

Evira – Service Definition Document (G-Cloud)

1. Service overview

Evira is a digital platform supporting clinician-led weight management for children, young people and adults, including lifestyle and medication-based care. The service is designed to complement existing care pathways and support long-term follow-up.

Patients and families use the Evira mobile app together with a Bluetooth-connected numberless scale. Health care professionals access a web-based clinical dashboard to monitor trends, communicate with patients and collaborate within multidisciplinary teams (MDT).

2. Regulatory status

Evira is a CE-marked medical device software (MDR Class-I).

3. Service components and users

Patients and families

- Access the service through the Evira mobile app.
- The app is available in multiple languages and is designed with a simple, intuitive interface to support a wide range of digital literacy levels.
- Patients can track progress over time by using the numberless scale at home and following visual trends displayed in the app.

Health care professionals (HCP)

- Access the service through a web-based clinical dashboard on desktop or laptop computers.
- Use the dashboard to monitor patient trends, manage follow-up activities and communicate with patients.
- Document obesity medication initiation, dose adjustments and follow-up.

4. How the service works (data flow)

Measurements collected via the numberless scale are synchronised to the patient app and made available in the clinical dashboard. Patient-entered information and clinician actions (e.g. messaging, target area updates) are stored within Evira and used to support structured follow-up. Clinician actions include documenting

medication initiation and dose adjustments, enabling structured follow-up alongside lifestyle support.

The service provides clinic-level reporting, including aggregated outcomes and group-level visualisations, to support monitoring and service evaluation.

Evira supports secure messaging between clinics and patients. Where needed, messages can be translated using an AI-assisted translation feature to support multilingual communication. Translations are intended as a support tool, and clinics remain responsible for reviewing clinical communication when appropriate.

5. Hosting and service location

Evira is delivered using cloud infrastructure.

Hosting provider: Microsoft Azure (primary), Scaleway (backup)

Hosting region/data location: Amsterdam, the Netherlands (EU/EEA)

Backup location(s): Paris, France (EU/EEA)

6. Security and information governance

Evira is designed to support the secure handling of health-related information and operates established information governance processes. Security controls include authenticated access, secure data transmission, controlled user and access administration, and segregation of clinic data to ensure appropriate separation between customers.

Evira operates an Information Security Management System aligned with ISO/IEC 27001. Internal approval has been completed, and an external certification audit is planned for 2026.

Evira designs, builds, and maintains its technology in-house and has extensive experience delivering secure digital healthcare services within the NHS and across the EU. This includes implementation of secure authentication and authorisation, information governance processes, and interoperability with healthcare systems, including integration with the CEW Dashboard and the Swedish Sambi National Health Federation. Evira supports customers by providing documentation and responses required for legal, cyber security, and clinical compliance reviews.

7. Data backup, restore and disaster recovery

Evira performs regular data backups to support recovery in case of incident. Restore and recovery procedures are maintained as part of service operations.

Backup frequency: Automated backups are performed regularly, with full backups retained on a rolling basis for up to 7 days. Backups are encrypted and access-restricted.

Disaster recovery approach: The service is hosted on resilient cloud infrastructure within the EU/EEA. In the event of data loss or service disruption, Evira can restore service by recovering from backups and redeploying the service environment. Recovery procedures are documented and tested, with the ability to restore service and data within defined operational timeframes.

Business continuity: Documented operational procedures are in place to support service continuity, incident management, and recovery, with responsibilities shared between Evira and the underlying cloud infrastructure provider.

8. Onboarding and implementation support

Evira provides a structured onboarding process for new clinics and for existing customers expanding to a new Trust. Onboarding can be delivered remotely and/or on-site and is supported by documentation and practical guidance.

Onboarding typically includes:

- a start-up meeting to coordinate clinic set-up and training,
- a clinical introduction covering the method and evidence base,
- practical training on workflows and patient interaction,
- and a follow-up session for Q&A after the clinic has started using Evira.

Evira supports information governance preparation during start-up, including assistance related to legal, cyber security and clinical compliance.

9. Offboarding and exit management

Formal offboarding is not typically required; however, it can be supported if needed.

Clinics can request:

- adjustment or removal of user access,
- data extraction for local archiving or service transition,
- configuration changes related to service closure.

10. Service levels and support

Evira provides support primarily to health care professionals and clinic teams. Support is delivered mainly through secure support tickets within the platform to ensure safe handling of information. Support requests are typically answered within two business days.

Telephone support is available for urgent issues, for example during patient inclusion at the clinic. Each customer is assigned a named contact person for coordination and ongoing support. Enhanced support arrangements can be agreed where required (e.g. additional training or increased availability during roll-outs).

Evira does not routinely provide direct support to patients. If a patient contacts Evira support, Evira can provide general guidance and, where appropriate, coordinate with the relevant clinic team, as the clinic remains responsible for patient care and clinical decisions.

11. Maintenance, updates and incident management

Evira is continuously maintained and updated. Planned maintenance is scheduled to minimise disruption where possible.

Incidents are assessed and prioritised based on severity. Customers are informed of significant service impact, and corrective actions are implemented through the standard release process.

12. Service constraints and configuration

Evira is a standardised service designed for use across multiple organisations. Configuration options are available to support local workflows; however, bespoke development is not typically included as part of the standard service.

13. Technical requirements

For patients

A smartphone running a supported operating system (Android or iOS), an active internet connection, and Bluetooth enabled to allow connection with supported measuring devices.

For health care professionals

A desktop or laptop computer with a modern, supported web browser (such as Chrome, Edge, Firefox, or Safari) and an active internet connection. No local software installation is required, as the service is accessed via a secure web interface. Network access must be permitted to *.evira.se and *.evira.care over HTTPS (TCP port 443).

14. Accessibility

Evira considers accessibility and usability during design and development of the service. The platform aims to support inclusive use through clear navigation, simple interface design and multilingual support in the patient app.

Evira is developed with reference to recognised accessibility standards, including WCAG principles. Accessibility improvements are made iteratively based on testing, feedback and identified needs. Evira can provide information to support customers in meeting their own accessibility obligations, including contributing to accessibility statements where required.

15. After-sales support and service continuity

Evira provides ongoing support, guidance and optional additional training after go-live. Continuous support is a core component of the service and helps clinics sustain long-term delivery through remote monitoring, goal-oriented target areas, clinician notifications, and home measurements using a Bluetooth numberless scale. The platform also supports structured follow-up of obesity medications, enabling documentation of initiation and dose adjustments alongside lifestyle support, to support safe use, cost-effective prescribing and long-term treatment planning.

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