Service Definition – Indoor Navigation and Digital Wayfinding for Hospitals Catchup Applications KG

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Service Overview

Indoor Navigation and Digital Wayfinding for Hospitals is a Software as a Service (SaaS) solution designed to help patients, visitors, and staff navigate complex hospital environments efficiently. The service reduces delays, missed appointments, and staff interruptions by providing real-time, web-based indoor navigation embedded directly into hospital websites, patient portals, and on-site systems. The service is hosted in the EU and processes no personal data; only anonymized and aggregated usage data is collected.

Features and Functionality

The service provides real-time, web-based and app-based indoor navigation for patients, visitors, and hospital staff, accessible via standard web browsers on desktop and mobile devices without requiring user accounts.

User-facing features

- Interactive indoor maps with clear visual routes across multiple floors and buildings
- Step-by-step route guidance, including textual directions alongside visual maps
- QR code-based route generation at reception desks, kiosks, or digital displays, enabling staff to generate personalised routes instantly
- Search and discovery of departments, clinics, services, amenities, and points of interest
- Accessibility-aware routing, including support for wheelchair-accessible paths, lifts, and avoidance of stairs where required
- Multilingual support for international and diverse patient populations
- Browser-based access optimised for mobile and desktop devices, suitable for both on-site use and pre-arrival orientation

Backend and administrative functionality

- Centralised content management for points of interest, departments, services, and routes
- Real-time updates to routes and map data without redeployment or downtime
- Management of temporary changes, such as construction areas, closures, or temporary relocations
- Definition of accessibility constraints, including lifts, ramps, restricted areas, and alternative paths
- Role-based access control, allowing different permission levels for administrators, editors, and operational staff
- **Integration interfaces** via REST API for connection to hospital websites, patient portals, kiosks, and facility management systems
- **Usage analytics and anonymised statistics**, providing insight into navigation demand, peak usage areas, and common destinations

Accessibility considerations

The service is designed to support inclusive navigation by providing:

- High-contrast visual elements
- Text-based route descriptions alongside maps
- Support for assistive routing scenarios (e.g. wheelchair access)
- Device-agnostic browser access without mandatory downloads

Service Delivery and Operation

The service is delivered as a fully managed SaaS solution. Onboarding starts with a collaborative kickoff meeting to align on scope, timelines, and responsibilities. Training is provided via online sessions and a comprehensive knowledge base with videos and documentation. Updates and improvements are deployed centrally without customer intervention. Offboarding includes structured data export and secure deletion of remaining service data.

Technical Architecture and Requirements

The service operates as a public-cloud SaaS solution. It supports browser-based access and mobile devices (iOS and Android). Indoor positioning can be enabled via BLE infrastructure or used without positioning for QR-based navigation. Floor plans can be imported in DWG, PDF, or GeoJSON formats. A REST API enables integration with third-party systems.

Performance and Service Levels

The service guarantees 99.9% availability. Performance is monitored continuously, with autoscaling and load balancing to handle peak usage. Response times and system health are tracked using real-time dashboards. Service credits apply if availability targets are not met.

Support and Maintenance

Support is available via email, ticketing, and phone during UK business hours (Monday–Friday, 9–5). Critical issues receive a response within 2 hours, major issues within 4 hours, and minor issues within 8 hours. Planned maintenance is communicated in advance. Onsite support is available at additional cost.

Data Backup, Recovery, and Business Continuity

All critical systems are backed up automatically by the hosting provider. Restore procedures are tested and documented. Business continuity and disaster recovery are managed through defined runbooks and incident processes aligned with the organisation’s ISO 27001-certified ISMS.

Security, Compliance, and Data Protection

The service operates under an ISO/IEC 27001-certified Information Security Management System. Data in transit is protected using TLS 1.2 or higher. Data at rest is protected through physical and logical security controls at certified datacentres. No personal data is processed. Annual external penetration testing and continuous vulnerability management are in place.

Constraints, Limitations, and Exclusions

BLE-based indoor positioning requires compatible beacon infrastructure. Custom integrations with legacy systems may require additional lead time. The service does not currently fully comply with WCAG or EN 301 549 standards, though accessibility features are provided. Advanced assistive technologies may experience limitations.

Hosting and Data Location

The service is hosted in certified datacentres within the European Economic Area. Data residency is limited to the UK/EU. Customers do not control individual data storage locations but benefit from compliant, accredited hosting environments.

Exit Management and Data Portability

At contract end, customers can export their digital building models and points of interest in CSV, GeoJSON, or IFC formats. Usage statistics can also be exported. After successful data transfer, all remaining customer data is permanently deleted from supplier systems.