

Service Definition Document (BEST Web)

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1. Service Description

BEST Web is a Browser-based add-on for the BEST Client Application, giving enhanced management for NHS & Social Equipment Services (e.g. Wheelchairs, Community Equipment, Communication Aids, Prosthetics, Orthotics, Environmental Controls).

Secure access to service data anywhere with desktop and mobile friendly views. Ideal for Remote working, Mobile Job Management, Warehouse Barcode Scanning, Field Service Teams and External Prescribers.

By making BEST data available through a browser, you can enjoy cost savings and improvements to the efficient running of your Equipment Service. This can be achieved through saving time and resources, and by having more accurate data updated in a timely manner, leading to better decisions (e.g. about stock levels).

Access to data – on the road and back at base

- Works on any device with access to the internet and able to run a modern web browser.
- View and update records on the move rather than writing it down and bringing it back to the office.
- Field Service staff can manage their jobs in real-time, reducing (or eliminating) the need for admin input.
- Select items direct to jobs from van stock.
- Add a new job while on site with the Service User.
- Check stock availability.
- Add jobs to an active Driver Round and have that information immediately available to the engineer.
- Access for on-call staff to Service User information and ability to raise jobs.
- View Service User Current and Historic Equipment lists.
- Use a mobile device for increased freedom of movement around your premises.
- Warehouse staff can check stock records in real time.
- Bar code scan stock movements.
- Bar code scan to work processes, which can be custom configured to customer requirements.
- Field-based staff can review work before leaving base without needing access to a separate PC.

Reduced reliance on paper

- Field Service staff have direct access to all the information; printed job sheets are not required.
- Information is always as up to date as the BEST record.
- Bar code scan to Stock Takes, no need for printed lists.
- Share images and certain documents direct to mobile device between BEST and staff in the field.
- Capture Service User signature on visit records.
- Minimise chances of loss or damage to paperwork.
- Password-protected secure access.

Health and Safety

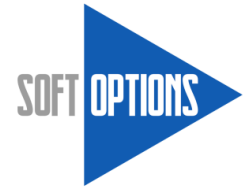
- Staff can flag Next Destination, Time Arrived and Time Departed when travelling so that you know where they are (lone worker protection).
- Remote access to information about Service Users for field-based staff.

2. Backup Policies, Data Restore, Business Continuity and Disaster Recovery Plans

For BEST Web, all application source code, configuration, and database scripts are stored in a Git repository managed via Azure DevOps, providing version-controlled backups of the entire solution. Changes to the frontend and API projects are tracked, allowing rollback to any previous commit if needed. The use of Azure DevOps and the Git repository enable rapid recovery, consistent version control, and automated deployment. This approach supports business continuity and disaster recovery by allowing the application to be restored to a known, stable state with minimal downtime.

As part of our ongoing ISO 27001 Business Manual a detailed controlled document covers internal backup procedures as well as a full set of Business Continuity & Disaster recovery plans.

Where customers hold their own data Soft Options provide an “ICT Guide” that covers everything needed on site.



3. Onboarding and Offboarding

In order to use the BEST Web functions the BEST Client software must be installed.

On Boarding starts with a very established Starter Pack which includes a set of project documents with the complete pathway to installation including scheduling, process mapping, data conversion, customization, training, trial run and go live.

The BEST application and any linked applications designed by Soft Options will continue to be supported until the customer requests a contract exit or does not renew the Annual License fee.

It is important to note that Soft Options recognized the core data held in BEST remains the property of the customer and has a commitment to providing full support and a professional exit strategy to extract the data for the next system provider when that times comes.

Soft Options hold business sensitive code and links to logic within the BEST SQL Database and therefore the contents must not be shared with other organizations without the clear approval from Soft Options. If access is granted to other organisations, this will constitute a breach of Soft Options' intellectual property rights, and legal action may be pursued for IP or Copyright theft.

Existing ACT (Annual Consultancy Time) may be used to allow Soft Options to provide a complete and safe extract of all data in an SQL format.

In the event that the ACT time has already been used Soft Options will provide a quotation for the data extract and this will not exceed £4,000 + VAT.

All existing Data Sharing Agreements will be closed, and any data held by Soft Options will be removed. Written confirmation, signed by a Director, will be provided.

4. Service Constraints

Standard Microsoft compatible platform required to host BEST Web API (IIS Server with connection to BEST SQL Server database and data share), specified .NET framework. Documentation is provided. Short periods of downtime, by arrangement with the customer, may be required for maintenance tasks such as security updates.

5. Service Levels

Calling for Help

A problem that is clearly within the BEST application should first be discussed internally with the named key user(s) which was assigned as part of the initial BEST Training.

Only key users or IT Staff should contact the Soft Options helpdesk either by telephone (01422) 204500 or preferably by email to support@softoptions.co.uk

Support Times

Support for problems within the BEST application will be available for a minimum time period of **09:00 – 16:30 on weekdays**. Soft Options aim to fix 80% of problems by telephone or remote connection.

General Support

Included within the software maintenance costs, and provided free of charge where the system is not working as originally designed.

New Customer Developments

Time and costs will be quoted and agreed prior to commencement.

Major re-writes

Changes to the system or changes to the operating system, hardware platform or database engine will require a change control note to be created, costed and agreed.

National Changes

Where a change is required and has been government lead all development costs will be undertaken by Soft Options free of charge, each site will only pay for time required to install or change data and any training required.

A problem with any local hardware, printing or network access should be addressed to the **LOCAL IT Helpdesk**.

Definition of Status of Change or Failure

The LOCAL IT (Local IT) will respond to problems with the infrastructure needed for BEST under their support of Clinical Applications.

Problems are categorised as follows, '1' being the most severe:

1. Entire System Down
2. Entire Site Down
3. Entire Group (5 or more affected)
4. Individual User or Workaround Available
5. Minor Issue

The response and fix times are based on Business Hours.

Responsibilities

Software and Database Support and Maintenance (Soft Options).

Ref	Description	Status of Change or Failure	Response time	Target Fix time	Responsibility
1	Problem notified to Soft Options helpdesk	1	30 Mins	24 Hours	Soft Options
		2	2 Hour	24 Hours	Soft Options
		3	4 Hours	48 Hours	Soft Options
		4	4 Hours	48 Hours	Soft Options
		5	Next Day	72 Hours	Soft Options
2	Developments via a change control note		n/a	As Agreed	Soft Options
3	Create reports, where support required in timescale agreed between user and supplier		n/a	As Agreed	Soft Options
4	Missing or corrupted table	4	4 hours	48 hours	Soft Options
5	Incorrect calculations, errors in processing	4	4 hours	48 hours	Soft Options

Systems Administration

Where Local IT staff are to be involved in any of these activities they should liaise with Soft Options helpdesk support@softoptions.co.uk

Ref	Description	Responsibility
1	Maintain users – new users, change of user function, leavers	Service Staff
2	Maintain reference data	Service Staff
3	Create reports	Service Staff
4	Check data quality via reports provided	Service Staff
5	Produce activity reports for management	Service Staff
6	Maintain database integrity using the inbuilt Maintenance Plan (weekly) and Integrity Checks (nightly)	Service Staff using reports provided and supported by Soft Options
7	Alert Soft Options of any missing or incorrect function which do not stop normal processing to enable addition to the Development Log.	Service Staff

System Performance Levels

Proving the local SQL Server and file system has sufficient resources, we would expect BEST to perform with the following minimum performance responses.

Ref	Description	Target
1	Access to the BEST system (Monday to Friday 08:30 – 17:00)	95% +
2	Time to log in to Network	< 10 Seconds
3	Time to log in to BEST following network login	< 5 Seconds
4	Time to open Client Search screen from main menu	< 5 Seconds
5	Time to produce result listing after entering client search criteria	< 2 Seconds
6	Time to open entire client case history from client record	< 5 Seconds
7	Time to open any related record for a client from main page	< 5 Seconds < 5 Clicks
8	Time to create a letter from document templates	< 5 Seconds
9	Time to open a letter from document templates	< 5 Seconds

6. After Sales Support

Soft Options continue to support the system including bug fixes for life for as long as the annual license fees are renewed.

National changes are developed in house at no extra cost to its customers and the only time a site may need to pay for consultancy time will be for data manipulation or additional user training.

Each installation includes a minimum of 10 hours of training / consultancy to be used at the customers request.

Any change request must be logged on the Soft Options Support System (SOS) which is a ticket based change control system.

7. Technical Requirements

BEST Backend – Microsoft Windows Server with SQL server

BESTWeb – IIS API configuration and TCP Port to the IIS

The BEST Web is a secure web-based application designed to provide customers with browser-based access to their BEST system data.

The application consists of:

- Frontend
- ASP.NET Core Web API
- SQL Server Database that connects to BEST
- External authentication provider (Auth0)

The BEST Web frontend is hosted and managed by Soft Options within Microsoft Azure Portal. The hosting environment is provisioned using Azure infrastructure services to ensure availability, scalability, and security in line with UK public sector requirements. User authentication is integrated with Auth0 via OpenID Connect, providing a secure login screen for interactive users. Auth0 settings include Domain, ClientID, Client Secret, and allowed callback URLs for frontend configuration. All secrets are stored securely in environment variables.

The API is hosted on the customer server in which will need the ASP.NET Core Runtime 8 to be installed. The infrastructure is Compute Engine VM (e2-standard-2 minimum) and the API must be accessible only through approved private network paths or frontend Ips, preventing exposure to the broader internet.

8. Outage and Maintenance Management

BEST Web is hosted on Microsoft Azure and the customer-managed API infrastructure, both of which include monitoring and maintenance processes to ensure high availability. Planned maintenance windows are scheduled in advance and communicated to customers, minimizing disruption to service. The system logs all errors and key events, which are regularly reviewed by the support team.

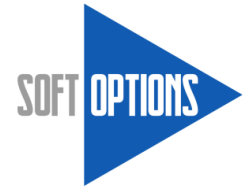
9. Hosting Options and Locations

BEST Backend – Internal Hosting with Trust/Business or Soft Options hosting on Azure in UK Datacentres

10. Access to Data (upon exit)

Data is usually held on the customers own premisses or own hosted cloud and therefore can access the system for the period required.

In the event that an external hosting was requested Soft Options will provide the data in MS SQL database format.



As long as the license fees are renewed the application will function, without a valid license the data will only be available from the direct SQL Database.

11. Security

BEST Backend (SQL) – SQL Authentication and ACL for access to Data Share

BEST Web is designed to meet UK public sector security standards. All frontend and backend communications are encrypted using TLS 1.2 or higher, with SSL/TLS certificated managed according to industry best practices. Interactive users authenticate via Auth0 using OpenID Connect. While machine-to-machine clients use JWT tokens with keys stored securely in environment Variables. API access is restricted to approved IP addresses or private network paths, ensuring the API is not exposed to the public internet. The system logs all errors and key events, which are regularly reviewed by the support team. The hosting environment in Microsoft Azure is provisioned to provide secure, scalable, and highly available infrastructure in line with UK public sector requirements.