wellbeing while maintaining privacy.
- Supervise a larger group with reduced staff levels, especially at night.
- Prioritise welfare checks based on real-time insights.
- Track bedtime patterns and identify wandering risks.
- Respond quickly to any critical wellbeing incidents.
- Have richer, more informed conversations with residents.

Families can also view activity and wellbeing information through the MySense dashboard, reducing pressure on staff while providing peace of mind.

Offering peace of mind and reassurance at home

Domiciliary care enables people to remain in the comfort of their own homes while receiving tailored support - from personal care to household help. MySense complements this model by giving both care teams and families confidence that an individual is safe and well between visits.

Our platform provides insights into:

- Daily activity levels.
- Quality of rest overnight.
- Food and drink intake.
- Personal care routines.
- Bathroom visits and potential continence concerns.
- Sedentary behaviour and mobility.

This proactive monitoring reduces unnecessary check-ins, allowing domiciliary care teams to focus on those most in need, while families gain reassurance through the app.

Supporting independent living for longer

Social care plays a vital role in sustaining independence and quality of life. With more than a million adults in the UK receiving long-term social care support, pressure on

services is growing. MySense helps local authorities and care providers deliver more joined-up, efficient care.

Using MySense, social care teams can:

- Develop and assess individual care plans.
- Provide in-home monitoring and consultancy solutions.
- Offer 24/7 support through real-time wellbeing insights.
- Identify preventative actions before needs escalate.
- Support Discharge to Assess and long-term condition management.
- Deliver rapid response to falls and other critical events.

Our app also empowers individuals and families with daily updates, reducing unnecessary contact with already stretched teams and ensuring staff remain focused on frontline care.

Service scope and boundaries

To summarize, MySense provides:

- Passive monitoring of Activities of Daily Living via in-home sensors
- A wellbeing dashboard for care professionals
- A mobile app for individuals and families
- Automated wellbeing events and trends
- Optional installation services
- Training for staff involved in installation and monitoring
- Technical and account management support (Mon–Fri, 9–5)
- Optional Alarm Receiving Centre (ARC) service for emergency alerts

MySense does not provide:

- Clinical diagnosis, triage, or medical decision-making
- Vital sign monitoring for clinical use (heart rate insights not intended for clinical decision-making and may be removed in future releases as part of regulatory alignment)
- Emergency response services unless the optional ARC module is purchased
- In-person clinical assessments or care delivery
- Internet connectivity for users (except where a 4G hub is provided)
- End-user hardware outside the specified sensor kit
- Professional installation unless included or purchased separately

MySense insights must be used as informational reference, not as a substitute for professional judgement.

TECHNICAL ARCHITECTURE

The MySense platform is built on a modern, secure, cloud-native architecture that seamlessly connects a range of in-home devices to our analytics platform. The system

includes passive environmental sensors, a home-hub acting as a secure gateway, cloud services hosted in the UK, and intuitive user interfaces for professionals, families, and individuals. The following section describes each component in more detail.

In-home sensors

MySense uses a discreet set of non-intrusive IoT devices positioned throughout the home to capture meaningful patterns associated with Activities of Daily Living (ADLs). These devices operate passively and require no user interaction.

Zigbee sensors

These battery-powered devices use Zigbee 3.0, a low-power, highly reliable wireless protocol well suited to domestic environments.

They include:

- Vibration sensors placed on chairs, toilet fixtures, bathroom doors and taps to detect rest, hydration activity and self-care patterns.
- Open/close sensors on the fridge and front door, capturing essential behavioural indicators such as meal preparation frequency and exit/entry routines.
- Environmental/movement triggers where needed to complement the ADL dataset.

Each Zigbee sensor is paired during our assembly process to ensure accurate device-to-home mapping.

Wearable device

MySense integrates with a purpose-built personal alarm with fall detection and roaming connectivity. This device is designed specifically for vulnerable individuals living at home and supports continuous oversight between visits.

Key Characteristics

- 4G/Voice-enabled device providing connectivity independent of the user's smartphone.
- Automatic fall detection, enabling alerts when a significant fall is detected.
- SOS emergency button, allowing the user to request help at any time.
- Water-resistant design, suitable for daily use.

Charging cradle, ensuring simple and reliable recharging for older adults.

The wearable communicates with the MySense platform via secure cloud-to-cloud integration rather than relying on the home-hub.

Bed sensor

For sleep and night-time routine monitoring, MySense uses the Withings Sleep Analyzer, a highly sensitive under-mattress sleep sensor.

Key Capabilities

- Non-contact pneumatic sensing for highly accurate detection of bedtime patterns.
- Tracks sleep duration, time in bed and bed entry/exit.

Captures bed occupancy patterns, helping identify changes in mobility, continence or night-time behaviour.

The bed sensor connects via Wi-Fi and sends data securely to the cloud, where it is integrated into the MySense analytics pipeline to enhance overall wellbeing insights.

Home-hub

At the centre of the in-home installation is the MySense home-hub based on the Develco Squidlink 2X gateway.

Connectivity

- Primary connection via embedded LTE/4G SIM, ensuring the service is not dependent on the resident's broadband.
- Optional Ethernet connectivity where preferred or where mobile connectivity is constrained.

Functions

- Aggregates Zigbee and Bluetooth signals from in-home sensors.
- Normalises, timestamps and enriches data before secure transmission.
- Uses MQTT over TLS to deliver information to AWS IoT Core.

Reliability

- Includes an internal battery (up to four hours uptime) for power resilience.
- Supports remote diagnostics, remote firmware upgrades and full estate management.

Cloud platform

The cloud analytics platform is hosted within AWS UK Region, ensuring resilience, security and compliance with UK data governance standards.

Ingestion Layer

- AWS IoT Core receives all data from home-hubs and from integrated external devices such as the SureSafeGo and Withings Sleep Analyzer.
- Device authentication and schema validation are applied at this stage.

Processing & Analytics

- AWS Lambda provides serverless event-driven processing.
- Microservices interpret incoming events, generate ADL insights, detect anomaly patterns and raise notifications.
- ADL changes are compared to personal 7-day baselines to surface meaningful changes in wellbeing.

Storage

- Short- and medium-term operational data is held in managed database services.
- Historical data and raw event archives are held in encrypted Amazon S3.
- All storage and retrieval processes comply with retention and audit requirements.

Web dashboard

The dashboard provides a clear, accessible interface for professional monitoring teams.

Core Functions

- Real-time cohort-level monitoring
- Visual insights into activity, personal care behaviour, mobility and sleep
- Device status reporting for all in-home sensors and hub connectivity
- Notification feed of recent changes and events

Built as a browser-based interface, it supports Chrome, Edge, Safari and Firefox.

Mobile app

The MySense mobile app supports individuals, informal carers and installers through simple, guided user experiences.

- Individual Flow – wellbeing summaries, notifications, daily patterns, Circle management.
- Circle Flow – reassurance for family members through read-only access to wellbeing indicators.
- Installer Flow – step-by-step setup of sensors, including placement checking and connectivity diagnostics.

Available on both iOS and Android.

Security controls

Security is embedded across all layers of the MySense architecture.

Encryption

- Data encrypted in transit using TLS 1.2+
- All data encrypted at rest using AES-256

Access Control

- Role-Based Access Control (RBAC)
- Optional Multi-Factor Authentication for professional roles
- Full audit logging for monitoring access and actions

Operational Security

- Continuous platform monitoring and automated alerting
- Regular penetration testing and vulnerability scanning
- Secure development lifecycle with privacy-by-design principles

DATA PROTECTION, SECURITY AND COMPLIANCE

Caring about our client's Data

We really care about protecting our client's data. We have designed our business and its systems from the bottom up with privacy in mind and have taken every step to comply with the General Data Protection Regulation (GDPR) 2018 and UK Data Protection Act 1998, including having Data Protection Impact Assessment (DPIA) and assigning a Data Protection Officer (DPO). The GDPR outlines best practice across Europe and came into force in May 2018. We are also registered with the UK Information Commissioner's Office (ICO).

Where do we store your data?

All resident data is stored on the cloud in secure environments. We chose the market leader, Amazon Web Services, as our cloud provider. The GDPR requires us to host in the EU, which we do.

How do we protect your data?

We use the best-in-class cloud-based data storage and ensure data is fully encrypted both on the cloud and in-flight to AES-256. Access to data is only granted with valid login credentials to users who have been given access by end users.

Who controls the data?

MySense is strictly a 'data processor' as defined in Article 28 of the GDPR. We do not own data entered into our system; this is passed to care providers who are themselves classed as 'data controllers'.

Do we comply with GDPR?

Yes, we are compliant with the articles of GDPR. We ensure our partners who act as 'data controllers' carry out a Data Protection Impact Assessment (DPIA).

Data storage and residency

To ensure compliance with UK health and social care data requirements, all MySense data is stored exclusively within the AWS UK Region.

- No data leaves the United Kingdom unless contractually requested and explicitly authorised by the customer.
- Data residency, backup locations, and retention policies adhere to NHS, local authority, and UK GDPR standards.
- Redundant storage ensures durability and resilience across multiple availability zones.

Encryption and data protection controls

MySense applies industry-leading encryption standards across all parts of the system:

- Encryption in Transit: All communications between sensors, home-hubs, cloud services, and user interfaces are protected using TLS 1.2+, preventing interception or tampering.
- Encryption at Rest: All stored data—including operational, analytical, and archived datasets—is secured using AES-256, the recognised standard for high-assurance environments.

These controls ensure that personal data remains secure throughout its lifecycle.

Access control and user governance

Robust access management ensures that only authorised individuals are able to access the MySense platform:

- Role-Based Access Control (RBAC) governs all user permissions, ensuring that each role—from Individual to Monitor—has access only to the information required to perform its function.
- Multi-Factor Authentication (MFA) is available for professional roles and can be enabled according to organisational policy.
- Comprehensive audit logging provides a traceable record of access, actions, and administrative activity, supporting accountability and incident investigation.

Security operations and assurance

MySense maintains a proactive, continuous security assurance programme designed to identify, prevent, and mitigate potential threats:

- Regular penetration testing is conducted by CREST-approved third-party specialists.
- Continuous vulnerability scanning and patch management ensure that systems are updated in line with industry best practice.
- A documented Incident Response Plan, aligned with UK GDPR requirements, ensures that security events are handled promptly, transparently, and in coordination with affected customers.
- Automated monitoring tools track performance, integrity, device health, and abnormal behaviour across the platform.

Disaster recovery and resilience

The MySense platform is architected for resilience and high availability:

- AWS multi-availability zone (multi-AZ) redundancy ensures continuity even in the event of a localised infrastructure issue.
- The platform maintains a Recovery Point Objective (RPO) of 1 hour, ensuring minimal data loss even under failure conditions.
- The Recovery Time Objective (RTO) of 4 hours ensures timely restoration of services.

These measures support consistent and reliable service delivery across large-scale deployments.

Regulatory status

MySense is regulated as a Class I Medical Device (Software) under the UK Medical Device Regulations (UK MDR). The system is intended to support wellbeing monitoring and provide informational insights (not clinical diagnosis or treatment decisions).

- Our regulatory approach is aligned with MHRA guidance for digital health technologies.
- All documentation defining intended use, risk management, and post-market surveillance is maintained and available for review by commissioning organisations.

USING THE MYSENSE SERVICE

Ordering & invoicing

To discuss your requirements in more detail and place an order, please contact hello@mysense.ai.

Please provide your organisation name, an individual contact name, email address and number, and a member of our Account Management team will be in touch to discuss your requirements and assist with your order.

We will also discuss payment and invoicing arrangements which we can flex to best meet your requirements.

Availability of a pilot service

We recognise that the adoption of remote monitoring solutions is a complex decision process which requires a significant level of confidence in the technology and the vendor. At MySense, we are pleased to be able to offer a limited co-funded pilot that allows care providers to experience the system and evidence the benefits that they will achieve. If you wish to discuss a pilot then please contact our Account Management team at hello@mysense.ai and we will arrange a call to discuss all options.

On-boarding

Our on-boarding process begins with a kick-off meeting between our Account Management team, project delivery lead and technical lead with the appropriate stakeholders from the organisation for the service to be delivered. The kick-off meeting is designed to establish the following:

- Points of contact in both organisations and escalation procedures.
- Clarity of requirement ensuring scope is appropriately quantified.
- Ensuring appropriate resources are aligned to deliver the requirements.
- Definition of roles and responsibilities.
- Established governance processes.
- Agreement on cadence and timings of training and checkpoint activities.
- Agreement on project initiation plan.

Off-boarding and service migration

Organisations can terminate their contract with 1 months' notice in writing, we are happy to assist with the migration of the service. An exit plan for your service can be provided on request from our Account Management team. We will work with you to ensure that a robust exit plan is created to migrate to another service provider or internal team. The plan will outline the necessary steps required to migrate the service, any data download requirements and a timeline to execute the plan.

The off-boarding and service migration are chargeable based on the standard G-cloud rate card.

Training

In order to assure that you benefit from MySense to the best of your ability, we offer complementary training for all of your teams that will work with the system, whether it be

installers who deploy the equipment into clients' homes or carers who access the dashboard/apps to understand the welfare of their cohorts.

This training can be held in person and/or online. In addition, we offer the opportunity for our engineers to shadow your teams for the initial period to help support them in their early stages of working with MySense.

We also provide online documentation for all aspects of the service plus access to our call centre staff (Mon- Fri, 9-5, excluding public holidays) to answer any questions that may arise.

All pricing for the initial training sessions are included in the purchase price with subsequent training sessions costs being in line with our price card.

Implementation plan

A detailed implementation plan will be developed in conjunction with your teams as part of the on-boarding process described earlier.

Service management

MySense offers telephone and email support services (Mon-Fri, 9-5, excluding public holidays) for all deployments of our service.

Response times for support requests vary depending on the severity and criticality of support request raised. All response times will be documented in the support contract. In addition, we offer an optional 24x7 Alarm Receiving Centre capability for our wearable fall detection and emergency alarm triggers. This optional service will ensure that any fall or alarm activation will be received by our Call Centre who will interact with the wearer to ascertain the best course of action and will then instigate a call out to family carers, formal carers or blue light services, as required.

Service level agreement

MySense has a set of SLA's that it commits to, with response and resolution times determined by the severity of the incident.

These will be confirmed in the service agreement set up for your company but in summary they are:

Severity	TAM Response Time	Target Resolution	Definition	Example
Critical	1 hour	1 day (8 hours)	MySense platform is inoperable	Entire MySense Dashboard is offline, MySense devices are offline for all users
Serious	2 hours	2 days (16 hours)	An individual consumer function of the MySense platform is significantly impaired	All sensors are offline for several users or per account

Moderate	1 working day	5 working days	Functions of MySense platform is impaired, where the impairment does not constitute a serious issue or a non-core function of the MySense platform is significantly impaired	Multiple sensors offline for one user. Data not appearing in the dashboard for one sensor
Minor	5 working days	10 working days	Any impairment of the MySense platform not falling into the above categories and any cosmetic issue is affecting the hosted services	Cosmetic issues (Spelling errors, app layout or dashboard layout)
Decommissioning	1 working day	30 working days - as per contract	A user is stopping using MySense for any reason and request to be decommissioned and removed from MySense	

Service Availability

MySense commits to:

- 99.5% platform availability per calendar month
- Excluding scheduled maintenance windows (announced in advance)

Monitoring, logging, and alerting systems ensure continuous oversight of the platform.

Accessibility

MySense is committed to delivering an inclusive and accessible service.

- The MySense dashboard and mobile application are designed in alignment with WCAG 2.1 AA standards.
- Interfaces support screen readers, scalable text, high-contrast settings, and keyboard navigation.
- Accessibility improvements are incorporated into our continuous delivery pipeline.
- Alternative formats and reasonable adjustments can be provided upon request.

Pricing model

MySense is priced using a transparent subscription-based model aligned to G-Cloud requirements. Pricing elements include:

- Per-user monthly subscription for platform access
- Hardware provision (purchase or rental model depending on agreement)
- Optional installation service (installer-led or assisted self-install)

- Optional Alarm Receiving Centre (ARC) emergency alert service
 - Optional SIM capability for installations where broadband is not available
- All pricing is defined in the accompanying G-Cloud Pricing Document.

PROVISION OF THE SERVICE

Customer responsibilities

Our customers are responsible for working with our Account Management and Delivery teams to ensure timely access to personnel, systems, data and information required to remove the potential for delays in delivery of the project.

Technical requirements and client-side requirements

Specific personnel, system, data and information requirements essential to the delivery of the project will be documented in the on-boarding process and agreed by all parties.

However, at minimum, the customer must ensure:

- Access to the individual's home for installation or self-installation support
- Consent from the individual and family/circle where applicable
- Appropriate electricity supply for plugged devices (hub, sleep sensor)
- Access to staff for training
- A designated team responsible for monitoring dashboard insights
- Prompt communication regarding user move-out, hospital stay, or service cessation
- Access to a project lead for onboarding and governance

Outcomes/deliverables

Outcomes and deliverables of projects, products and services are dependent on the client requirements. Where clearly defined outcomes are provided by the client, these will be agreed by all parties and documented as part of the on-boarding of the client.

After-sales account management

Our Account Management team will work with the client's point of contact (Agreed in the on-boarding process) at all stages of the project. In addition, they will be available for regular (defined by the client) check-ins and a point of escalation if required during the project.

Termination process

If our client wishes to terminate the contract, they will be required to inform the Account Management team, in writing, with 1 months' notice of termination.

Summary of roles and responsibilities

Activity	MySense (Supplier)	Customer (Buyer)
Provide platform, sensors, hub	✓	
Install or support installation	✓ / Optional	✓ / Optional
Provide onboarding & training	✓	✓
Monitor and respond to wellbeing insights		✓
Maintain secure cloud platform	✓	
Manage user access (professional users)	✓	✓
Maintain in-home environment		✓
Report incidents or hardware faults		✓
Data Controller responsibilities		✓
Data Processor responsibilities	✓	

OUR EXPERIENCE

Case studies and client

MySense works with both the Public and Private Sectors. Specifically Local Government, Public Health/NHS and a range of Private Care providers. We have also launched a Direct to Consumer offering for private purchase and retail this through our own online shop and other retail outlets.

CONTACT DETAILS

Direct contact for the MySense solution:

Steve Bennis

hello@mysense.ai