

TOUKANLABS

Service Definition

OpenImage Hosted Imaging Platform and Support Service

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1. Service overview

The OpenImage Hosted Imaging Platform and Support Service provides a secure, cloud-hosted imaging platform for the storage, management, viewing, and integration of clinical ophthalmic images and associated metadata.

The service is designed for NHS trusts, independent healthcare providers, and international health organisations delivering ophthalmic care. It enables vendor-neutral image ingestion, clinical image viewing, and integration with electronic patient record (EPR), referral, and diagnostic systems.

The service is delivered as a **fully hosted Software-as-a-Service (SaaS)** offering, with all hosting, infrastructure, and platform operations managed by the supplier.

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2. Service scope – what is included

2.1 Platform hosting

The supplier provides and operates the OpenImage platform within a secure cloud environment, including:

- Image ingestion and storage services
- Metadata management and indexing
- Clinical image viewing services
- Secure APIs for system integration
- Databases and managed storage
- Backup and recovery services
- High availability configurations appropriate to the selected service tier

Hosting is provided within **UK-based cloud infrastructure by default**, unless otherwise agreed.

2.2 Application support

Application Support covers operational support for the OpenImage platform as deployed, including:

- Investigation and resolution of application incidents
- Diagnosis of platform defects
- Configuration guidance within supported parameters
- Support for standard integration interfaces

Application Support does not include bespoke development, custom ingestion pipelines outside supported interfaces, or prioritisation of new features outside the published governance process.

2.3 System support

System Support covers operation of the underlying hosting and platform services, including:

- Infrastructure and service monitoring
- Operating system and platform patching
- Capacity monitoring and routine optimisation
- Backup verification and restore testing
- Cloud service management within agreed scope

2.4 Integration support

The service supports integration with connected systems, including:

- Electronic patient record (EPR) systems
- Referral and triage platforms
- Diagnostic and imaging devices

Integration support is provided for supported standards and interfaces. Third-party systems and devices remain the responsibility of their respective suppliers.

2.5 Monitoring and routine maintenance

The service includes continuous monitoring of platform health, ingestion pipelines, storage utilisation, and performance, together with routine maintenance required to maintain security, stability, and service availability.

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3. Backup, restore, and disaster recovery

3.1 Backup and retention

- Image data and associated metadata are backed up on a **regular scheduled basis** (typically daily)
- Backups are encrypted and stored securely within the same data residency region
- Backup retention periods are defined according to service tier and regulatory requirements

3.2 Restore and recovery

The service supports restoration of image data and metadata from backups for operational recovery purposes. Restore procedures are tested periodically to validate recoverability.

Recovery objectives are aligned to service tier and clinical criticality and are documented separately where required.

3.3 Disaster recovery

The service is designed using resilient cloud architecture, including multi-availability-zone configurations as standard.
Enhanced disaster recovery capabilities, such as cross-region recovery, are available as optional services where contracted.

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4. Service exclusions and customer responsibilities

The following are **not included** unless explicitly agreed:

- Bespoke software development or custom modules
- Support for unsupported imaging formats or modified third-party components
- Responsibility for diagnostic devices or image capture hardware
- Responsibility for third-party systems not operated by the supplier
- Clinical interpretation of images or diagnostic decision-making

Customers are responsible for:

- Clinical governance and appropriate clinical use of images
- User access management and role assignment
- Ensuring connected devices and systems meet supported standards
- Contracting separately for third-party systems and integrations

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5. Service delivery model

5.1 Support hours

Standard support is provided during UK business hours (Monday to Friday, excluding public holidays). Enhanced and out-of-hours support options are available by separate agreement.

5.2 Incident management and communications

Incidents are categorised by severity and impact. For service-affecting incidents:

- Customers are notified via agreed communication channels
- Updates are provided at appropriate intervals
- Escalation routes are clearly defined

Root cause analysis may be provided for significant incidents.

5.3 Planned maintenance

Planned maintenance activities are scheduled to minimise clinical disruption.
Advance notice is provided wherever possible. Emergency maintenance is limited to security or stability-critical scenarios.

5.4 Change management

Changes are managed through a controlled change process, including:

- Impact and risk assessment
- Scheduling and communication
- Rollback planning where appropriate

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6. Technical requirements

The service requires:

- A modern, HTML5-compatible web browser for clinical image viewing
- Secure network connectivity supporting NHS-approved security standards
- Sufficient bandwidth for image upload, retrieval, and viewing
- Integration endpoints available for connected systems
- Client devices meeting minimum security and display requirements

Additional requirements may apply depending on imaging volumes and integration scope.

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7. Security, compliance, and assurance

The service is designed to support NHS and public-sector security requirements, including:

- UK data residency by default
- Alignment with NHS Data Security and Protection Toolkit requirements
- Role-based access control
- Secure authentication and session management
- Audit logging and monitoring
- Incident response and breach management procedures

Security controls are maintained in line with recognised industry best practice.

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8. Service management and governance

The service operates within an open and transparent governance framework, including:

- Controlled release and change management
- Transparent issue tracking
- Structured prioritisation of enhancements
- Formal review and approval processes

This approach supports long-term sustainability, interoperability, and avoidance of vendor lock-in.

9. Hosting environment and locations

The OpenImage service is hosted within secure cloud infrastructure operated by the supplier.

- Data is hosted within the UK by default
- The service supports secure connectivity options such as VPN or private network connections where required
- Hosting architecture is selected based on imaging volume, resilience requirements, and regulatory considerations

10. Pricing model (overview)

Pricing is based on a subscription model reflecting:

- Storage volumes and data retention requirements
- Image ingestion rates
- Hosting scale and resilience requirements
- Support tier selected
- Integration scope

Pricing is published separately within the G-Cloud pricing schedule.

11. Term, exit, and portability

The service supports flexible contract terms in line with framework rules.

On exit, customers are supported with:

- Secure export of image data and associated metadata in standard formats
- Delivery of relevant configuration and audit artefacts where applicable
- Planned transition and knowledge transfer support

The service is designed to minimise dependency on proprietary components.

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12. Service constraints and assumptions

The service assumes:

- Use of supported imaging formats and interfaces
- Reasonable and expected imaging volumes
- Operation within supported configurations
- Engagement with published support and governance processes

Significant changes in imaging volume, retention requirements, or scope may require service review.