



SavantStockControl

Service Definition

for

G-Cloud 15

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1 Service Summary

1.1 SSC Service Features

The Savant Stock Control system (SSC) is a secure, cloud-based stock management service for clinical laboratories. The software suite covers all aspects of stock management including deliveries, issues, movements, quarantines, discards, reconciliation, and reporting & ordering.

The system has two parts. The web application allows users to view all relevant, up-to-date information of the current stock along with performing quarantine and discard actions. The web application includes fixed and flexible reports with exports in a variety of formats. A messaging dashboard is available for providing information and actions to users and automated supplier orders based on current stock levels can be set up.

The second part of the system is the handheld application. Running on Zebra Android devices, the app allows full control over stock processes. Deliveries and issues are made on the handheld utilising GS1 compliant barcodes. Internal and external movements, discards and viewing of audit trails can all be performed with the data synchronised with the web application.

SSC is also available for warehouse management, enabling direct order placement between the hospital and its supplier. Suppliers can pick, label and pack orders directly received from the hospital. Delivery to the hospital using SSC with transfer stock to the hospitals SSC application.

1.2 SSC Service Benefits

SSC is used by clinical laboratories of various sizes. Current clients include NHS Tayside at both Dundee and Perth, NS Highlands and Hologic. The benefits include:

- Allows tracking of high value stock items from delivery to issue.
- Handheld devices for all stock item processes.
- Enables sites to have control of consumable items in stock.
- Ensures accurate stock level control.
- Saves money by optimising the ordering process.
- User permission levels can control access to data and processes.
- Cloud-based system – with you in control.
- GS1 standard compliant labels.
- Multi-site compatible.

1.3 Service Components

The Savant Stock Control system (SSC) is a complete stock management service for clinical laboratories. The table below highlights the key components of the SSC service:

Component	Description
Stock Management	SSC supports the full stock management life cycle: Delivery – Supports deliveries from multiple suppliers with different costs and quantity's. Movement – Allow stock to be moved from different locations within your facility with full trace-ability Issue – Issue stock to internal or external facilities and organisations. SSC also allows issuing to analysers for production or validation purposes. Automatic issue notes are produced. Discard – Discard stock from either the handheld device or web application. Quarantine – multiple quarantine options available including delivery and batch. Supporting evidence can be included with any quarantine. Batch quarantine has 2 step release verification. Stock Check – full stock reconciliation at a location can be performed on the handheld at any time. Stock Enquiry – Full audit trail of any tracked stock item can be viewed on the handheld device.
Warehouse	Orders Received – automatic orders arrive direct from customers Picking and packing – orders are sorted for temperature range and location of stock items and a pick list(s) generated. Items are labelled during the packing process and box labels also produced. Delivery – stock delivered to the hospital are registered on the hospitals stock list on completion of delivery.
GS1 Compliant	SSC supports the GS1 Barcode standards throughout the system and generates its own internal GS1 compliant barcodes for tracking.
Handheld Devices	SSC currently runs on our recommended Zebra Android devices. These devices enable fast and efficient entry for deliveries, movements, issues, discards, and stock checks.
Automated Ordering	Automatic supplier orders can be generated based on current stock levels.
Messaging	SSC contains a messaging module which allows users to create custom message to be displayed on the home page and can be used for situations such

	as product recalls. These messages can be set so that individual users must acknowledge them.
Label Printing	SSC uses Zebra branded label printers to print its own internal GS1 compliant barcodes for complete tracking throughout the item's life cycle.
Reports	SSC provides a comprehensive reporting capability offering a range of standard reports. All reports can be exported to Excel for further manipulation and inclusion in department/management reports as required. In addition, the Report Generator enables users to tailor reports by selecting fields, sorting, and filtering before exporting to Excel or PDF.
Audits	A full audit trail from delivery to issue is available for individual stock items. Full database logging is enabled to track any changes.
Security	Security is in built. There are several user permissions, which restrict access to particular functionality.

2 Service – Practical Considerations

2.1 Client Hardware/Software Requirements

For our managed cloud-based service a modern web browser (Chrome recommended) is required to access the web application. Handheld barcode scanning devices and label printers are required and will be provided through our hardware partner, Sciamed. The devices will require a wireless network with external access to the web application.

The number of handheld devices and printers will depend on the customer's requirements.

For self-hosted customers a web server and database server will be required. The specifications of these will be determined on a customer-by-customer basis.

2.2 On-boarding

On-boarding of data can be managed by Savant but is dependent on the customer requirements.

2.3 Off-boarding

SSC has a reporting module that allows for a wide variety of reports to be produced on any of the data in the system. The reports generated can then be saved to a number of formats, including Excel.

2.4 Provisioning and Set-Up

The SSC web application can be set up and configured for a new client within 21 days of receipt of an order. We would expect that handheld devices and other hardware would be ready within this time period however, this is dependent on both availability and customer requirements.

Savant can assist the client as required with the on-boarding of data (see section 2.2). The time required for this stage will depend on the size of the organisation, the amount of data to be on-boarded and the format

of the data.

2.5 Training

Savant and our hardware partners can offer training courses in use of the SSC product.

2.6 Support

Support for the SSC product is provided between the hours of 9.00 am and 5.00 pm on all working days, with a response time of 4 hours. Support issues can be submitted by telephone or email.

2.7 SSC Roadmap

The annual license fee for SSC includes access to all enhancements to the service that are made throughout the period of the license agreement.

- Enhancements are always backwards compatible.
- All enhancements are added to the service based on client requirements and feedback.
- Savant produces an annual Roadmap detailing the proposed enhancements for the next 12 months.

2.8 Data Extraction/Removal Criteria

On termination of the agreement for the SSC service, all client data will be removed from the hosting service and removed from the daily backup.

3 Hosting Service

3.1 Data Centres

Data Centres are available in 4 locations across the UK. The primary data centre is based in Manchester.

This robust hosted service includes:

- Two diverse 6.6KW power feeds from the national grid
- Two 2MW diesel generators (with 7 days fuel)
- VESDA fire detection with DuPont™ FM-200® waterless fire suppression
- 24/7 on site security
- Virtual servers (independent of specific hardware)
- Multi-vendor internet access
- Separate disaster recovery/backup facility

From Q4 2024, there will be an option to host on Savant's private Azure platform.

3.2 Backups

3 days of backups of the database are kept by default. Hence data can be restored back up to 3 days. A client can request that backups are kept for longer.

3.3 Performance

The hosting service has a 99.95% Service Level Agreement (SLA) for network connectivity. This means that the client's server will be accessible via the internet for 99.95% of the time.

Load balancing and clustering is used by the hosting service to ensure no degradation in availability. A failover site is in place to ensure availability is maintained in the event of a catastrophic failure at the main hosting site.

3.4 Security

Data is continuously encrypted whilst in storage and during network transmission using RSA keys. The SSC application service is hosted through https, providing bi-directional encryption of communication between a client and the server. Each individual client is assigned a unique URL enabling access to the service. The .NET Framework role-based security permissions are used to manage access to the application. All users have an individual name and password along with a PIN for handheld devices. Password information is stored in the database using secure salted password hashing ensuring that passwords are not retrievable either through the application or directly on the database. Only users that submit a valid username and matching password for their particular SSC system can access their application.

3.5 Accreditations

Savant Ltd and our Hosting Service are accredited to ISO 27001 and ISO 9001.

4 Further Information

If you would like further information about the SSC service, please contact:

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