



G-CLOUD 15

VOT HEALTH

SERVICE DEFINITION DOCUMENT

**Analytics, Data Science and Visualisation Platform to facilitate
Mental Health Pathway Insight and Transformation (V-Suite)**

TABLE OF CONTENTS

Introduction	3
Company Overview	3
The Challenge.....	3
Our Solution	3
Benefits & Features	3
Example Insight Tools	4
Implementation & Governance.....	5
Implementation Plan & Timeline	5
Data Request & Transfer	5
Information Governance	5
Building the Data Infrastructure.....	5
Building the Analytics, Data Science & AI Models.....	5
Testing.....	5
Go-Live	5
Onboarding and Offboarding	6
Program Support.....	6
Training & Adoption	6
End User Support	6
Data Flow	6
Data Governance	7
Privacy by Design.....	7
Data Back-up, Data Restoration and Disaster Recovery	7
Business Continuity	8
Technical Details.....	8
Fault Reporting.....	8
Monitoring	8
Maintenance and Upgrades	9
Technology Refresh	9
Service Levels.....	10
Target Resolution Times	10
More Information	11
Case Studies	11
Contact.....	11

INTRODUCTION

COMPANY OVERVIEW

VOT Health (VOT) is a strategic partner to its NHS clients.

We develop software solutions using conventional coding, AI and Machine Learning techniques. Alongside this we provide a range of support services to help get the best out of our tools as well as consultancy and transformation services to help identify and implement change programmes or complement in-house teams.

THE CHALLENGE

Organisations often struggle to bring data to bear to tackle their transformation challenges to support their drive for enhanced productivity and/or cost reduction plans through more efficient and efficacious working services. Disparate systems, siloed teams, and organisational bandwidth are all barriers to dealing with financial, operational, and technical challenges.

Short-staffed information departments are often inundated with statutory and regulatory reporting demands, there may be a wealth of data but this data is not optimised for insight generation. This means service leads struggle to have their questions answered to support evidence-based decision making.

OUR SOLUTION

The Analytics, Data Science and Visualisation Platform (V-Suite) is a cloud-based web-platform that provides market leading visibility and insight over mental health pathways, flow and the efficacy and efficiency of inpatient and community services. It is an essential tool for delivering evidence-based improvement to ensure the effective deployment of multi-million pound budgets.

The V-Suite is a fully managed platform for end-users to access analytics, reports and insight. It does not require users to build their own analytics or query data and is designed for a range of non-technical, technical, frontline and senior management users.

BENEFITS & FEATURES

Benefits

- Improved time-to-insight
- Evidence-based clinical, financial, and operational decision making
- Improved data engagement culture
- Minimal BI team input, build and development is fully managed
- Each client is supported by subject matter expert analysts
- Out of the box financial and operational improvement opportunities
- Enables robust allocation of millions of pounds of resource
- Compliments existing business intelligence tools and resources

Features

- Cloud-hosted on UK servers, no hidden infrastructure costs
- Secure and regularly pen-tested, with relevant accreditation
- Browser based platform, with no software installation needed
- Unlimited users, with role-based access controls governed by you
- Tried and tested with leading NHS providers
- Agnostic to internal BI platform and EPR system
- Integrates with Microsoft Authentication meaning no additional logins required*
- Data ingested via SFTP and always encrypted on transit

**Subject to your use of a Microsoft hosted email server.*

EXAMPLE INSIGHT TOOLS

The V-Suite platform accommodates a number of different tools, all tackling different mental health and wellbeing service design challenges. Examples include (but are not limited to):

- **The Mental Health Flow Tool**
 - By combining disparate data sets in novel ways, users can see longitudinal patient journeys, to better understand bottlenecks, flow issues and delays in care.
- **Efficacy & Value for Money**
 - A module that allows users to holistically understand operating model variation between like services, i.e. if cost per case is materially higher is the service delivering better outcomes, e.g. step down success, or is there unwarranted variation or lack of service model clarity to ensure quality with economy.
- **Savings Diagnostic**
 - An automated, frequently refreshing report that finds and quantifies key financial improvement opportunities.
- **Health Inequalities**
 - Users can analyse their own data, combined with population health metrics, to understand their population and discover where inequalities in access, experience and outcomes might exist.
 - Users can compare groups in granular detail, by age, gender, ethnicity, geography and more, to understand disparities.

IMPLEMENTATION & GOVERNANCE

IMPLEMENTATION PLAN & TIMELINE

Depending on the full solution and tools opted for, the V-Suite can be up and running within a matter of weeks. As our infrastructure is fully managed by us, limited IT engagement is needed to get everything spun up.

Please note stages below are generalised and in some programs may be more extensive, not required and will often run in parallel.

DATA REQUEST & TRANSFER

Depending on the program, different data templates are issued to client information and data teams. These are standardised and typically consist of data commonly captured in existing systems. Our team is always on hand to guide the population of templates and we are happy to be flexible to local systems and architectures.

INFORMATION GOVERNANCE

Most of our programs require information governance sign off as we deal with varying levels of patient identifiable information. We are happy to adhere to local requirements for information governance requirements and complete local templates. See the [Data Governance](#) section for more information on our approach.

BUILDING THE DATA INFRASTRUCTURE

This involves configuring the V-Suite to local data, commissioning cloud infrastructure, conducting data validation exercises and setting up regular data flows.

BUILDING THE ANALYTICS, DATA SCIENCE & AI MODELS

This stage involves localising and testing the models that power the modules we deliver. This also includes customising and localising any bespoke changes required for your challenge. This is tailored to every organisation.

TESTING

Once the configuration is complete, we conduct rigorous testing, ensuring that all systems communicate effectively, and that data integrity is maintained. This testing is critical to confirm that all system components function as expected under live operational conditions.

GO-LIVE

Once data operations are forecast to conclude, training can commence, and users are onboarded (see [Onboarding](#) section).

ONBOARDING AND OFFBOARDING

Users can be added by VOT administrators (on receipt of a written request, from an organisational lead with the ability to approve access).

New users are provided with training documentation and self-serve user guidance inbuilt to the V-Suite (see [Training](#) below).

Users are regularly reviewed to ensure access is appropriate and lists can be sent on request to trust leads to review. Administrators can revoke access to users quickly as required. Requests to revoke access should be provided by written request from a trust-lead with the ability to approve and revoke access.

PROGRAM SUPPORT

TRAINING & ADOPTION

Depending on the program, we may provide regular training sessions to new and existing users throughout the length of the contract.

Training materials are supplied alongside training sessions, and there is inbuilt guidance for users inside the platform, including tooltips, prompts and overlays to help guide operation.

At any time, users can reach out to their 'Navigator' (see [Program Support](#)) to request help, information and additional training for themselves and others.

To drive adoption, usage is regularly reviewed by our team. Logins and visits to different tools/pages are tracked and refreshed on a regular (at least weekly) basis and can be made available for trust leads to help drive engagement and uptake.

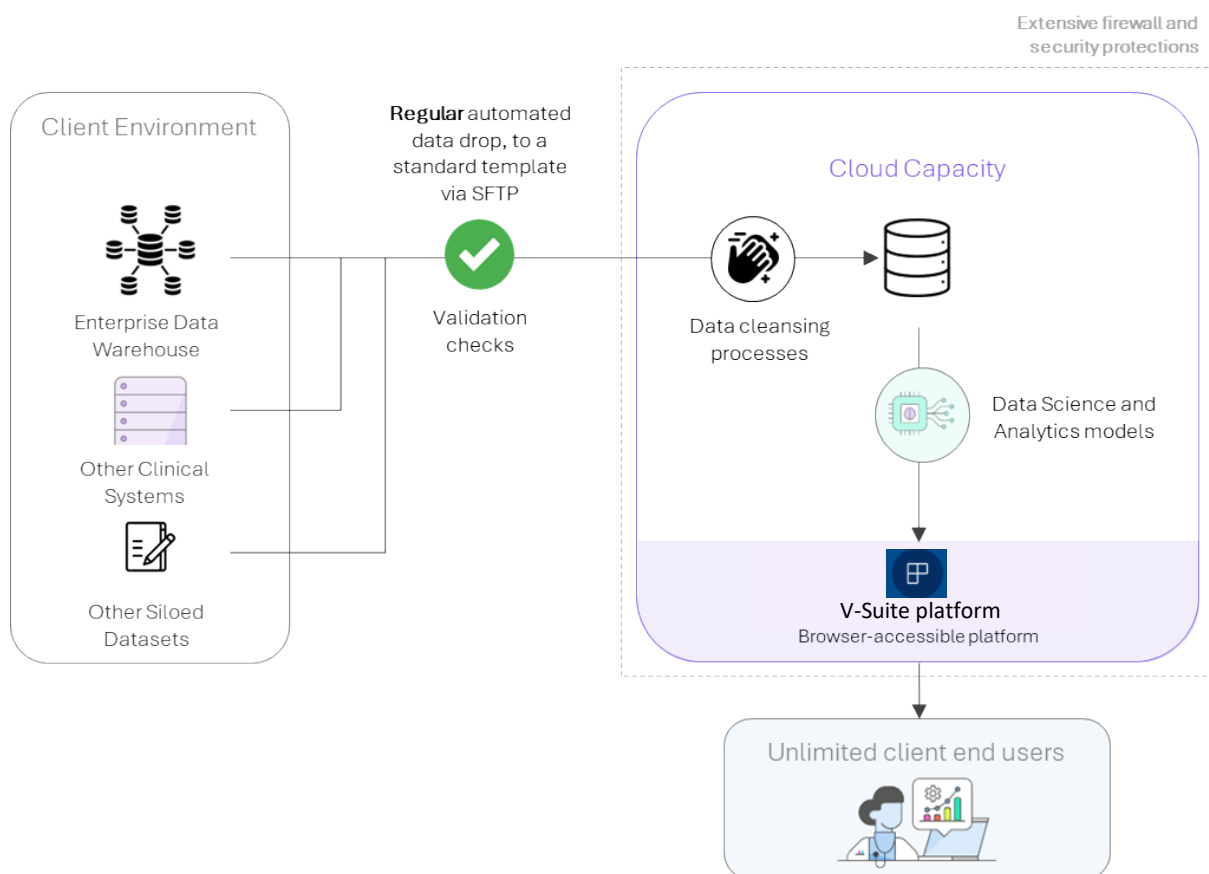
END USER SUPPORT

Users can expect 99.5% V-Suite availability 24/7. Helpdesk support is reached via email to info@vothealth.co.uk or telephone.

DATA FLOW

Clients supply data via SFTP to our cloud-server, where it undergoes transformation, analysis and loading into our front-end.

Clients access the front-end via their browser to use the tools or view reports. Reports can be automated on request, depending on the program, to inboxes to drive transformation programs.



DATA GOVERNANCE

PRIVACY BY DESIGN

We operate user-based, role-based and group-based access control to provide specific access to only those that need it.

DATA BACK-UP, DATA RESTORATION AND DISASTER RECOVERY

To maximise available uptime and mitigate risk, VOT maintains comprehensive backup and disaster recovery processes, including nightly full backups and continuous transactional backups, ensuring that data can be restored to any point in time. This approach covers databases, file repositories, and server backups. All backups are securely stored within the UK utilising both hot and cold storage solutions. This dual-storage method enhances data integrity and availability, facilitating swift restoration when needed.

Our disaster recovery plan is designed to ensure rapid restoration and minimal downtime in the event of a disaster. We have robust measures in place to quickly recover data and any environment, minimising impact on operations and service delivery. Regular testing and updates to our recovery procedures keep our response times fast and our methods up to date, ensuring we can meet or our recovery time objectives. This approach provides our clients with the assurance that their data is safe and their services are reliably supported, even in the most challenging circumstances.

BUSINESS CONTINUITY

We strategically partner with multiple cloud and infrastructure service providers to maintain availability of multiple failover environments with both electronic and physical backup options.

For example, our V-Suite client infrastructure is typically hosted in Microsoft Azure Cloud Services environments in highly scalable, secure data centres with physical replication available to alternative sites (always hosted in the UK).

For all our services we agree RPO (Recovery Point Objective) and RTO (Recovery Time Objective) criteria to ensure clients can be confident of meeting their maximum service availability objectives. We test our disaster recovery and failover processes regularly.

TECHNICAL DETAILS

FAULT REPORTING

Faults can be reported to our support team via email. Each ticket is immediately logged and addressed according to our established Service Level Agreements (SLAs). We are committed to resolving issues promptly and effectively, ensuring minimal disruption to service. Our SLA framework guarantees that all faults are handled swiftly, maintaining high standards of reliability and customer satisfaction.

MONITORING

We implement real-time monitoring of all system assets and servers to ensure optimal performance and system reliability. Our monitoring framework tracks key metrics such as service uptime, processor usage, RAM usage, and space usage. This comprehensive surveillance allows us to proactively manage system health and respond promptly to any potential disruptions.

Additionally, our data feeds undergo rigorous validation testing. These tests are designed to detect any discrepancies or issues, ensuring data integrity and accuracy. In the event of an anomaly, relevant parties are immediately notified, enabling swift resolution and maintenance of service quality. This robust monitoring and validation protocol ensures that our systems operate smoothly and reliably, providing peace of mind for our clients.

All outbound messages from our system are error check tested before dispatch. This testing ensures that the data sent meets the stringent standards required for clinical information systems, guaranteeing accuracy and compatibility.

MAINTENANCE AND UPGRADES

We ensure high system reliability by scheduling maintenance and upgrades outside of core operating hours, Monday to Friday, 9am to 5pm, to avoid disrupting client activities. We coordinate directly with clients to arrange these sessions at convenient times, maintaining clear communication throughout the process. Updates, including security patches and feature enhancements, undergo rigorous testing and quality assurance before deployment. This careful planning supports our commitment to maintaining a service uptime of >99% during business hours, whilst facilitating continuous system improvement with minimal inconvenience to our clients.

Security updates and hotfixes that have a critical severity may exceptionally occur within core operating hours. Such updates though would be arranged and coordinated with the client to ensure minimal impact.

TECHNOLOGY REFRESH

Our approach to integrating new technologies into our product is fully transparent, ensuring that our clients benefit from the latest advancements without disruption. Here's how we manage technology refreshes:

Fully Managed Service

As part of our fully managed service agreement, all technology upgrades, whether they are software or hardware improvements, are included. We handle the entire upgrade process, from testing to deployment, ensuring that our solutions always leverage the most effective and current technologies. We deploy regular feature changes as part of our development cycle and any security patches more regularly.

Roadmap Publication

We maintain a clear and detailed roadmap that outlines upcoming product changes. This roadmap is published regularly to keep our clients informed of where the product is headed. It includes scheduled updates, new features, and infrastructure enhancements aimed at improving reliability and performance. Our commitment to transparency allows clients to anticipate changes and understand how they align with their operational needs.

Client Feedback and Integration

Users are invited to submit feedback and requests for additional features via direct email/telephone with their Navigator (see [Program Support](#) section above).

Seamless Integration into Agreed Service

Any new technologies developed or adopted are integrated into our services as seamlessly as possible. Our team ensures that these integrations are smooth and that any potential impact on our clients is minimised. The transition to newer technologies is managed carefully to maintain uninterrupted service and to adhere strictly to the terms of our service agreements.

SERVICE LEVELS

A Service Level Agreement (SLA) is implemented for each individual client to properly reflect their specific support needs. Service issues are assigned a priority level, with examples of key priority levels shown below:

Priority Level 1 (P1)

Description: The highest priority level. Indicates a major incident, loss of service, or serious impairment of service, which cannot be immediately circumvented.

Target fix/workaround time: 4 working hours to resolve the issue or provide a workaround solution.

Priority Level 2 (P2)

Description: This classification indicates an issue that is not a major service affecting fault but generally constitutes a failure of a component of the service, which does not have a significant impact on the service as a whole.

Target fix/workaround time: 8 working hours to resolve the issue or provide a workaround solution.

Priority Level 3 (P3)

Description: This classification indicates an issue that is not service affecting. There is no impairment to the service for any customers. Examples include requests for support, information, reports, or service information.

Target fix/workaround time: 3 working days to provide information.

TARGET RESOLUTION TIMES

We are committed to adhering to our service level agreements through a structured combination of dedicated resources and efficient processes. Each client account benefits from having a dedicated technical resource, ensuring personalised and prompt service. This approach allows for immediate and effective issue resolution, as the assigned staff member is already familiar with the specific needs and context of the account.

Our email ticketing system is integral to our response strategy. This internal system prioritises issues based on their severity and ensures that no request is overlooked, enabling our team to begin addressing problems promptly.

We also place a strong emphasis on collaboration with our clients when evaluating the severity of an issue. This joint assessment helps ensure that our response is appropriately aligned with our clients' expectations and the urgency of the situation. It allows for better resource allocation, focusing immediate attention on the most pressing issues.

Our approach is supported by continuous training for staff and regular reviews of our SLA performance. This comprehensive strategy ensures that we exceed our SLA commitments, maintaining high levels of client satisfaction and trust.

MORE INFORMATION

CASE STUDIES

Please refer to [our website](#) for details on how we have helped our clients significantly improve their operations and generated millions in savings guided by the V-Suite.

CONTACT

Please contact us at info@vothealth.co.uk for more details or to enquire about how the V-Suite can support your organisation.