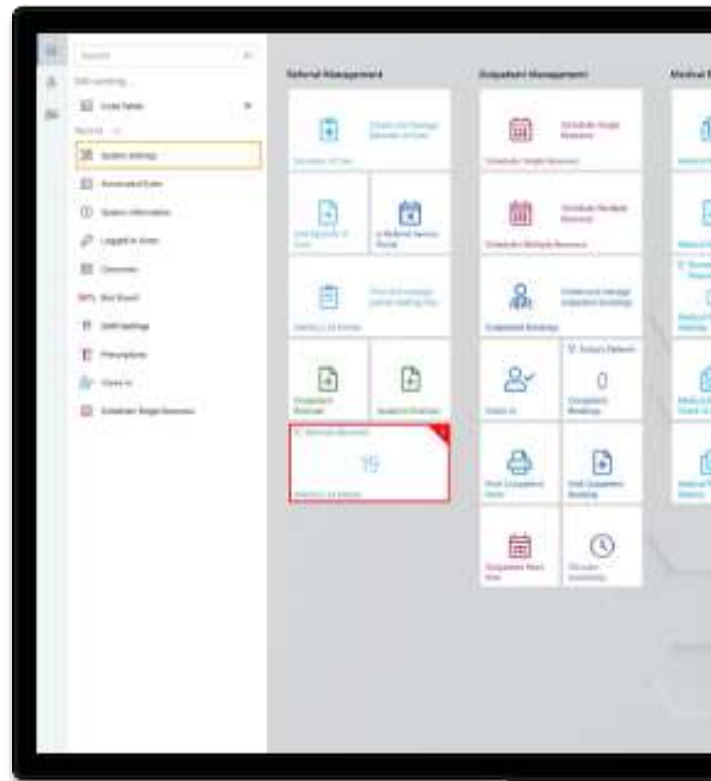


Service Definition

Compucare®

G-Cloud 15

Framework reference: RM1557.15



**STREETS
HEAVER**

Compucare®

Who are we?	4
Our Commitments	4
Our Accreditations	5
Product Introduction	5
Associated Services	6
Computcare Detail	6
Software Modules (mandatory)	6
Interface Modules	7
Third Party Interfacing Modules	7
Other Components	7
Patient Electronic Patient Record (EPR)	8
Outpatient Management	9
Inpatient and Daycase Management	10
Billing and Invoicing	12
Contract Management	13
Patient Ledger	14
Provider Ledger and Provider Invoicing	15
Electronic Data Interchange (EDI)	16
SMS Service	17
Debit/Credit Card Module	18
Accounts Export/Link	19
Integrations	20
Report Generator	21
Patient Portal	23
Dedicated Hosting	25
Using the Service	27
Presales Engagement	27
Implementation	28
Deployment	30
Handover and Aftersales	30
Training	30
Customer Knowledgebase	31

Support Service Levels	31
Software Updates	32
Offboarding	33
Provision of the service	33
Pricing Overview	33
Customer Responsibilities	34
Technical Requirements and Client-Side Requirements	34
Data Protection.....	34
Information Assurance	35
Data Backup, Data Restoration and Disaster Recovery	35
Availability and Resilience	35
Security.....	36
Social Value.....	36
Contact	37

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

Associated Services

In addition to the product, our team provide a full end-to-end implementation 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 08:00-18:00) offering.

Compucare Detail

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



Patient Electronic Patient Record (EPR)

Compucare EPR offers real-time patient information. Designed and built specifically for the modern healthcare professional.

Structured Clinical Notes

Structured Notes is a searchable electronic clinical record allowing doctors, nurses and pharmacists to write free-text notes within a simple to use editor. Clinicians can upload and annotate photos or diagrams on any of our available templates. Users can also create an infinite number of their own dedicated forms and templates.

ePrescribing & Current Medication

Compucare's electronic prescriptions enables users to record all medications the patient is currently using. It increases patient safety by warning and preventing invalid drug combinations. Compatible with Safescript, current medication is cross-referenced in both the prescribing and dispensing process. All known drugs that a patient has taken are recorded; along with who prescribed them.

Clinicians View

Compucare's Clinicians View removes the administrative information that is unnecessary for the clinician to see or record. Simplifying the viewing pane to procedures, observations, findings and outcomes. All data is viewed and recorded in real-time removing the manual re-keying of paper notes.

Patient Timeline

The Compucare Patient Timeline displays a record of all events for a patient ordered by date. This includes orders, form results, prescriptions, waiting list entries, episodes of care and bookings. The data displayed is for clinical purposes only, so no administrative data is shown.

eDischarge

Safely transfer standardised clinical information using PRSB headings and coded data, which can be extracted directly into GP IT systems. Improving communication across all care settings for better patient safety and accurate and legible discharge information.



Outpatient Management

Our Outpatient Management simplifies the appointment process. With a comprehensive set of scheduling options including single, ad-hoc, recurring and group bookings, Compucare Outpatients provides a simple yet effective way of managing appointments. Quickly amended, cancel, delete or move bookings at the click of a button.

Patients can be entered by a specific date and time, or via quick search, into the next available appointment slot, taking into account their own criteria and preferences. Instant access to their electronic patient record (EPR) and appointment history, further supports clinicians in providing a smooth and timely service.

Automated tasks reduce administration time, as does the ability to manage room availability, equipment and resources, straight from within the module.

Manage Waiting Lists

Streamlined waiting list management enables users to quickly identify patients that are close to, or at risk of, breaching waiting time targets. Since some patients need to be seen more urgently than others, a priority can be assigned to each patient.

Reduce Risk of Missed Charges

With direct links to billing, the risk of missed charges is reduced since attendance and cancellation fees can be automatically added to the patient's account. Furthermore, invoices can be generated at the outpatient reception and payment taken there and then.

Key features of this module include:

- Advanced search functionality to find preferred appointment times
- Prioritise slots, emergency appointments for example
- 'Real-time check in' records time arrived, seen and completed
- Request laboratory tests or other examinations using Compucare Order Processing
- Produce appointment letters, forms and labels
- Customisable clinic lists
- Access to a comprehensive collection of reports providing a clear view of all scheduling activity



Inpatient and Daycase Management

Our Inpatient and Daycase Management module simplifies and manages patient admissions, transfers and discharges. With real-time information easily available.

Users can manage planned and emergency admissions, recording all relevant booking and insurer information along with any admission notes. With the ability to store an insurer's authorisation code and the expiry date, Compucare helps you keep track of patient's whose authorisation is due to expire.

Patients can be easily transferred to another ward or bed with the original bed being cleared for another patient or reserved. A full bed management history is visible within the patient's admission.

Securely Bill And Discharge Patients

Compucare Inpatients automatically bills patient accommodation charges based on the bed history for an admission. The amount of deposit required can be recorded as part of the booking and payment recorded via an easy to use cashier screen.

Automatically generate an invoice of uninsured billable services for a patient upon discharge, rather than waiting for a letter to be dictated and typed.

Ensure patient safety and continuity of care during inpatient and day case discharge with the eDischarge Summary form. This electronically transfers patient data, including future care plans and details of medication, to GP services via a secure MESH mailbox.

Bed Management

Provide real-time monitoring of bed occupancy and increase the utilisation and capacity of your wards using our electronic bed board.

Replacing the manual whiteboard that many wards still rely on, the electronic bed board eliminates the onerous work involved in constantly updating patient information and the potential errors when information is not regularly updated – for example, simple colour coding enables staff to see at a glance which beds are free or who is waiting to be discharged.

Key features of this module include:

- Easily schedule inpatient and day case admissions
- View a real-time graphical representation of the ward bed plan
- Record transfers to another bed or ward
- Electronically share patient data with GP services via secure eDischarge

summary forms

- Visual alert of how many patients are due to arrive for admission at the same time
- Produce inpatient letters, registration forms and labels
- Produce Laserband patient identification wristbands
- View all patients who have returned from theatre requiring scheduled observations





Billing and Invoicing

This module provides accurate and timely billing, to increase organisations profitability and manage its entire revenue cycle.

Improve cash flow

Reduce the time spent on paperwork to insurers by sending invoices electronically, prompting quicker reimbursement, directly from Compucare. Patient invoices can be prepared and delivered on discharge, shortening the payment cycle.

Patient billing

Compucare creates automatic invoices based on each customer's own, personalised, contract rules. This could include information only, uninsured items, interim billing or final invoices; ensuring you never miss a charge and ultimately protecting your bottom line.

Charge capture

Patient charges such as bed fees, diagnostic tests, consultant fees and surgical procedures, are automatically captured and assigned throughout Compucare. Third-party charges can also be imported or added against the patient manually.

Estimator Tool

The Estimator Tool helps users create multiple price estimates for both Outpatients and Inpatients through the Compucare system, rather than having to use external pricing spreadsheets. This valuable feature saves the user from manually rekeying data and ensures individuals can quickly retrieve prices for patient queries through a user-friendly interface.

Key features of this module include:

- Integrates with EPR for instant access to patient information
- Bill, print and post invoices and credits individually or by batch
- Generate fast price estimations for Inpatients & Outpatients with the Estimator Tool
- Automated charge capture, reducing lost charges
- Multiple customisable invoice and credit layouts
- Customisable security access, for example, allowing certain users to record charges but denying access to billing
- Access to a comprehensive selection of reports including the tracking of invoices and unbilled services



Contract Management

This module supports automated, accurate arrangements with insurers and purchasers to help customers reach their financial goals efficiently. Our unique approach to contract management uses master templates, created with a comprehensive set of billing rules, that subsequent contracts are effortlessly built upon. Price changes can be setup in advance and implemented when required.

Typical billing rules include:

- Daily package and standard charge items
- Fixed price and theatre packages
- Dispensing fees
- Discounts by price range or for a group of items
- Hourly charging
- Procedure discounts
- Simple discounts and mark up
- Special prices by billing group or individual item
- Bill to separate invoice
- Nominal splits
- Uninsured items

Management reporting on demand

The modules allows customers to monitor and access profitability in real-time. Compucare offers full visibility of all contracts, including price, standard price and applied discounts, with complete reporting; so you have total transparency whenever you require it.

Key features of this module include:

- Manage follow on contracts
- Flag purchasers and contracts as “on stop”
- Set effective from and to dates
- Specify when the contract is available for selection, for example outpatients or inpatients, males or females, adult or child





Patient Ledger

Patient Ledger provides full credit control to manage a patient's debt, streamlining the entire credit control process and automating many of the tasks associated with revenue capture. As a period-based accounting system, Compucare only posts transactions to the relevant period, therefore providing managers with accurate, static, month end reports.

Easily see at-a-glance, the balance outstanding on any patient's account. Transactions are colour-coded with the option to display all transactions or only those which are outstanding and specific transactions can be located using an easy to use search facility.

Streamline revenue capture

Electronic remittances can be received via EDI (electronic data interchange), enabling automatic processing and saving time and Compucare's Credit Card link facilitates direct payment by debit and credit card.

Users can record and keep track of payments, whether it's for the full amount or part-payment, with regular payments being taken via the Cashier screen; which can be interfaced with chip-and-pin devices.

Managing patient accounts

Accounts can easily be flagged as on-stop, preventing further activity until the account is settled and a full record of payment chasing can be maintained using the patient notepad. Combined with Compucare's EPR, means there is no need for re-inputting patient details or risk of duplication.

Should a debtor's letter be required, the automated routine generates a letter based upon the number of days overdue. Shortfall letters can be produced automatically for unfunded charge items and insurance policy excesses. Highly customisable, letters can be personalised to include your company logo and reflect your brand.

Key features of this module include:

- Process receipts, adjustments and refunds
- Produce statements by patient or purchaser
- Process manual or automatic reminder and shortfall letters
- Exports to Compucare Financials and other accounting systems for management reporting
- Access to a comprehensive collection of reports including aged debt analysis and period reconciliation



Provider Ledger and Provider Invoicing

This module manages consultant fees owed to and owed by third party providers, consortiums and pools. Their debt and liability can either be handled separately or the liability netted off against the provider payment. If any administration fees apply, this can be setup and automatically deducted from the amount payable to the provider. Invoices can be raised to consultants for services such as room hire, as well as consumables.

Automating financial processes

All the necessary calculations are carried out for customers automatically, with the provider amount or percentage being automatically posted to the relevant account, saving time and improving accuracy. Payment batches can be produced automatically, with the option of paying now or waiting until the patient has paid their invoice.

Clear information

Users can effectively manage consortiums and pools, with a payment being shared between each member on a fixed percentage basis, or see at-a-glance the outstanding balance owed to a consultant. Transactions are colour-coded, with the option to display all transactions or only those which are outstanding, and specific transactions can be located using an easy to use search facility.

Key features of this module include:

- Process invoices, credits, adjustments, payments and refunds
- Manage ad-hoc charges and daily fees to consultants
- Generate cheques and remittances
- Produce statements
- Access to a comprehensive selection of reports including payments due and provider account ageing





Electronic Data Interchange (EDI)

Users are able to submit invoices electronically to insurers via Healthcode and receive payments. Compucare EDI is a secure and effective way to submit electronic claims and receive payments from insurers, speeding up your reimbursements and streamlining your revenue cycle.

Using Healthcode's technology, Compucare EDI is able to electronically bill insurers through a secure online network which is encrypted to online banking standards.

Key features of this module include:

- Validation of bills pre-delivery to ensure information is correct according to insurer's rules
- Reduce administration and cost
- Faster payments from insurers
- Maximise cash flow

“

Streets Heaver is absolutely great and committed to the client's success. To them, it is not all about sales and money, it is about providing the client with the best support to grow their Private Patient business.

”

Barts Health NHS Trust



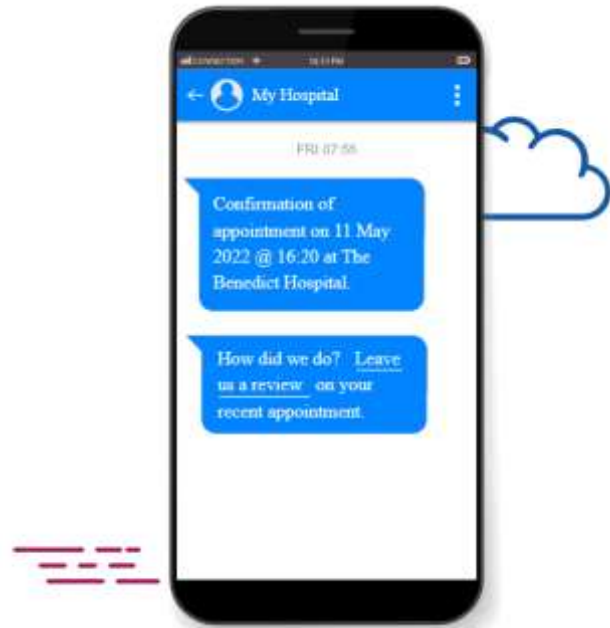
SMS Service

This interface module allows your team to automate patient appointment reminders, send promotional messages and share test results with both patients and clinicians.

Improve patient experience

Did Not Attends (DNA's) are problematic throughout all clinical environments, costing hospitals valuable resources. This module's SMS Service not only provides timely reminders to drastically reduce DNA's, but also automates administrative tasks and improves staff productivity.

Compucare SMS Service ensures an accurate and efficient flow of communication, ensuring patients are kept fully informed regarding their clinical agenda, resulting in a drastically improved patient experience and customer service.



Key features of this module include:

- Text message delivery to patients and clinicians
- Appointment confirmations and cancellations
- Automatic reminders 24 hours before a patient's appointment or admission
- A complete SMS history is held in each patient's Correspondence App, including delivery reports
- Patient arrival and cancellation notifications for Clinicians
- Clinicians are notified regarding available patient lab results and radiology reports (able to view in Compucare Patient EPR)
- Automatically share review request links and other promotional messages



Debit/Credit Card Module

Using PXP's technology, this module provides secure card processing; facilitating direct payment by debit and credit card.

Keep data secure

PXP offer a PCI-DSS level 1 hosted payment processing service as well as PA-DSS compliant software for Chip and Pin processing, the highest level of Data Security Standard set by the Payment Card Industry body. Compliance with this standard means that PXP are authorised to hold patient's debit and credit card details, alleviating the risk to yourselves of hosting customer payment data.

Automated revenue capture

Sophisticated tokenisation means that patient's payment details can be held in Compucare without storing actual sensitive card data. A swipe can be taken of the patient's card and stored for taking payments a later date. If the patient doesn't settle their shortfall, simply reactivate the credit or debit card and take payment automatically.

Key features of this module include:

- Dynamic Currency Conversion offering patients convenience of paying in their own currency
- Make both cardholder present and cardholder not present payments
- Address Verification Systems (AVS) compares cardholder and address information to data held by issuing banks
- Security Code Verification (CVV2 or CV2)



Accounts Export/Link

This module allows a direct link between the Compucare system and the customer's General Ledger for accurate invoicing and payment tracking. Compucare will produce a nominal export file, mapped to the customer's system, enabling import into the customer's Nominal/General Ledger.

Customisation is provided by our specialist team to ensure the outputs of the modules align accurately and function correctly with each customer's General Ledger.



Integrations

We have a number of out-of-the-box integrations with existing Patient Administration Systems (PAS) and Electronic Patient Record (EPR) systems, allowing ingestion of **Patient Demographics, Outpatient Appointments, and Inpatient/Daycase Admissions** from common market leading third-parties including:

- Cerner
- Lorenzo
- EPIC
- Allscripts

Patient Charges data integration is available from:

- Trust Finance
- eFinancial
- Oracle
- Integra Associates
- Unit4 Agresso

Most of the integrations provided, are managed by our integration engine, using Health Level 7 (HL7) standards to enable seamless, accurate, real-time sharing of patient data for better care coordination and efficiency, reducing errors and manual entry. Integrations will be customised per customers/Trust as part of our mobilisation and onboarding service.

We also provide an API for users to connect to for booking appointments.

Access controls and SSO (i.e., Azure AD) are managed via Microsoft Entra. This generates a token which the API uses to allow access based on predefined RBACs across users.



Report Generator

This module enables users to monitor, analyse and project Hospital or Clinic performance with our powerful business intelligence solution. It supports management to make informed business decisions and improve the speed and accuracy of forecasting using the intuitive report wizard. Select columns, groupings and filters, categorise by keyword and then organise the reports into libraries.

Easy pivot tables

Interactive pivot table provides flexible ways to manipulate and view your data. Simple drag and drop functionality gives you the option to expand or summarise your data.

Highly secure

Easily administer group policies and permissions using Windows Server Active Directory. Security roles specify which users can run, view, amend or delete reports, alongside an audit log of all user activity.

Boardroom Ready

Highly customisable reports can be printed using pre-defined templates or personalised to include company logos, charts and graphs. Month end reports can be run at the click of a button.

Automations

Reports can be scheduled to run automatically and emailed in a variety of export formats. Hospitals can monitor and analyse key data, such as:

■ Payments Audit	■ Billing Team Activity
■ Fixed Price Package Analysis	■ Financial Transactions Summary
■ Income by Purchaser, Specialty, or Consultant	■ Patient and Provider Account Ageing (Aged Debt/Creditors Reporting)
■ Inpatient and Outpatient Statistics	■ Appointment History
■ Patient Referral Statistics	■ PHIN Admitted Patient Care MDS Dataset and Adverse Event Reporting

Key features of this module include:

- Create reports from multiple databases
- Design and deploy reports in seconds
- Define unlimited columns, groupings and data filters

- Decide who can view and edit individual reports by assigning group and user privileges
- SQL Direct feature to create custom ad-hoc reports
- Access data in a variety of formats including HTML, Excel, CSV and PDF



Patient Portal

The Compucare Patient Portal is a secure, web-based platform designed to save time and improve patient communication.

The portal revolutionises patient experience and administrative workflows by providing patients with self-service access to bookings, transactions, forms, and correspondence. Key features of the module include:

Customer Branding

Customisable with your hospital's logo, colour scheme, and background images.

24/7 Patient Access

Patients securely can log in from any device to manage their healthcare journey.

Online Appointment Booking

Patients can search for and schedule appointments based on time, clinician, treatment, or location.

Digital Form Submission

Digitally sign and submit registration details, health questionnaires, surveys, and more.

Secure Payment Processing

Patients can view outstanding balances, pay securely online, and download invoices.

Integrated Communications

Patients can receive messages, access correspondence, and receive automated reminders.

The Patient Portal syncs with the main Compucare system, ensuring real-time updates for your staff. It has shown to significantly reduce missed appointments (DNAs) to just 1.8%.

+9,500

Online Bookings
Made

+£2M

Payments
Made

+40,000

People
Registered

+136,000

Digital Forms
Submitted

The Compucare Patient Portal is both a valuable tool for modern healthcare facilities looking to enhance patient engagement, reduce administrative workload, and improve overall operational efficiency, but it also supports your sustainability goals by helping improve customer's carbon footprint, reduce admin costs and be future-ready.





Dedicated Hosting

Designed for healthcare providers looking to modernise operations, reduce IT overhead, and enhance performance, this future-ready hosting solution provides seamless access to the latest product updates, enhanced security, and greater scalability.

Whether you're an independent clinic, NHS PPU or a large hospital group, Compucare on **Azure** allows customers to focus on patient care, while we manage the infrastructure. Our service secure, reliable power sources and backup systems, ensuring 99.9% SLAs and N3 connectivity from our dedicated Microsoft certified data centre.

Enterprise Level Security

Our Hosting Service is utilising enterprise level security features from Azure for scanning and defending the environment/Compucare data (Azure Defender, Microsoft Front Door (WAF) and Entra ID/AAD integration for SSO).

Pro-Active Threat Monitoring

Our DevSecOps Team utilise Microsoft Azure Sentinel for active security issue/threat monitoring; negating the need for the Hospital IT Team to have similar solutions in place in relation to Compucare.

Included Upgrades

We manage all future out of hours upgrades for the Compucare application, provide a seamless, hassle-free update, patching and upgrade service with little to no impact on user experience and system functionality.

System Replication

Our Hosting Service automatically replicates Compucare databases and applications across 2 Microsoft data centre regions for failover/disaster recovery purposes.

For customers currently operating on-prem versions of our platform, migrating over to our Compucare on Azure platform brings with it the following benefits:

Reduced Hardware Costs

The current on-premise application and database servers related to Compucare can be retired and will not need replacing in line with the hospital's usual hardware replacement schedule.

Reduced Server Licencing Costs

Windows Server and Microsoft SQL Server licencing would be negated following decommissioning of local hardware, and instead our Hosting Service Charge per named user already includes the Azure environment and Azure SQL licencing.

Reduced Infrastructure Management Costs

Local Hospital's IT Team monitoring of server performance, server patching and management of system backups related to Compucare would not be required and would instead be part of Streets Heaver's Hosting Service.

Reduced Disaster Recovery Costs

Our system replication setup negate any local hardware/software/licencing costs that the hospital currently have for business continuity/high availability of systems related to Compucare.

Key features of this module include:

- No single point of failure
- 99.5% guaranteed uptime
- Cut costs on your IT Infrastructure
- Stay up-to-date with automatic Compucare upgrades (3 weeks)
- A secure place to host your solution
- Reduce your energy usage & carbon footprint



Using the Service

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

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 3rd 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 3rd 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

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

- **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.

Software Updates

As a modern software provider that has adopted the Agile development methodology, we release new versions of our software approximately every 6 weeks. Compucare on Azure ensures customer instances are always up to date. New features, like AI-powered tools, automation enhancements, and reporting upgrades, are delivered consistently and efficiently. Our Azure hosting environment ensures a faster route to innovation without disrupting daily operations.

Service updates around test windows, live upgrade dates or maintenance windows are clearly communicated to customers in advance by email. 3 weeks' notice is provided for standard software updates/test windows, with notifications around standard maintenance windows being shared quarterly (except where urgent maintenance is required). All upgrades/maintenance are carried out outside of business hours, limiting

any impact upon 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, our pricing reflects this flexibility, enabling customer to choose specific modules and services based on their projected user volumes. In summary, our pricing model is structured in the following way:

Recurring Costs:

- **Software Modules** are priced on a cost per user per month; with user volume discounts available.
- **Interface Modules** are priced on a cost per interface per month.
- **Third Party Interfacing Modules** are priced on a cost per interface per month.
- **Report Generator** is a fixed monthly fee, independent of the number of users.
- **Patient Portal** is charged at a flat one-off fee of £392.88 for the first 60 users, with a recurring fee of £4.75 per additional user per month thereafter.
- **Hosting** is priced on a cost per user per month; with user volume discounts available, and charged based upon the required integration servers, web app servers and the total amount of data storage required for the customers data.
- **Implementation** is charged at a day rate based on the customer requirements.
- **Support** is included within the licencing costs.

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.

Technical Requirements and Client-Side Requirements

For a complete understanding of the minimum client-side hardware, software and connectivity requirements to run Compucare effectively from its Azure-hosted environment, we provide updates via our website [here](#).

Users require an Entra ID and a Windows PC running Windows 10 or Higher with 4GB of RAM. Compucare itself is an easy to install self-updating application on each PC/workstation and can be rolled out via Group Policies or logon scripts. For the Patient Portal, this is web browser based and access is available via most commonly used, modern browsers including Microsoft Edge, Google Chrome, Mozilla Firefox, and Safari.

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

Annual charity fundraising

exceeding targets, supporting local community initiatives

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

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

Stuart Hymers

Email

Marketing@streets-heaver.com

Telephone

01522 872000

Website

<https://www.streets-heaver.com/>