



# Evolve EMR-as-a-Service Service Definition Document



# We're Kainos

We overcome big challenges for businesses, using the best in talent and technology.



## Kainos

Meaning new, fresh and innovative.



## 34 years

Of going beyond for our customers and our people.



## 15 offices

Across Europe and North America.



## 1,715 people

Who thrive on complex problems.



## 465 customers

Across commercial, healthcare and the public sector.



## £178.8 million

In revenue, and ten consecutive years of organic growth.

# Our specialisms

Across two specialist business areas, we work globally for clients across commercial, healthcare and the public sector to make the world a little better, day by day.

## Digital Services

We're trusted to deliver robust, secure and scalable solutions which have helped over 55 million people and saved our clients hundreds of millions of pounds.



Telensa

## Workday Practice

Experienced in complex deployment and integrations, and a leader in Workday test automation, we're trusted by big brands to deliver, enhance and maintain Workday for their global workforces.

NETFLIX





# Who we work with



## Public Sector

We work with government departments to help them design, develop, modernise and streamline their systems, whatever the scale or complexity.



## Commercial

We partner with businesses across the globe to deliver efficiencies, increase capabilities and future-proof their organisations.



## Healthcare

We have been using technology to enable better patient care and outcomes for more than a decade.

# Digital Services

We work collaboratively with customers across commercial, healthcare and the public sector to drive transformation from the ground up, delivering truly intelligent solutions that are secure, accessible and cost-effective.

DIGITAL TRANSFORMATION

AI

DATA

CLOUD

CONSULTING

IoT

EXPERIENCE DESIGN

PLATFORM

EVOLVE

# Digital Services



**55 million UK citizens**  
positively impacted by  
services we've delivered



**100+ Agile projects**  
successfully delivered



**Key partners**  
Microsoft 2018 UK  
Partner of the Year and  
AWS Advanced  
Consulting Partner



**465 blue-chip  
customers**



**97% of customers**  
rate our service as good,  
great or excellent



**Award-winning**  
40+ national industry  
awards





# Evolve EMR-as-a-Service

Evolve is an award-winning Medical Record platform supporting Digital Maturity programmes through removal of paper from the care process.

Provided as a fully managed service, delivered securely using Microsoft Azure's cloud.

Secure, audited storage and management of patient documentation, enabling paperless working through configuration of digital workflows and electronic forms.

## Features

1. Fully managed service, delivered securely via the cloud.
2. End-to-end network, server, database, application management hosted through Microsoft Azure.
3. ISO27001 security (NCSC aligned) and ISO20000 service management accredited.
4. Deployed in the cloud with advanced security measures and tooling.
5. Instant access to patient records via mobile devices and desktops.
6. Interoperability with EPRs based on HL7 standards including Spine.
7. eReferrals, iPad offline access, clickthrough to other clinical systems.
8. Quick access to information through a simple, intuitive user interface.
9. Digital patient records and electronic document management.
10. Highly configurable and scalable, used by 150,000 clinicians.

## Benefits

1. Electronic forms and workflow enables paperless working.
2. Improved information sharing and collaboration across systems and care teams.
3. Always have access to the latest Evolve functionality when released.
4. Free up IT staff for other priorities, improving clinician efficiency.
5. Reduced management overhead – Kainos manages the end-to-end service.
6. Maximised availability – Resiliency and Disaster Recovery (DR) built in.
7. Reduced risk – protected by Azure and enhanced operational security.
8. Adopt Cloud safely – real world experience migrating mission critical services.
9. Supports digital maturity and paperless working.
10. Supports the Government's 2020 personalised health and care agenda.



# Evolve EMR-as-a-Service

We understand the challenges currently facing the NHS including storage issues, realising investment from other electronic patient information systems, the need to consolidate information from disparate systems, clinical governance and security issues. We recognise that ultimately cost reduction is one of the main reasons for change and paper is the limiting factor in all of these issues.

## Overview

Evolve will deliver a unified, digital care record 24/7/365 providing clinical workflow regardless of location via mobile access to the patient record.

Our solution enables integration to your existing clinical systems and is Cloud-hosted within Azure to remove the burden and complexity of managing security, updates and upgrades for on-premise solutions.

We make getting access to patient information at the point of care easy for Clinicians using our Smart Indexing technology which indexes content based on OCR'd text - ensuring that clinicians can find the information they need quickly.

## Key Service Features

- **eForms:** Our eForms solution has been widely and successfully adopted to solve hundreds of use cases from the replacement

of simple forms, to more complex NEWS and Nursing Assessments solutions. This has helped our customers to remove paper, reduce costs and free up clinical time.

- **Integration:** Evolve can combine electronic data, alongside the digitised paper record, to create a unified view of patient information which is easily accessible by Clinicians.
- **Mobility:** Evolve for iPad gives has been optimised for mobility. The functionality provides online, and more importantly offline access to patient information at the point of care. This is being used to transform hospital and community care and we believe this is a key component for delivering care outside the hospital boundaries.
- **Managed Service:** We understand the pressures facing NHS staff, management and technical teams. The Evolve EMR-as-a-Service solution has been developed using our skills and experience in delivering high-profile, complex cloud services.





# Evolve EMR-as-a-Service

The service provides proactive operational and advanced security management of the Evolve EMR application (and any licensed modules) using our specialist skills and knowledge of the EMR product and cloud services.

## Cloud Hosting

Kainos will provide cloud hosting provisioned from Microsoft Azure with full Test, Pre-Production and DR environments.

## Implementation

Kainos will provide product specialists to setup and configure the Evolve EMR platform. This will include the following phases:

- Discovery, solution build and configuration
- Acceptance testing
- Go-Live preparation and go-live support.

## Monitoring

Kainos will continually monitor the cloud hosted environment using tools from the native Azure toolset, including:

- System availability and performance
- Capacity, virtual machine, SQL and log monitoring
- Alert tuning and improvement.

## Security

Kainos will provide the following security management in line with best practice and the ISO 27001 standard, including:

- Anti-virus management and security vulnerability assessments
- Server operating systems patching and protective monitoring
- Log retention and security operations
- Protected by Microsoft Azure Critical Watch List.

## Operational Management

Kainos will provide proactive, comprehensive, operational management carried out from our UK management centre by Evolve solution experts, including:

- Evolve backup and disaster recovery management
- Database and application management
- Evolve integration management and Software deployment
- 24/7/365 rapid response and remediation support.



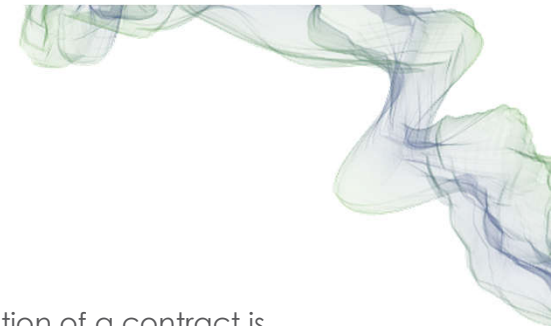
# BCDR and Exit Plan

## **Business Continuity and Disaster Recovery (BCDR)**

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

## **Exit Plan**

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.



# Commercial Statement

## Confidentiality and Copyright

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## Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

## Corporate Information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>

Kainos Software Limited will be the contracting entity for the provision of the services and may be assisted from time to time by other Kainos group companies.

# East Suffolk and North Essex NHS Foundation Trust

Securing patient data in a public cloud platform

## Challenges

- Complexity of the merger of two different trusts' to serve a population of over 800,000
- Constrained capacity in Trust's IT Departments
- Critical patient records system

## Benefits and outcomes



**Instant access to patient records**  
including mobile devices



**Secure patient records**  
Advanced security measures and tooling



**Secure platform**  
Highly configurable and scalable



**Modern business continuity**  
Maximised availability with resiliency and disaster recovery built in

### Mike Meers

CIO, East Suffolk and North Essex NHS Foundation Trust

"The move to the Evolve EMR cloud-managed service provides a number of significant additional benefits as it allows for time and capacity to be freed up within the Trust's IT department that would otherwise be taken up managing infrastructure. The Trust will benefit from advanced security, fully managed end-to-end operational maintenance, and managed upgrades by dedicated Evolve platform experts. This supports our Trust philosophy of 'time matters', giving back time to our staff, patients and their families."