

Service Definition

**Cloud Support Services (Ongoing Support;
Product support capabilities)**

Table of Contents

1. Service overview	3
2. What the service includes	3
3. Features and benefits	5
4. Service constraints	6
5. How users access support	6
6. Security, staff screening, and governance	7
7. Pricing model (overview)	8

1. Service overview

ToukanLabs provides remote programme support services for the implementation, adoption, and ongoing optimisation of Electronic Patient Record (EPR), Electronic Health Record (EHR), Electronic Medical Record (EMR), and Practice Management System (PMS) solutions, with a specialist focus on OpenEyes EMR for Ophthalmology.

The service supports healthcare organisations to plan, deliver, and stabilise clinical system deployments, ensuring clinical workflows, integrations, and operational processes are aligned to organisational needs and information governance requirements.

ToukanLabs is ISO9001, NHS DSPT-aligned, and Cyber Essentials accredited.

2. What the service includes

This is a remote professional services and support offering that can be provided as discrete packages or as a continuous delivery function across an implementation programme.

2.1 Implementation programme support

- Implementation planning and delivery governance
- Workstream coordination (clinical, technical, operational)
- Cutover planning, go-live readiness, and hypercare planning
- Risk, issue, dependency, and RAID management
- Stakeholder engagement and communications support

2.2 Business analysis and workflow support

- Discovery and current-state process review
- Future-state workflow design and validation
- Requirements definition, prioritisation, and traceability
- Clinical safety and operational assurance support (where applicable)

2.3 Integration and interoperability support

- Interoperability with PAS/EPR systems (interfaces, data flows, and operational processes)
- Medical device and ophthalmology diagnostic integration support
- Interoperability with imaging systems and related clinical platforms
- Integration design support, testing coordination, and defect triage

2.4 Training and adoption support

- Role-based training approach and training materials support
- Super-user enablement and operational readiness
- Support model design, escalation routes, and handover into BAU
- Remote sessions, walkthroughs, and recorded guidance where required

2.5 Product support capabilities (ongoing)

- Remote incident triage and support request management

- Support for configuration guidance within agreed boundaries
- Release and change coordination support (where the application lifecycle is managed)
- Continuous improvement support for backlog shaping and prioritisation

2.6 Optional service elements (by agreement)

- Product management support (roadmap shaping, prioritisation, governance inputs)
 - Integration of AI-enabled workflows where appropriate and available
 - Cloud hosting coordination and supplier management support (where hosting is in scope under separate service lines)
-

3. Features and benefits

3.1 Service features

- System implementation support
- Medical device integration support
- Interoperability with PAS systems
- Interoperability with imaging systems
- Training and support
- Product management and business analysis

- Integration support for AI-enabled workflows (where applicable)

3.2 Service benefits

- Reduced reliance on paper processes, improving operational efficiency
 - Improved access to patient summaries and operational dashboards
 - Support for virtual clinic and remote workflow coordination
 - Patient tracking mechanisms to support timely clinical interventions
 - Improved reporting and business intelligence through structured clinical data
 - Web-based delivery model, supporting distributed teams without plugins
-

4. Service constraints

- Support is provided **remotely only** (no onsite delivery).
 - Progress is dependent on timely access to required stakeholders, documentation, and relevant third-party suppliers (e.g. PAS, imaging, device vendors).
 - Where integrations are in scope, testing and delivery timelines are influenced by third-party system availability and change control processes.
-

5. How users access support

5.1 Support channels

- Email and online ticketing support (Jira)
- Phone support available 24x7
- No web chat support

5.2 Response times

ToukanLabs operates under tiered SLAs. Response times vary by severity, typically ranging from:

- Within **2 hours** for high priority incidents
- Within **24 hours** for lower priority requests

Customers can manage status and priority of support tickets.

Ticketing accessibility: WCAG 2.2 AAA

5.3 Support levels

Standard 9–5 Monday to Friday support is available, with out-of-hours support contracts offered in multiple tiers. Support scope and costs vary depending on client requirements and programme complexity.

6. Security, staff screening, and governance

- Staff screening conforms to **BS7858:2019**
- Government security clearance supported up to **Developed Vetting (DV)** (role dependent)

- Service delivery follows controlled processes suitable for NHS operational and information governance expectations
-

7. Pricing model (overview)

Pricing is typically based on:

- Resource type and volume (e.g. programme support, BA, integration support, training)
- Delivery cadence and support tier
- Complexity and number of integrations / suppliers involved
- Duration of implementation and hypercare periods

Discounts for educational organisations are not provided.