

Vendor Neutral Archive (VNA) In-the-Cloud

Service Definition

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 (XCA) 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.

The offering is built on our Enterprise Content and Records Management (ECRMS) SaaS offering, which provides a pre-configured, open-platform to enable any organisation with a fully hosted, fully supported environment providing a secure location for a variety of content.

SynApps is a leading provider of enterprise content management (ECM) and business process management solutions together with associated consultancy, implementation and support services. SynApps is 100% focused on ECM and is generally acknowledged by ECM vendors, System's Integrators and its customers as an organisation that employs the foremost ECM subject matter experts in the UK and provides the highest level of customer service.

Service Features

VNA In-the-Cloud provides the following features and functions:

- A pre-configured solution for the capture and management of all types of Health Care content, including:
 - Diagnostic images
 - Medical photography



- Medical Records
- Corporate documents
 - Human Resources
 - Finance records
- HSCN enabled connectivity providing secure integrated access with:
 - Picture Archiving & Communication Systems (PACS)
 - Patient Administration Systems
 - XDS consumer applications
 - WADO consumer applications
 - Trust Integration Engines (TIE) via HL7
- Optional Class 2A “zero footprint” viewer
- Standard intuitive web-based interface for ECM search, create, review, update functions
- Internal and external secure collaboration
- Flexibility for Growth - the solution scales indefinitely and on-demand
- Bespoke extensions/modifications to the configured solution can be developed in house or by the provider in advance of subscribing to the services
- Software-as-a-service via secure HSCN accredited cloud infrastructure.
- ISO 27001 2013 accredited application support services
- Based on its experience in delivering and supporting Cloud-based services to its customers, SynApps is able to provide a fully-managed service covering system administration and full application support for the customer’s configured applications

Technical Features

VNA In-the-Cloud is based on established, leading ECM vendor technologies that:

- Provide comprehensive content and business process management functionality
- Are highly-configurable
- Fully support open-standards

NB. Use/Implementation of BPM is subject to our Consultancy in the Cloud in lot 3 and a separate service cost for the BPM platform.

Connectivity Available

Connectivity via the NHS national broadband HSCN is standard, internet connectivity is an option.

On-boarding and Off-boarding processes/scope etc.

An organisation will need to engage in definition of their VNA system requirements and the configuration / composition of the system, as well as the more detailed activities for the system to integrate to the organisation’s existing business processes.



SynApps provides comprehensive on-boarding and off-boarding consultancy services its Lot 3 professional services offerings available on the G-Cloud Framework

Pricing (including unit prices, volume discounts (if any), data extraction etc.)

Please see the pricing document.

Service Profile

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	N3/HSCN or Unreserved PSN upto 250Gb per month Bandwidth consumption charges apply
Protective Monitoring	Protective Monitoring included (Excluding Development and Test environments). Optional feature.



Product / Service Options

1. Tooling to configure / compose bespoke VNA systems.
2. Remote Replication. Virtual servers and data are stored in two UK sovereign locales, with a copy maintained in a primary named UK locale and copied to a geographically remote UK locale.
3. Backup (optional). SynApps is able to backup either entire virtual servers. This can allow clients to recover their servers and/or data from a backup.

Service Management Details

A comprehensive secure online Portal will provide the most common Service Management functionality.

An experienced, qualified Service Delivery Manager will be assigned to each client, and will be responsible for the on-going client relationship. They will also provide assistance with reporting, incident escalation and continual service improvement, at all times following SynApps ITIL-based process framework.

Service Management functions such as application administration for the application are not in scope of this service. This function can be procured separately from SynApps or a third party.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

No built-in service constraints exist.

SynApps will adhere to the following in terms of maintenance windows;

“Planned Maintenance” means any pre-planned maintenance of any infrastructure relating to the Services. SynApps shall provide the Client with at least five days’ advance notice of any such planned maintenance:

- Planned maintenance of the SynApps infrastructure relating to the Services shall happen between the hours of 00:00 and 06:00 (UK local time) Monday to Sunday and/or between the hours of 08:00 and 23:00 (UK local time) on a Saturday and/or Sunday;
- Planned Maintenance shall be excluded from any availability calculation in regard to Service Credits but shall be included in the monthly service reporting;
- Maintenance windows to be agreed with the customer.

“Emergency Maintenance” means any emergency maintenance of any of the infrastructure relating to the Services. Whenever possible, SynApps shall provide the Client with at least six (6) hours’ advance notice:



- Whenever possible Emergency Maintenance of the SynApps infrastructure will happen between the hours of 00:00 and 06:00 (UK local time) Monday to Sunday and/or between the hours of 08:00 and 23:00 (UK local time) on Saturday and/or Sunday unless there is an identified and demonstrable immediate risk to a Client's environment;
- Maintenance windows to be agreed with the customer.

Emergency Maintenance shall be excluded from any availability calculation in regard to service credits but shall be included in the monthly service reporting.

Service Availability

SynApps offers a 99.95% service availability SLA for the Local Protection option.

Service Levels - Support Hours

Our service desk is operated on a 9am-17.30 (UK Time), Monday to Friday as standard. With an option for 24/7 on-call support which can be negotiated as required.

Tickets can be raised via email, our portal or via a dedicated telephone number.

Service Levels - Severity Definitions

Our Service Level Agreements definitions are as follows: -

- S1 - Severe problem preventing customer or workgroup from performing critical business functions.
- S2 - Customer or workgroup able to perform job function, but performance of job function degraded or severely limited.
- S3 - Customer or workgroup performance of job function is largely unaffected.
- S4 - Minimal system impact; includes feature requests and other non-critical questions.

Service Levels - SLA Summary

Our standard service levels are applied as follows: -

- S1 - 1 Hour response time, 4 hours resolution relief/target.
- S2 - 2 Hour response time, 8 hours resolution relief/target.
- S3 - 8 Hour response time, 5 business days resolution relief/target.
- S4 - 24 Hours response time, 20 business days resolution relief/target.

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).

Training

A range of user and administrator training options are available from SynApps to support system use and also customisation, extension and integration of the solution.

Additional such training can be procured from SynApps via its Lot 3 Cloud support services offerings available on the GCloud framework.



Ordering and invoicing process

Billing for the service is monthly in advance.

Payment can be via the following methods: Direct Debit or purchase order.

Service lead time

New Clients (organisations) will typically be deployed within 1 month from order. Shorter deployment times may be available and prioritised upon request.

Existing Organisations have instant access to additional usage with no notice period required.

Termination terms By consumers (i.e. consumption) By the Supplier (removal of the G-Cloud Service)

The service is provided on a fixed minimum term of 2 years.

Data restoration / service migration

Customer has ability to extract their information. A migration service is offered separately and is recommended to maintain integrity of information under retention.

Customer responsibilities

The control and management of access and responsibilities for end users.

Organisations must also be aware of the variable nature of the billing based on usage.

The Customer is also responsible for ensuring it applies suitable controls to its sensitive data/application.

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

Individual users will require internet access or connectivity via a government secure network (such as HSCN) to the SynApps Cloud Platforms.

Integration to customer Active Directory is required, as is a certified browser platform.