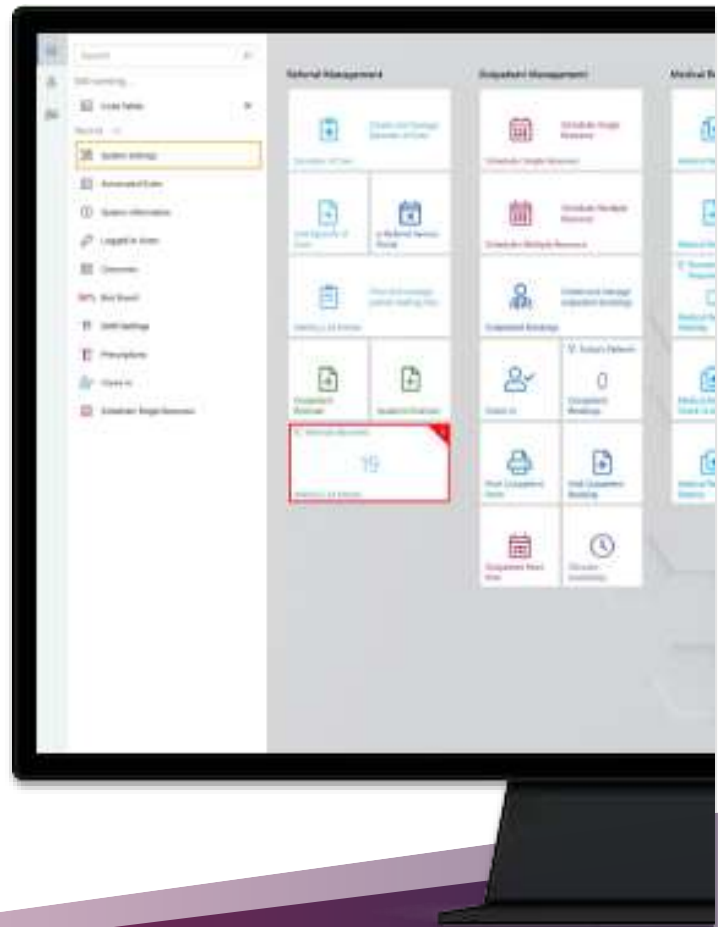


**Framework reference: RM1557.15**



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## Who are we?

Founded in 1986, we've been supporting healthcare organisations for over 35 years. our focus has always been to go beyond immediate needs, and instead, concentrate on providing a future-proof solution, implementation, and support service to all of our customers.

Fast forward to today, and through a process of constant reappraisal, we are proud to continue to deliver exactly that. Ensuring the future needs and aspirations of committed healthcare professionals are always achieved, with industry-leading software solutions that stand the test of time.

*An industry leader in innovative healthcare software solutions for integrated healthcare & better patient care*

## Our Commitments

### **Innovating to benefit the client**

As a customer-centric company, Streets Heaver constantly looks for new ways to innovate on behalf of their customers to meet their future needs.

### **Proactive about action**

Every customer interaction is important to us; so you can operate safe in the knowledge that we're rapidly doing our utmost for you.

### **With you, every step**

In the ever-changing healthcare environment, we listen to clients, reconfiguring systems, adding new features, and delivering updates quickly and painlessly.

### **Unparalleled customer service**

From day-to-day support queries, detailed strategic planning, or responding to an emergency; our knowledgeable team are always at hand.

## Our Accreditations

Streets Heaver strives for excellence in all areas of the business, below are who they are currently accredited with.



**ISO 9001:2015 –  
Quality  
Management  
System**



**ISO/IEC  
27001:2022 –  
Information  
Security  
Management  
System**



**Data Security and  
Protection Toolkit  
(DSPT)**



**Microsoft Partner**



**e-RS (Choose and  
Book) Accredited**



**Cyber Essentials  
Plus**



**Crown  
Commercial  
Service  
Provider**



**B Corp Certified**

## Product Introduction

Since 1986, we've delivered forward-thinking healthcare software to over 30 Private Patient Units (PPUs) including 19 of the top 20 earning NHS PPUs. We offer an industry-leading private patient billing and administrative solution, Compucare®.

**Compucare** delivers a combination of smarter scheduling, easier compliance and faster billing, seamlessly integrating with any hospital Patient Administration System (PAS) to maximise accuracy and efficiency. It electronically centralises patient information, administrative, clinical, and financial, across the entire care continuum; ensuring your patients' well-being is kept at the forefront and improving the efficiency of data entry.

The system solves the problem of disconnected, offline or inaccurate patient workflows to improve patient safety and increase efficiency through our best-of-breed Electronic Patient Record solution.

- Effortlessly navigate the full patient pathway
- Real-time visibility of your patient on-the-go
- Fully integrated solution for seamless experience

“

*[Compucare] enables us to be more timely in communications, and allows for paper light options that are more environmentally conscious. We've had great feedback from the clinicians and staff using the system too.*

”

Claire Harley, Director of Patient Services at Benenden Hospital, Kent

## Our Services

Our team provide a full end-to-end implementation, configuration and mobilisation service including onboarding and training customer stakeholders to ensure users can maximise the broad functionality available to them and gain real value in terms of operational efficiencies, cost savings and improved patient outcomes.

Our ongoing management and support function is available to customers as a standard (weekday 09:00-17:00) offering.

## Compucare Summary

Compucare's intuitive, modular-based, user interface centralises data across people, information and applications, to transform how your unit works. Our modules are split into the following categories:

### Software Modules (mandatory)

- Patient Electronic Patient Record (EPR)
- Outpatient Management
- Inpatient and Daycase Management
- Billing and Invoicing
- Contract Management
- Patient Ledger

- Provider Ledger and Provider Invoicing
- Electronic Data Interchange (EDI)

### **Interface Modules**

- SMS Service
- Debit/Credit Card Module
- Accounts Export/Link

### **Third Party Interfacing Modules**

- Integrations

### **Other Components**

- Report Generator
- Patient Portal
- Dedicated Hosting

## Service Details

### Presales Engagement

During our pre-sales engagement, we will hold an initial discovery meeting with the customer. This will help us to identify the pain points they're experiencing, and what specifically they're looking for from a new software solution. After this session, we document and map their key requirements against our available functions (including any requirement gaps and suggested workarounds/third party alternatives), in order to provide a tailored software demonstration to their key stakeholders, delivering a comprehensive overview of our proposed solution. We will engage with the customer's IT Team to review their preferred infrastructure/hosting strategy; and also engage with their integration and finance teams, to agree the high level technical approach to integrating our system with their main PAS system and the hospital accounting system.

Beyond the functional and technical requirements, we engage with the customer providing expert advice on the amount of support that they'll need to configure, test and deploy the software. A summary of each software module's functions, mapped to the customer's specific requirements, will be sent to the potential client, accompanied by our written proposal for the licences and professional services to implement our solution successfully within their organisation. We then engage with the client further on our proposal as needed, ensuring that their purchase decision is well informed; with all information gathered during the pre-sales stage being passed across to our Implementation Team in a comprehensive "Project Brief" so that all parties understand the full scope of the project.

### ***Added Value***

We follow a consultative selling process that works with the customer to identify which software licences/functions and professional services are 'must haves' for day one versus which are 'nice to have' and can come later. We will help the customer to rank their requirements using the industry recognised MoSCoW rating system, meaning that both parties understand what's important to the project and what is not. From this, we will develop an understanding on data volumes (patients/bookings/transactions) which will help us to advise the customer on whether a feature of our solution is a good fit for aiding them with that requirement or whether it could be brought in later, as their business grows.

A recent example of this is a customer that we supported, where they were collecting a small amount of radiology reporting fees on behalf of the radiology team, but the volume of data wasn't significant enough to warrant a whole software module being licenced to perform that small task. Instead, we provided report data to help the customer with their end of month payment run to those individuals.

## Implementation Services

These implementation and configuration services are offered to both new customers, as well as those currently with an on premises version of the platform, looking to migrate towards our Azure cloud offering.

Streets Heaver will use the PRINCE2 method of project management. This method has the following steps:

- Project Startup
- Project Initiation
- Project Implementation and Management
- Project Closure

Each project will be assigned a **Project Manager (PM)** who will:

- Tailor and revise the draft project plan prepared by the Project Quality Manager in Liquid Planner.
- The PM will produce a Project Initiation Document (PID), and whilst some sections will be completed by Sales and Marketing, it is the PM's responsibility to ensure it is always updated and remains relevant
- The PM will coordinate and co-chair a client kick-off meeting. The PID should be presented and this will serve as an agenda and meeting content
- Following the kick-off meeting the PID is to be updated and communicated with the meeting outcomes and targets.
- Assess any information security risks for the project
- Regularly maintain the project plan
- Attend project meetings with the client
- Provide regular updates to Streets Heaver management regarding the project

We meet with customer IT teams or IT services partners in order to run through our software technical requirements and interface setup to ensure that they are fully understood. This helps our customers to fully understand the total cost of the project beyond just our own software/services provision; and gives them access to subject matter experts from our technical sales team, to answer their initial questions/aid their high level environment designs and jointly determine any dependencies on 3rd party suppliers.

### Project Initiation Document (PID) Contents:

|                                                               |                                                                         |
|---------------------------------------------------------------|-------------------------------------------------------------------------|
| Project Brief that focuses on Business Case and Project Scope | Expected workflow and relationship with purchased products (high level) |
| Approach to the project's management and the ground rules     | Additional defined Roles and Responsibilities                           |



|                              |                                    |
|------------------------------|------------------------------------|
| ■ The purchased product list | ■ Agreed and/or defined tolerances |
| ■ A RACI Matrix              | ■ A lesson learned review          |
| ■ Agree any identified risks | ■ Acceptance criteria capture      |
| ■ Project closure details    | ■ Training needs                   |

As part of our project planning, any dependencies on 3<sup>rd</sup> party suppliers or internal teams within the customer's business to deliver the hardware environment or required interfaces etc, is mapped into the plan to ensure that the required works are understood, documented and agreed by all parties. As the project progresses, we will liaise closely with customer internal teams via weekly project meetings. Nominated 3<sup>rd</sup> party partners will also be invited to these meetings, in order to ensure that the project plan is up to date, highlighting any risks/issues as they become apparent, and working with all parties to mitigate them, answering technical queries and documenting agreed actions/due dates.

#### Core Project Management Documentation:

|                          |                        |
|--------------------------|------------------------|
| ■ Project Plan           | ■ Project Brief        |
| ■ PID                    | ■ RAID Log             |
| ■ Issues Log             | ■ Risk Register        |
| ■ Change Control         | ■ Mid-Project Report   |
| ■ Project Closure Report | ■ Acceptance Documents |
| ■ Project Handover       |                        |

“

*It's the best software I know of for private patient management. The staff were very helpful and proactive in our implementation.*

”

The Northey Suite, Epsom Hospital

#### Deployment Support

The Project Manager will keep the project under constant review to ensure deliverables meet the agreed acceptance criteria and represent value for money. A Mid-Project report will be created by the Project Manager to evaluate the project overall and to ensure the Project Board have all the information required to approve to the project's

continuation. The project plan will also feature several other checkpoint opportunities per project stage. Internal testing and acceptance of the project products will be carried out and signed off prior to Client Acceptance. The Project Manager will provide a weekly status report to Management of the progress of the project.

In the event of a change to the plan and/or its milestones this will trigger a Change Control process. This will require sign off by the Client and Streets Heaver CAB (Change Approval Board)

Client acceptance tests will be performed in accordance with the standard acceptance tests for the product, unless otherwise specified by the customer. This will be defined as part of the PID and should be captured in the early stages of project start-up.

The Project Manager will provide regular feedback to the client of the status of the project. For the defined projects by their scale this is expected to be by means of a Highlighted Report.

## Handover and Aftersales

Once a Project has gone live a handover to Support must take place within 1 month.

An end of project meeting with the client will be held with the client up to 3 months after go live. This will also include a Project Closure Evaluation Form.

## Training

Our implementation training offering covers a number of options, tailored to each customer's needs and use case, as well as the module combinations selected. These include:

- **Remote or On-Site User Training (Half Day or Full Day):**
  - **Super-user training sessions** to ensure that the customer receives the appropriate knowledge on their system configuration, advised processes and day-to-day operation of the system; delivered as a train-the-trainer model.
  - **Standard user training sessions** are tailored to the user target audience, to demonstrate features and functionality applicable to their roles.
- **Remote Data Collection Workshops (Half Day):** These sessions provide an early overview and introduction to the Compucare system as we start to configure it for each customer. They help to surface configuration data to facilitate implementation and allows us to understand customer needs as they relate to the platform and its outputs.
- **Remote System Playback Sessions/Workshops (Half Day):** This offers an early playback session of the configured system to the customer, before official UAT testing begins, to surface any obvious misinterpretations of the provided data setup or system configuration, to ensure these are identified and rectified

before moving to the official User Acceptance Testing (UAT) phase.

## Customer Knowledgebase

After training, users will have access to our Customer Knowledgebase, which contains quick guides on performing certain actions. If further documentation is needed, the customer Super User team can create and document their own Standard Operating Procedures or localised quick reference guides.

We release new versions of our software approximately every 6 weeks. In order to provide effective knowledge transfer to customers on the latest changes and enhancements to our products, we use the following communication methods:

- Regularly update Knowledgebase Articles/Manuals/FAQs/Implementation Guides on our online Customer Portal
- Email Marketing / Monthly Customer Newsletters
- Online Release Notes with links to YouTube videos on how each enhancement works
- Quarterly Webinars to live demo the latest enhancements, provide implementation advice and an opportunity to ask questions
- Customer Account Executives will discuss recent and upcoming changes during Quarterly Review meetings.
- User Group meetings with customer accounts to annually present our roadmap and to learn what future changes might be beneficial to our customer base

As new features are implemented, client specific project documentation and process diagrams/flowcharts are added to/amended, ensuring that the customer's implementation is fully documented.

## Support Service Levels

Our ongoing support helpdesk is available for users to raise tickets via email, online through the portal itself or by telephone. We offer two levels of support:

- **Standard:** 9 to 5 (UK time), Monday to Friday

We have the following Service Level targets for our helpdesk team:

### **Priority 1 - Urgent (Infrastructure)**

Tickets will be responded to within a target time of 0.5 Working Hours and Streets Heaver will use its best endeavours to restore functionality within 5 Working Hours.

**Priority 2 – High**

Tickets will be responded to within a target time of 4 Working Hours and Streets Heaver will use its best endeavours to provide a solution or workaround within 10 - 20 Working Hours.

**Priority 3 - Normal**

Tickets will be responded to within a target time of 8 Working Hours and Streets Heaver will use its best endeavours to provide a solution or workaround within 20 - 30 Working Hours.

To ensure that SLAs are met, we use the 'Zendesk' helpdesk system to manage and monitor all issues/tickets raised with the support team; any tickets approaching their SLA targets are automatically escalated to team leaders and department managers; with high/urgent priority tickets being escalation to the Operations Manager and the Customer Success Manager.

We provide live dashboard access to support and maintenance statistics relating to tickets raised, ensuring both parties have full visibility on whether response and resolution targets are being met.

To ensure Account Management deliverables are met, our Customer Account Executives will lead quarterly review meetings to receive feedback from the customer on their use of our solutions or pain points; and to review and manage issues lists or enhancement request lists, for how our services/products can be improved for our customers.

## Offboarding

Each customer remains Data Controller/Data Owner and Streets Heaver act as Data Processor for hosting, support and maintenance of the platform. If the contract is terminated or is not renewed by a new agreement, we would engage with the customer regarding Exit Management Services for their data.

As a minimum, customer data will be returned in Azure SQL Database format, to facilitate customer queries. As part of the Exit Management Services, we can provide the data/tables in CSV format; or the format required by a replacement provider/solution. This will be charged at extra costs based on time/expertise needed as detailed with our Pricing Schedule.

After the data has been returned, customer's are required to sign off the return and authorise our team to fully remove their data from our infrastructure. This typically is completed within 14-30 days.

## Provision of the service

### Pricing Overview

As a modular platform, customers are able to select the aspects of the software that best suit their needs. Our team are always available to help configure, new modules and adjust existing modules to adapt to changing staff and organisation-level structures to maximise the value gained from the platform.

#### Recurring Costs:

- **Support** is determined by the modules selected and the level of support required.

#### One-Off Costs:

- **Implementation configuration** is charged per module per user, with differing costs across our suite of modules.
- **Training** is charged on a day rate basis.

### Customer Responsibilities

For the implementation of Compucare, it is expected that the Customer will dedicate an internal Project Manager (with sufficient project skills and business knowledge) to act as the single point of contact for Streets Heaver throughout the duration of this project. This Project Manager allocation is vital to the successful co-management of the Implementation Project; and they will answer all queries, make all decisions and will attend all project calls, meetings and sessions. All of this, will require your Project Manager to dedicate considerable time to working on this project.

An authorised representative from the Customer will review all work carried out by Streets Heaver throughout the project and will sign off at the appropriate stage or sprint before work commences on the next stage or sprint. Once signed off, no additional changes will be made to the items included in that stage or sprint.

Changes to the scope of the Implementation Project to implement Compucare, or Customer caused delays to the project, may result in a quotation and additional charges from Streets Heaver for the additional Professional Services required, beyond the original implementation quote.

Further details around customer responsibilities are included within our G-Cloud T&Cs.

## **Data Protection**

### **Information Assurance**

Streets Heaver Computer Systems has a robust ISO-based Management System (ISMS) and in order to ensure compliance will implement additional or augmented company-wide controls to meet GDPR requirements within the ISMS. Led by our QA Manager, we have a selection of information security policies and procedures and management systems, informed by data flow mapping, gap analysis and data protection impact assessments.

All staff received induction training and annual refresher programme to maintain awareness of our obligations and staff responsibilities.

Compliance is supported by a review of existing contracts with data controllers, the use of sub-contractors and any data export arrangements.

We have a dedicated QA Manager to inform, advise and monitor compliance across the organisation, with tools that support the process, provide necessary security and ongoing delivery of objectives.

As data processor, the company has risk assessments detailing the data types we hold, and a data protection impact analysis of personal information stored and processed. Policies such as incident response plans and backup data retention are reviewed and updated annually.

### **Data Backup, Data Restoration and Disaster Recovery**

Security and data protection are critical in healthcare. Compucare on Azure meets the highest standards for security and compliance, including ISO 27001, ISO 9001, and Cyber Essentials Plus.

With automatic backups, disaster recovery, and reduced downtime risk, your organisation gains peace of mind and business continuity. Combined with Azure's built-in threat detection and encryption, you can be confident that your data is protected every step of the way.

### **Availability and Resilience**

Compucare on Azure ensures tenant isolation and consistent performance through:

- Dedicated SQL resources per client, with enforced CPU and disk limits via Azure SQL pools to prevent overuse.
- Multi-tenant services with built-in autoscaling, ensuring shared components

scale automatically based on demand. Single tenant based resources are resourced independently.

- Real-time monitoring and alerts via Azure Monitor and Application Insights, allowing proactive response to any performance risks.

The platform targets 99.9% availability, leveraging Azure SLA-backed services. Global Redundancy is built into web, API, and database tiers using failover groups and autoscaling. Critical services are monitored 24/7 with proactive alerting and support.

## Security

We deploy a number of safeguards to protect data within and between the system:

### Between networks:

- Data in transit is encrypted using TLS 1.2+.
- IP whitelisting and VPN tunnels (IPSec) are used for secure communication between client sites and Azure.
- Role-based access control (RBAC) and conditional access are enforced via Azure AD.

**Internal data is protected** via Azure-native security controls, including:

- Network security groups (NSGs)
- Azure Firewall
- Private endpoints
- Segmented VNETs per client
- Data flows are monitored via Azure Defender and Sentinel.
- SQL Data encrypted at rest.
- All data at rest is encrypted using AES-256 encryption.
- Transparent Data Encryption (TDE) is enabled on all Azure SQL databases.
- Azure Storage encryption is also enforced for Blob and File storage.

## Social Value

In December 2023, Streets Heaver became **B Corp certified**. This means we are committed to sustainability, social responsibility, and ethical business practices. Based on the B impact assessment, we earned an overall score of 96.4. The median score for ordinary businesses who complete the assessment is currently 50.9.

Our award reflects numerous initiatives delivered over the years in our pursuit to embed socially responsible practices as part of our business as usual operations. These include:

**Trained MHFA Champions**

to support employee mental health and wellbeing

**Half-day weekly personal**

**development** time for all employees to upskill

**Comprehensive private health**

**insurance** covering staff and immediate families

**Annual volunteer days**

for employees to support local charities and causes

**£12,500 pledge** to Lincoln City Foundation's Fighting Fit cancer programme

**Annual charity fundraising**

exceeding targets, supporting local community initiatives

**B Impact Report published**

**annually** to track sustainability and social progress

**Office renovations with energy-efficient technologies** and eco-friendly materials

**Actively reducing carbon**

**emissions** with a target to be net zero by 2040

**Achieved ISO 27001 and 9001**

certifications for quality and information security

## Contact

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