

Veolity Lung Screening Solution In-the-Cloud

Service Definition

Service Overview

Lung cancer is the number one cancer globally, for men and women combined. Yet it is notoriously challenging to spot early enough for positive treatment outcomes. Usually symptoms occur in late stages of the disease when successful treatment becomes more and more difficult. Unlike various other types of cancer, such as breast cancer, which can be checked for in a number of different ways, it takes targeted medical imaging to determine what's going on inside our breathing apparatus.

SynApps Solutions (SynApps) is able to offer its Veolity Lung Screening Solution as a cloud offering for efficient and effective reading of chest CT scans in lung cancer diagnostics.

In lung cancer screening programs, Veolity improves diagnostic quality and reading workflow. Complex follow-up comparisons are easy and efficient. Valuable automatic segmentation with volume measurement of lung nodules helps radiologists to generate reproducible and comparable results with standardized reporting guidelines - intuitive to use and easily integrated into existing IT infrastructure. Radiologists benefit from automatic features while retaining complete control of their diagnostic process.

Veolity is used worldwide assisted by an experienced project management team with comprehensive support.

SynApps is a leading provider of healthcare solutions together with associated consultancy, implementation and support services. SynApps works with many Healthcare customers in the UK to offered tailored solutions that address many areas include:

- Picture Archiving & Communication Systems (PACS)
- Vendor Neutral Archiving (VNA)
- Radiology Information Systems (RIS)
- Enterprise Content Management (ECM)

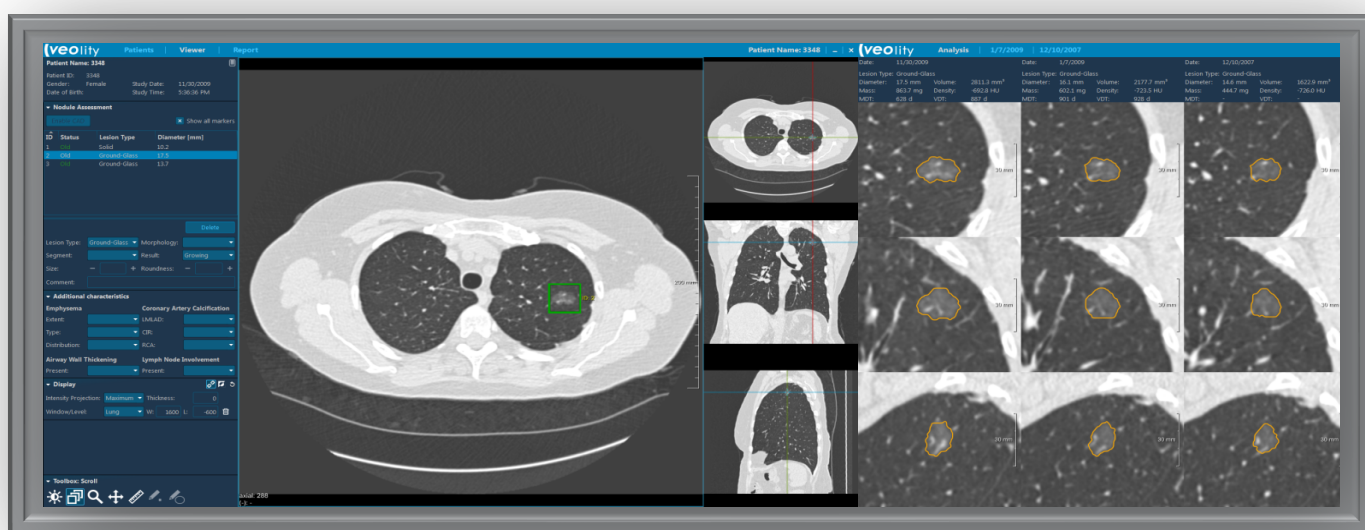
As an organisation we can offer significant subject matter expertise in these areas across the UK and provide the highest level of customer service.



Service Benefits

The Veolity solution offers the following benefits:

- Optimized reading workflow for lung cancer screening programs
- Reduces chest CT reading times
- Improves diagnostic quality
- Facilitates temporal nodule comparison/management
- Supports current and integrates future reporting guidelines
- Integrates into clinical network infrastructure, including PACS/VNA



Service Features

SynApps's Veolity in-the-Cloud solution offers a comprehensive set of features that includes:

- Efficient workflow with background case preparation
- Automatic follow-up comparison
- Automatic nodule segmentation for all nodule types
- Automatic volume measurement of lung nodules
- Fully integrated computer-aided detection (CAD) for solid, Non-Solid and Part Solid pulmonary nodules
- Internet enabled connectivity providing secure VPN integrated access with:
 - Picture Archiving & Communication Systems (PACS)
 - Vendor Neutral Archiving (VNA)
- Managed private cloud infrastructure with secure VPN connectivity.
- 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 a fully-managed service covering system administration and full application support for the customer's configured solution.

Connectivity Available

Connectivity via a secure Virtual Private Network (VPN) internet connectivity.

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

An organisation will need to engage in definition of their Lung Screening 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 PACS or VNA solution.

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

Pricing

Please see the pricing document.

Product / Service Options

1. Tooling to configure / compose bespoke Lung Screening systems.
2. Backup (optional). As the customer PACS system maintains the original images and the Veolity generated report, backup is not mandated. SynApps is able to backup the 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

Costs include 1 days onsite training at the customers site. This excludes expenses, which will be charged in addition at cost.

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 3 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, Integrations, bandwidth/latency requirements etc.)

Individual users will require internet access or connectivity via a government secure network (such as N3 or HSCN) to the SynApps Cloud Platforms.

Users can access the Veolity Cloud Client software platform through an HTML5-capable web browser on a desktop computer such as Windows or Mac. Dual monitors are recommended when using the Veolity client. The following table describes the recommended client:



Recommended Veolity Client Hardware

Operating System	Windows 10 or later, Mac, Chromebook or Linux computer.
Recommended number of monitors	2
Recommended screen resolution	1920 x 1080 pixels or higher
Recommended Web Browser	Google Chrome, Mozilla Firefox, Safari, Microsoft Edge
Network Bandwidth	>50 Mbps recommended

Integration with the customers in-house PACS/VNA solution is required as follows:

- Customer is responsible for the configuration of their own PACS/VNA solution to forward Lung Chest CTs to the SynApps managed Veolity Server using the supported Dicom interface.
- SynApps is responsible for the configuration of the Veolity solution to forward to the customer's PACS/VNA system using Dicom each signed off structured report in Dicom/PDF format created in Veolity.
- Customer may optionally choose to receive reporting data in structured format (eg. XML, HL7), costs for this are additional and available on request.