

Vendor Neutral Archive (VNA) In-the Cloud – Pricing Document

Product/Service Overview

The goal of all providers in Healthcare is the provision of the Electronic Health Record, which is not just data it also includes relevant medical documents, images and other information which gives a comprehensive, detailed and accurate holistic view of a patients record. Being able to access this information in an unbounded, but still secure manner is key to enable Healthcare professionals to work smarter and more efficiently in an ever increasing cost conscious society.

SynApps Solutions (SynApps) enables this goal to be realised via its Vendor Neutral Archive (VNA) Software as a Service (SaaS) offering. This provides a highly-secure and cost-effective solution for the capture and management of both DICOM images and Non-DICOM images and documents. The SynApps VNA solution provides an HSCN enabled platform for the implementation of additional services for Cross Community Access and Cross Document Sharing (XDS) with both an XDS repository and XDS registry that facilitates the sharing of documents between any healthcare enterprise, ranging from a private physician office to a clinic to an acute care in-patient facility and personal health record systems.

Overview of the solution available:

Item	Description
Minimum Term	2 years
Invoicing Profile	Monthly in Advance
Capacity	The solution is based on an implementation required at least 200,000 studies per annum. Capacity requirements can be sized accordingly on a per customer basis.
Managed Service Support	Service Management 9.00 - 17.30; Mon-Fri; Excl UK Bank Holidays and including:
	Annual Disaster Recover (DR) Test
	One (1) Major Release Patch Deployed Annually;
	One (1) Minor Release Patch) Deployed Annually
	Hotfixes and Security Fixes applied as required.
	Please note that End-User Account management is the responsibility of the Customer.
System Environments	Comprising
	Development
	Test
	Production.
Storage	Range of storage pack options available. Storage pack charges are in addition to the base monthly service charge.
Networking	HSCN or Unreserved PSN upto 250Gb per month Bandwidth consumption charges apply
Protective Monitoring	Protective Monitoring included (Excluding Development and Test environments). Optional feature.
Minimum Term	2 years

Pricing

The applicable base monthly service charge is based on a 2-Year minimum contract term and is billed monthly in-advance (or optionally in larger time-increments on request) and is set-out based on an implementation requiring capacity for 200,000 studies per annum.

- Cloud-Platform costs:
 - The per study cost of this would be £2.19 per month
 - This is based on an implementation required at least 200,000 studies per annum. Capacity requirements can be sized accordingly.

In addition, the following charges will apply over-and-above the base monthly service charge:

1. For transfers greater than 250Gb data transfer charges apply, these are as follows: -

	Per GiB			
	250GiB - 1TiB	1TiB - 20TiB	20TiB	Unmetered
PSN Assured	£1.05	£0.37	£0.16	£2,631.58
HSCN	£1.05	£0.37	£0.16	£3,684.21

2. Storage pricing per GB is additional to the base monthly service charge and is set-out in the table below. Storage charges are charged monthly in advance.

Cloud Storage Options

Storage tier	(Tier 1 Storage)	(Tier 2 Storage)	(Object Storage)
	£ / GB / month	£ / GB / month	£ / GB / month
Up to 250TB	£0.46	£0.21	£0.12
251TB to 500TB	£0.46	£0.21	£0.10
501TB to 1000TB	£0.46	£0.21	£0.08
1001TB+	£0.46	£0.21	£0.07

Financial recompense model for not meeting service levels

If the service level falls below the stated availability percentage (excluding Planned and Emergency maintenance periods), the Client will be eligible for Service Credits. Service Credits will be calculated as a percentage (5%) of the infrastructure fees for the monthly billing period during which the failure occurred (to be applied at the end of the billing cycle).

Ordering and invoicing process

Billing for the service is monthly. Payment can be via Purchase Order

On-boarding charges will be invoiced at time of order placement.