

Service Definition – **G-Cloud 15 (RM1557.15)**

Service: OmniaKlenz (Software as a Service)

Supplier: Insight Consulting Services Limited

Lot: Lot 2b – Software as a Service (SaaS)

Framework: G-Cloud 15 (RM1557.15)

Service Overview

Insight Consulting Services Limited offers the Omnia-Klenz Intelligent Water Safety service via G-Cloud. The service provides digital water system monitoring and analytics to support healthcare organisations in maintaining water safety compliance and reducing infection risks.

The service combines IoT-based monitoring devices with vendor-hosted cloud software that delivers real-time analytics, reporting, alerts, and audit evidence to support compliance with applicable water safety standards.

Features & Benefits

Core Features

- Intelligent Flushing – Non-invasive monitoring of water outlets with automated analytics and exception reporting.
- Intelligent Flow Monitoring – Continuous temperature and usage monitoring for hot and cold water systems.
- Intelligent Disinfection – Management and monitoring of in-situ outlet and TMV disinfection using patented hardware and chemistry.
- Cloud Analytics & Reporting – Centralised dashboards, automated reporting, and audit trails accessible via secure web interface.

Benefits

- Improved infection prevention and control
- Enhanced regulatory compliance and audit readiness
- Reduced operational and maintenance costs
- Improved energy efficiency and environmental performance

- Centralised visibility of system risk across sites

Service Options & Pricing

The service is delivered as a vendor-hosted Software-as-a-Service (SaaS) solution deployed on public cloud infrastructure. No customer-managed hosting or on-premise software deployment is required.

The commercial model comprises an initial installation cost for monitoring devices and an ongoing subscription charge for access to the cloud software, analytics, reporting, and support.

Pricing is based on the number of sites and monitoring devices deployed. Subscriptions are billed quarterly in advance. Full pricing details, including volume discount bands, are provided in the G-Cloud pricing schedule.

Onboarding & Offboarding

Onboarding includes initial site review, installation and configuration of monitoring devices, user account setup, and initial training.

On service termination, customer data can be securely exported, access to the cloud platform revoked, and hardware decommissioned in line with contractual terms.

Service Levels

The service includes continuous monitoring, automated alerts, daily reports, quarterly service reviews, and replacement of faulty monitoring hardware within 72 hours where applicable.

Security & Compliance

The service aligns with the UK Government Cloud Security Principles, including secure vendor-hosted infrastructure, role-based access controls, multi-factor authentication, audit logging, and vulnerability management.

Support Model

Support is provided through a 24/7 helpdesk, email and ticket-based support, and escalation for critical incidents.

Technical Requirements

Requires network connectivity for IoT devices, installation of monitoring hardware at water outlets, and web browser access for users. No customer-managed hosting infrastructure is required.