

Service Specification

SIMPSi® Insights

Lot 2b: Software as a Service (SaaS)

1. Service Overview

SIMPSi® Insights is a trusted clinical support and quality improvement platform for healthcare professionals. It reduces inappropriate variation in care delivery by providing point of care access to current guidance, structured quality improvement pathways, and role specific learning aligned with NICE standards and national audits. The service supports multidisciplinary teams to deliver consistent, evidence based care, build capability at scale, and demonstrate improvement through measurable outcomes.

2. Service Type

Software as a Service (SaaS)

Public cloud deployment

3. Service Features

SIMPSi® Insights provides the following core features:

1. Role specific, evidence based learning supporting consistent best practice
2. Structured quality improvement pathways aligned to national audits and standards
3. Point of care access to current clinical guidance and decision support
4. Standardised end to end care pathways supporting escalation and governance
5. Live and on demand learning sessions delivered by NHS specialists
6. CPD accredited learning supporting ongoing development and revalidation
7. Evidence of completion and competence supporting appraisal and assurance
8. Tools and content enabling local clinical champions to train at scale
9. Built in PDSA workflows to test, measure and embed improvement
10. Quality improvement toolkits including templates, measures and resources

4. Service Benefits

1. Reduces variation by standardising care across teams and sites
2. Delivers flexible learning around clinical workloads
3. Provides guidance and learning access across shifts and locations
4. Supports delivery of consistent, high value, evidence based care
5. Identifies gaps and high risk cohorts to target improvement
6. Aligns education and quality improvement to national priorities
7. Enables MDT collaboration through shared pathways and measures
8. Supports neighbourhood and place based teams with shared tools
9. Aligns with NICE guidance to improve outcomes and assurance
10. Supports modern, coordinated care through shared digital workflows

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 notice. Service availability is dependent on third party hosting infrastructure. Local configuration may be required for organisation specific 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

Organisation firewall allowing HTTPS traffic

Email account for notifications and onboarding

7. User Access and Interface

SIMPSi® Insights is delivered through a secure, browser based interface designed for healthcare professionals, service leads and commissioners. Clinicians access clinical guidance, learning resources and quality improvement pathways. Commissioners and organisational leads access dashboards showing uptake, engagement and population level reporting. No local installation is required. 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. Authorised organisational administrators can configure teams and contacts, upload or link local referral pathways, policies and documents, and add service information.

Commissioners and service leads can customise reporting views by organisation, locality or patient group. Educational content can include locally recorded videos featuring local clinicians or services to support engagement and local ownership.

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, add local resources and agree rollout plans. Online training is available, including live virtual sessions, recorded tutorials and written guidance. Users also have access to step-by-step documentation and short instructional videos within the platform. We provide launch resources for organisations, including communication templates, local guidance integration and support. Progress review meetings are included to monitor uptake and address any early questions. No technical installation is required. All updates and improvements are delivered centrally, ensuring users always access the latest version without local IT involvement. Optional onsite training can be arranged if required by the buyer.

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. 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. 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.