

Service Specification

SIMPSi® Health

Lot 2b: Software as a Service (SaaS)

1. Service Overview

SIMPSi® Health is an award winning real world management system for people living with chronic disease. It delivers NICE informed self management support through a validated behavioural framework to optimise adherence to best practice. The service provides patients with personalised advice, structured tools and ongoing prompts to support effective day to day management of their condition and improve long term outcomes.

2. Service Type

Software as a Service (SaaS)

Public cloud deployment

3. Service Features

1. SIMPSi® Health provides the following core features:
2. Digital therapeutics platform personalising care and tracking real world outcomes
3. Patient app and web access supporting behaviour change through goals, prompts and wearables
4. Unified platform supporting multi condition self management and disease pathways
5. Personalised digital care plans guiding daily self management, reviews and escalation
6. Bite sized evidence based education building confidence and self care skills
7. Capture and trending of real world metrics to inform decisions
8. Structured Expert Patient Programme supporting habit formation and long term self management
9. Acute management through symptom tracking, red flag alerts and escalation guidance
10. Up to date vital statistics and trends supporting safer clinical interactions

11. Medication adherence support using reminders and personalised prompts

4. Service Benefits

1. Reduces avoidable NHS demand through coordination, self management and early intervention
2. Improves wellbeing and outcomes through personalised support and monitoring
3. Optimises medicines use, reduces waste and prevents deterioration
4. Converts clinical advice into personalised, trackable daily habits
5. Builds patient confidence and agency for ongoing self management
6. Aligns pathways and educational content with NICE best practice
7. Uses daily data to detect risk early and guide timely intervention
8. Supports shift of care into the community through proactive self management
9. Reduces medication waste through improved adherence and correct use
10. Improves diagnostic rigour using structured tracking and trend data

5. Service Scope and Constraints

The service is delivered as a fully hosted SaaS solution. It requires internet connectivity and access via a modern web browser or supported mobile device. Planned maintenance may occur outside core working hours with advance notification. Service availability is dependent on third party hosting infrastructure. Local configuration may be required for organisation specific systems. Mobile app functionality may vary slightly between operating systems. Offline functionality is limited. Customer IT policies, firewalls or device restrictions may affect access and require local support. Data exchange with external systems is subject to agreed interoperability arrangements.

6. System Requirements

Internet connectivity

Modern web browser including Chrome, Edge, Safari or Firefox

iOS or Android device for mobile app access

Organisation firewall allowing HTTPS traffic

Email account for notifications and onboarding

7. User Access and Interface

SIMPsi® Health is accessed through secure mobile applications for iOS and Android, and through a mobile responsive web browser. Patients use the service to access digital care plans, symptom tracking, wellness tools and educational content. All users can also access the service via a modern web browser without additional software installation. The service is designed in line with WCAG 2.2 AA accessibility standards.

8. Customisation

Users can customise elements of the service according to their role. Patients can personalise their digital care plan by adding medications, symptoms, goals and measurements, and set reminders and notification preferences within the app or web interface. Language options are available where supported, including Welsh content for relevant regions, with additional languages added based on service requirements. Educational content can include locally recorded videos featuring local clinicians or services to support engagement and recognition.

9. Onboarding and Implementation

We provide a structured onboarding process to ensure users can start using the service quickly and confidently. New organisations receive an initial setup session with a named implementation lead to configure organisational structures, local resources and rollout plans. Online training is available for healthcare professionals, including live virtual sessions, recorded tutorials and written guidance. Step by step documentation and short instructional videos are available within the platform. Patients can download the app or access the web version independently, supported by in app onboarding and optional guidance from healthcare professionals. Launch resources, communication templates and progress review meetings support early adoption. No technical installation is required. All updates are delivered centrally. Optional onsite training can be arranged if required.

10. Support

Email and online ticketing support is provided, with responses within three working days and often within 24 hours on weekdays. Phone support is available 9 to 5 (UK time), Monday to Friday.

A single, comprehensive support package is included within the annual licence cost. This includes weekday email and online ticket support, priority escalation for service availability issues, and access to an implementation lead. Each organisation is assigned an account manager as the primary point of contact for operational queries, reporting

requests and onboarding. A technical contact is available for access configuration support where required. Implementation support includes virtual onboarding sessions, configuration of organisational structures, and access to training materials. Regular progress review meetings are included, and system monitoring, maintenance and updates are provided at no additional cost. Updates are deployed centrally with no local installation. Optional extended support arrangements can be agreed if required.

11. Data Importing and Exporting

Organisational administrators can request secure data extracts in agreed formats such as CSV or JSON, subject to information governance checks. Patients can export personalised PDF summaries from the app, including a 12 month care summary and physical management plan, to share with healthcare professionals. Individual users can request access to their own information through support channels. Where integrations exist, data can be transferred through agreed interoperability mechanisms. No additional software is required.

12. Analytics and Reporting

Service usage metrics are available through organisational and commissioner dashboards. Metrics include number of users, registrations over time, engagement levels and feature utilisation. Usage can be viewed by organisation, locality or service. Commissioners can monitor population uptake and engagement trends to support service planning and quality improvement. Exportable reports and bespoke metrics are available on request.

Reporting types include real time dashboards, regular reports, reports on request and API based reporting where applicable.

13. Scaling

The service is delivered on a scalable cloud infrastructure with load balancing and automatic resource allocation, ensuring that demand from one organisation does not impact others. Capacity is monitored continuously and additional resources are provisioned as required. Application and database environments are optimised for multi-tenant use, with logical separation of data and performance safeguards. Traffic management and prioritisation ensure consistent response times. Regular performance testing and system monitoring allow us to maintain service levels and respond proactively to increased demand.

14. Data Protection and Hosting

Data protection between networks uses TLS version 1.2 or above

Data protection within the supplier network uses TLS version 1.2 or above

Data storage and processing locations are within the United Kingdom

User control over data storage locations is not provided

Penetration testing is performed at least once a year

Penetration testing follows an IT Health Check by a CREST approved provider

Data sanitisation includes cryptographic erasure, data erasure and physical destruction

15. Availability and Resilience

We guarantee a minimum service availability of 99.9% uptime per calendar month for the SIMPSI platform, excluding planned maintenance windows which are notified in advance. The service is hosted on highly available cloud infrastructure with automatic scaling and redundancy to minimise downtime. Availability covers access to patient and clinician applications, authentication services, and core data storage. Planned maintenance is typically performed outside peak usage periods and is designed to have minimal impact on users. System uptime and performance are continuously monitored, and incident response procedures ensure rapid mitigation and communication. We aim to restore full service as quickly as possible and provide post-incident reporting where required.

The SIMPSI service is designed to be resilient through the use of highly available cloud infrastructure. Patient and clinical data is hosted within AWS, which provides built-in redundancy, load balancing and automatic scaling across multiple availability zones. This ensures continued service operation in the event of underlying hardware or node failure. Core systems are monitored continuously, with automated failover and rapid recovery mechanisms in place. Regular backups are maintained and replicated to support service restoration. Our deployment approach allows components to be restarted or replaced without user impact. Limited clinician account information hosted within Kinsta's Google Cloud Platform environment benefits from similar underlying resilience and global infrastructure capabilities, with no patient data stored or processed in this environment. We maintain documented incident response and

disaster recovery procedures, enabling timely restoration of service following disruption. In the event of a major outage, we work with affected customers to provide updates and ensure continuity of access.

16. Governance and Security

Named board level responsibility for service security

Compliance with the Software Security Code of Practice

ISO IEC 27001 certified information security management system

Operational security includes formal configuration and change management, vulnerability management aligned with NCSC guidance, protective monitoring and incident management based on ISO 27001 and NHS DSP requirements. User authentication supports multi factor authentication, identity federation and username or password. Audit logs and system logs are retained for at least 12 months and are available on request.

17. Exit and Offboarding

At the end of the contract, users can request the extraction of their data in a structured, machine-readable format. Full data extracts can be provided securely on request in agreed formats such as CSV or JSON, subject to appropriate information governance and security checks. Where integrations are in place, data can also be transferred via existing agreed interoperability mechanisms. Patient-entered data remains accessible to individual users through their account during the notice period, allowing them to view or download their own information. Once extraction is complete and confirmed by the customer, data will be securely deleted in line with contractual, legal and regulatory requirements, unless retention is required for lawful purposes. No additional software is required for data extraction.

Standard end-of-contract activities are included in the annual licence cost, including data extraction in an agreed structured format, continuation of access during the notice period, and coordinated service closure. Individual users can continue to access their own information during this time. We will support the customer through the offboarding process, including confirming data extraction requirements, providing guidance on accessing reporting data and agreeing timelines for system access removal. Once extraction is complete and confirmed by the customer, data will be securely deleted in line with contractual, legal and regulatory requirements. No additional cost is charged for standard end-of-contract processes, data export or secure deletion.

Optional services, such as bespoke data transformation, migration into third-party systems or extended access beyond the contract end date, can be agreed separately if required by the buyer.