

Service Specification

SIMPSi® Accelerate

Lot 2b: Software as a Service (SaaS)

1. Service Overview

SIMPSi® Accelerate is a peer-reviewed implementation framework that guides commissioners, service leads and managers through a step-by-step implementation process, making large-scale adoption straightforward and achievable. This structured approach reduces barriers to adoption across diverse organisational settings and is proven to transform population health management at scale.

2. Service Type

Software as a Service (SaaS)

Public cloud deployment

3. Service Features

1. Step-by-step implementation framework with governance, milestones, and adoption tools
2. Real-time commissioner dashboards tracking uptake, outcomes, and value by geography
3. Stakeholder mapping clarifying decision-makers, roles, and shared commitment
4. Readiness planning preparing services, data, and workflows for go-live and scale
5. Capacity assessments baselining demand and workforce constraints for rollout planning
6. Implementation reporting tracking risks, decisions, delivery, and benefits realisation
7. Project management coordinating tasks, timelines, dependencies, and accountability
8. Fidelity management ensuring delivery matches the model and corrects drift
9. Risk management identifying, mitigating, and monitoring operational and delivery risks
10. Support for clinical champions to drive adoption, peer influence, and sustained improvement

4. Service Benefits

1. Increases adoption at scale through structured rollout and local ownership
2. Reduces operational risk through early issue detection and governance
3. Improves efficiency and cost effectiveness through structured delivery processes
4. Improves collaboration, reducing duplication and delays across stakeholders
5. Accelerates system-wide rollout with consistent impact and better value
6. Realises benefits sooner, reducing variation and avoiding prolonged pilot lag
7. Provides specialist implementation support to accelerate delivery and sustain adoption
8. Keeps delivery on track, maintaining momentum and timely outcomes
9. Uses proven methods to support reliable, repeatable delivery at scale
10. Empirically proven approach increasing confidence in achieving intended outcomes

5. Service Scope and Constraints

The service 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 provided. Service availability is dependent on third-party hosting infrastructure. Local configuration may be required to enable integration with 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 (Chrome, Edge, Safari, Firefox)

Organisation firewall allowing HTTPS traffic

Email account for notifications and onboarding

7. User Access and Interface

SIMPSi® Accelerate is accessed through a secure, web-based interface designed for commissioners, service leads and programme teams. Users access a portal providing implementation resources, training materials, organisational views, and tools to support adoption. Commissioners and service leads access dashboards to view uptake,

engagement and population-level reporting. All interfaces are browser-based and require no local 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. Educational content can be tailored to include locally recorded videos featuring local clinicians or service representatives where available, supporting 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, 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

Users can export their data through several methods. Organisational administrators can request secure data extracts in agreed formats upon request. Individual users can view and request to download their own information through support channels. Where integrations exist, data can also be transferred via agreed interoperability mechanisms.

12. Analytics and Reporting

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

Reporting types: Through an API, Real-time dashboards, Regular reports, Reports on request

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 buyer and supplier 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.

Users do not control data storage locations.

Penetration testing is performed at least annually via a CREST-approved IT Health Check provider.

Data sanitisation includes cryptographic erasure, data erasure, and physical destruction where applicable.

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

A named board-level individual is responsible for service security.

The service aligns with the Software Security Code of Practice and ISO/IEC 27001.

We operate a formal Information Security Management System covering access control, data protection, secure development, incident management, business continuity, asset management and supplier management.

Operational security includes configuration and change management, vulnerability management aligned to NCSC guidance, protective monitoring, and incident management aligned with ISO 27001 and NHS DSP requirements.

User authentication includes Multi-Factor Authentication, identity federation, and username/password access.

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.