

SISU Wellness Ltd,
Registered 07827958,
First Floor Swan Buildings,
20 Swan St,
Manchester,
M4 5JW,
UK

Service Definition – SISU Health Prevention and Population Health Analytics Solution

Framework: G-Cloud 15

Supplier: SISU Wellness Ltd, trading as SISU Health

Last updated: 28 January 2026

1. Service overview

The SiSU Health Prevention and Population Health Data Analytics Platform is a cloud-based software service that enables organisations to deliver self-service health measurements and questionnaires through the SiSU Health Station, with digital results and anonymised, aggregated population-level analytics and insights provided to the Buyer via a secure web platform.

2. What the service does

Individuals (Users) use the SiSU Health Station to complete self-service health measurements and questionnaires. Results are made available digitally to the User.

The Buyer is provided with anonymised, aggregated population health data analytics, insights and reporting through a secure web-based interface. These insights support population health analysis, service planning and evaluation.

The service is delivered as a managed Service.

3. Service components

The service includes:

- Cloud-hosted SiSU Health Platform
- Web-based reporting and analytics interface
- Mobile and web access for users to view results
- Configurable questionnaires, pathways and reporting views
- Secure data storage and processing
- Ongoing platform maintenance and updates
- Health Station hardware as part of the managed service where applicable (health station hardware is not sold and remains the responsibility of the Supplier)

4. Intended users

The service is intended for use by:

- Public sector organisations
- NHS, local authorities and public health teams
- Employers and community organisations
- Service administrators and analysts
- End users accessing Health Stations in buyer-managed environments

5. Service delivery model

The service is delivered as a public cloud SaaS solution. Infrastructure, hosting, security, maintenance and updates are managed by the Supplier. Buyers do not manage or access underlying infrastructure, cloud resources or platform components.

6. Onboarding

Onboarding typically includes:

- Initial service configuration
- Health Station setup and installation (where applicable)
- Remote onboarding and guidance
- Configuration of analytics and reporting

Onboarding timescales vary depending on deployment scale and requirements.

7. Support

- Email and phone support provided by the Supplier
- Standard support hours: Monday–Friday, 09:00–17:00 (UK), excluding public holidays (Additional support options may be available by agreement)
- Urgent issues are acknowledged within four business hours and escalation routes available for service impacting issues.

8. Service availability

The service is designed for high availability with a target availability of 99% uptime. Planned maintenance is scheduled outside peak hours and communicated in advance.

9. Security and data protection, standards and compliance

This service is hosted in the AWS UK Region. AWS infrastructure complies with recognised security standards including SSAE-18 / ISAE 3402. Security controls include but are not limited to:-

- Data encrypted in transit using TLS 1.2 or above and data encrypted at rest
- Role-based access controls
- ISO/IEC 27001-certified Information Security Management System
- Annual CREST-approved penetration testing
- This service meets applicable requirements including GDPR, DTAC, DSPT and Cyber Essentials.

10. Data Handling

- Individual Users access their own personal results through the service.
- The Buyer accesses anonymised, aggregated population-level insights only. The service does not provide the Buyer with access to identifiable individual-level health data unless otherwise agreed.
- At the end of the contract, service access is removed and Service Data is returned to the Buyer or securely deleted in accordance with agreed exit processes.

11. Configuration & Customisation

Buyers can configure the service using in-product options, including locations, reporting views, languages and pathways.

Bespoke software development, custom data integrations or data transfers outside standard service functionality are not included in this Service Definition, but may be supported under a separate agreement.

12. Service constraints

- Requires reliable mobile internet connectivity is required at deployment locations
- Hardware availability subject to stock and manufacturing lead times
- Some features require current supported browsers or mobile operating systems
- Support is provided during UK business hours unless otherwise agreed

13. Contract end

At the end of the contract, the service is ceased and where applicable data is returned or deleted and the Health Station hardware provided as part of the managed service is collected by the Supplier.