



Flying Binary

Changing the world with deep tech

Lot 2b: AI Health Analysis Service Definition

updated 30 Jan 26
version 15
copyright © FlyingBinary Ltd 2026
contact Jacqui.Taylor@FlyingBinary.com

Service overview

The *AI Health Analysis* service leverages deep learning and custom AI models to deliver advanced patient care within a primary or secondary care clinical context across healthcare pathways.

Research has shown that societal health problems are a growing epidemic, placing incredible strain on our healthcare service providers. At the same time, the causes and impacts exhibit huge diversity, requiring high-touch, personalised care that is out of reach of classic clinical pathways.

The *AI Health Analysis* service can ingest frontline data from a variety of primary and secondary care clinical services, and then use custom AI models that specifically understand both the pathway and the data context to deliver personalised clinical management recommendations. The service is advisory only, the clinician remains responsible at all times for specific applications for individual pathways.

In the modern clinical setting, there are a myriad of disparate data sources, creating an overwhelming demand for review and analysis. Traditional methods are unable to keep pace with the increasing data volume and complexity. The *AI Health Analysis* service is designed to collate these disparate data sources, and using AI models to generate rapid individual clinical assessments, as well as visuals and dashboards facilitating further exploration.

The *AI Health Analysis* service has three phases: Harvest, Enrich, Experience.

Harvest

The *Harvest* phase is responsible for the data ingestion from existing clinical services. Refer to the companion *AI Health Integration Service* for details of the activities that are commonly required to configure and validate the *Harvest* integration. The *Harvest* integration scales as needed to accommodate as few or as many services as needed.

Enrich

The *Enrich* phase is responsible for the application of the custom AI models to the *Harvested* data. Typically, a senior clinician will set up a profile for a given health pathway, providing direction for the AI models and the fine tuning of the outputs. Think of this as the equivalent of writing custom “prompts” for the AI models.

Experience

The *Experience* phase can be consumed in two ways:

- Static file
- Interactive dashboard

Static file output is ideal for export to clinical systems, reports or presentations. Depending on the specific output, the **Static files** will be text or image based.

Interactive dashboard output is ideal for further exploration and analysis, and **Static files** can also be generated and exported from any particular view.

Advisory

All outputs from the *AI Health Analysis* service are advisory only, and will be made available to support clinical experts to determine the final recommendations and next steps use of the outputs in any given case.

Customisation

All aspects of the *AI Health Analysis* service can be customised to suit client needs, using the companion *AI Health Integration Service*, which can also provide data design, AI profile validation, training and ongoing support options.

Information assurance – Classification level

The *AI Health Analysis* service operates at OFFICIAL level in a private cloud environment. Since the service will contain sensitive personal information, additional security and encryption techniques are applied at all stages of the data journey. User authentication and access also employs best in class security techniques to ensure data is available only to authorised users.

Backup restore and disaster recovery

The *AI Health Analysis* service is provided within a single availability zone within the UK. The service is tolerant of several failure classes, including software application degradation (through auto recovery), server disk failure (through redundant disk storage) and network device failure (through dual routing and load balancing), and is backed up on a daily basis.

In the event of a total loss of the service, the Recovery Point Objective (RPO) / Recovery Time Objective (RTO) is 8 / 8 business hours. Other RPO/RTO requirements (for greater or lesser resilience) can be ordered. Dual availability zone deployment is also available on request.

On and off boarding

The *AI Health Analysis* service is delivered via a private instance for each client. Once the G-Cloud Call Off Contract forms are completed, we are able to start work on the core cloud functionality for the new instance. In almost all cases, additional work will need to be specified to implement the integration with frontline services, in support of the *Harvest* phase. See the companion *AI Health Integration Service* for details. The time needed to make the new instance operational with validated data, will depend on the integrations needed. Once the instance is operational, on-boarding new users is simply performed via online admin functions.

Offboarding users (or transferring accounts) is also completed via online admin functions. By standard practice, the account is disabled and retained for 20 business days, when it is automatically deleted. These timings can be adjusted to meet organisational GDPR compliance requirements or specific business requirements.

There are no charges specifically for on or off boarding activities, as long as changes to a single account are within reasonable limits (for example, no more than one change per week except in distress).

Service management

FlyingBinary manages all aspects of the *AI Health Analysis* service directly within the UK. Designated Admin users may raise support cases directly with FlyingBinary via email. Support cases will receive a guaranteed response within 8 business hours. Support service is provided on all UK business days between 08:00 and 18:00.

The service is managed on evergreen principles, and upgraded regularly. We can accommodate varying schedules to ensure alignment with business needs. All upgrades are communicated in advance to ensure full client visibility.

Service constraints

No known constraints.

Service levels

The service is available 24x7. The service is monitored 24x7, however some fixes will not be attempted at the weekend, and will be rectified during the week only. Service levels are measured 10x5 on UK business days between 08:00 and 18:00. The service is assured to be available 99% of the time within this window.

Financial recompense

No financial recompense is offered for a single failure to meet service level within a year. In the event there are two or more failures in successive months, then a discount equal to one twelfth of the annual cost will be offered for renewals at the next anniversary.

Training

There are no training options as part of this service. Please see the companion *AI Health Integration Service* for details of training options.

Termination

Termination may take place at any time, without penalties. Please see the on and off boarding section for details about transferring accounts between named users. No refunds are made for inactive accounts or part-year usage. At the end of a year, named user accounts may be renewed or allowed to lapse. Data may be retrieved (downloaded) at any time while the account is active, at no charge. The client is responsible for ensuring this download is completed prior to the account lapsing, however assistance is available if needed.

Data restoration and service migration

For data restoration in the case of outage, please see the section on backup restore and disaster recovery. For data download prior to account lapse or termination, please see the section on termination. Other restoration and service migration scenarios can be accommodated to special order.

Consumer responsibilities

The client is responsible for ensuring that the finished published results are suitable for use at OFFICIAL level. Account credentials for the service must be protected in line with OFFICIAL Classification requirements.

User access requires a modern browser. All mainstream browsers are supported. Most admin functions are also available through a browser. Most functions are available on laptop, tablet and phone browsers, although some visualisation functions will not be ideally suited to small format screens.

All AI outputs must be used responsibly by authorised clinicians, who acknowledge that AI outputs are advisory only and must be reviewed appropriately within a clinical setting before making these available beyond existing service users. Clients must ensure that the service contains no illegal or immoral material, and do not discriminate or give any other offence. Clients must enforce standard good practices while using the service, and must not knowingly misuse or attack the service in any way for any purpose.

Technical requirements

User access requires a modern browser. All mainstream browsers are supported. Most functions are available on all laptop, tablet and phone browsers, although some visualisation functions will not be ideally suited to small format screens, and some admin functions may be available on laptop browsers only.

Data integration with frontline services will have specific requirements that will be determined during design and planning work.

The service does not need any browser plugins or extensions. No network ports need to be opened in firewalls.

Trial options

There are no specific trial options for the AI Health Analysis service.