

Lot 3 Service Definition Document: Mayden®

About Mayden®	2
Implementation, Migration and Training	3
Consultancy Services	3
Service Features	4
Service Benefits	4
Contact Us	4

About Mayden®

Mayden specialises in digital technology for health and care. We provide innovative cloud-based applications, professional services, advanced analytics and consultancy services to support data driven, outcome focussed and people centred models of care.

We believe that technology is an essential component in developing and delivering high quality, sustainable, efficient and cost-effective models of health and care. The products and services we provide help services do more with what they have, delivering high value and real, measurable impact.

Over the last two decades, Mayden has become the UK's leading provider of case management solutions for mental health, neurodiversity, addictions and healthy lifestyles. Today, our software is used by over 30,000 people, and has helped to manage the care of over 7 million people. The Mayden product portfolio includes:

- **iaptus:** The EPR for improved outcomes - streamlined care for mental health, neurodiversity, and community mental health
 - 15+ years, 200+ customers, +8.5m episodes of care supported
- **Theseus:** Flexible case management for healthy lifestyles and addictions - inspiring healthier, happier lives through positive engagement
 - 25+ years, 25+ customers, +1,000,000 lives improved
- **CLAI:** Ambient Voice Technology (AVT) built for the NHS - simplifying clinical documentation for more efficient, people-centred care
 - 30% Reduction in administration, 80% Clinical coding accuracy

This service definition document details Mayden's specialist cloud support and consultancy services. For more detail regarding Mayden products outlined above, please refer to the individual product listings under Lot 2b: Software as a Service (SaaS).

Mayden's specialist cloud support and consultancy services are highly flexible and adaptable to meet customer needs. Our services are comprehensive when assisting with the implementation, migration, training, and optimisation of Mayden Group products.

Our support services do not extend to software solutions outside of our core product portfolio, with the exception of our consultancy services, which are vendor neutral.

Mayden offer a variety of services via our experienced teams, including but not limited to:

- Implementation Services
- Migration Services
- Training Services
- Consultancy Services

Implementation, Migration and Training

Mayden's implementation, migration and training services support organisations in onboarding and optimising our digital solutions. The price for implementation, migration and training differs depending on the scope and complexity of the services involved. Please refer to Lot 2b 'iaptus' for an indication of the charges associated with an iaptus deployment. Please refer to Lot 2b 'CLAI' for an indication of the charges associated with CLAI. Please refer to SFIA day rates within Lot 3 for the associated day rate for these services.

Implementation: Mayden provides a structured approach to the implementation, leveraging a track record of over 200 successful deployments. The process is governed by a Project Initiation Document (PID), ensuring rigorous testing and formal sign-off before go-live.

Data Migration: Managed by an experienced team who have transferred data from over 50 systems. We have a well rehearsed process to transfer, map and migrate data into Mayden Group products.

Training: Comprehensive training packages are offered both online and/or offline for all users of Mayden Group products.

Consultancy Services

Mayden offers comprehensive cloud support services designed to ensure the successful adoption and optimisation of health and care technology solutions. Our expertise of over 25 years, spans complex tailored clinical system implementations, data migrations and bespoke training programmes. Our outcome-focused solutions help healthcare providers maximise the value of their digital solutions. We don't just provide data collection tools; through advanced analytics, benchmarking and direct access to experts, we offer our customers real, actionable intelligence.

Our consultancy packages all of the above, combining professional services and advanced analytics with deep insight to optimise patient pathways and help support service and system level transformation. We are a strategic partner that utilises data to evidence the clinical and financial impact of a service. We are compliant with NHS, industry technology and information standards.

Please refer to SFIA day rates within Lot 3 for the associated day rates for our services.

Service Features

- **Acceptance Testing (UAT):** Comprehensive support / performance testing before go-live
- **Bespoke Training:** Comprehensive on-site and remote tailored training options
- **Business Change Support:** Helping teams transition to new digital processes
- **Care Pathways:** Expertise in waitlist management, delay reduction, capacity management
- **Clinical Transformation:** Designing data driven care models through pathway redesign
- **Data:** Expert system migration and data consultancy for smarter digital solutions
- **Implementation:** Rich experience of both standard and enterprise implementations
- **Interoperability:** Integrations between Mayden Group products and other providers

Service Benefits

- **Expertise:** Partner with a trusted and well respected industry provider
- **Faster ROI:** Efficient implementation accelerates time-to-value for new software
- **Future Building:** Designing care models which demonstrate measurable improvements
- **Operational Resilience:** Robust implementation processes to minimise service disruption
- **Patient Centred:** Emphasis on system access, outcomes and experiences
- **User Adoption:** Targeted training ensures staff confidence and system engagement

Contact Us

Please do contact us to discuss your existing system or service level challenges. We would love to hear from you.