malinko
INTELLIGENT SCHEDULING SYSTEM

Contents

Background

A clinically safe, clinically aware, patient centered, enterprise wide intelligent scheduling system for the NHS, that schedules activity in an optimum way. A unique intelligent matching algorithm that schedules patients (demand), available staff (capacity) and facilities (capacity), for example - Clinics, rooms and equipment.

Key differentiators to other vendors, which makes Malinko a unique offer for the NHS are shown below:

1. With a previous proven track record in other sectors, Malinko is now the first and only intelligent caseload scheduling system for NHS Community services that has been developed in partnership with the NHS, software developers and mathematicians.
2. Malinko is the only Intelligent Caseload Scheduling System used by NHS Community Services that has been widely adopted in the social care sector. Malinko began working within the social care sector in 2012 and now over 200 social care organisation use the Malinko system to help them manage and schedule tens of thousands hours of care. This experience and understanding of the issues and problems of scheduling and managing a distributed workforce in social care, give Malinko a unique position with the move of health and social care to integrated care systems, integrated care partnerships and accountable care organisations.
3. Malinko is the only intelligent caseload scheduling system that can exchange data (integrated with) with GP systems: SystmOne and EMIS.
4. Malinko is the only intelligent scheduling solution that has been backed by the UK Government who have awarded Malinko £486,000 via its Innovate UK program to enable NHS organisations solve their organisational wide scheduling problems.
5. Unlike many other software vendors who have chosen to operate a closed system approach, Malinko have open APIs to give you comprehensive access to your data and will happily share your data with other vendors.

Malinko are a small innovate software vendor who only partner with NHS organisations as ***we believe we should profit with not from our customers***. Malinko's partnership approach has been recognised by the Health Service Journal who have shortlisted our caseload scheduling project with ACE CIC for the HSJ partnership of the year award 2017.

Data backup and restore

Please refer to Section 8 of our Terms and Conditions.

Onboarding and Offboarding Support

There is a full project managed configuration, implementation and training plan. We provide on-site training with a train the trainer approach. We provide full user documentation and online training support system and associated support articles. Service documentation is provided in the required format such as HTML, ODF, PDF and via online support system.

Within thirty (30) days of termination, the Customer may request that Malinko shall provide an extract of the Customer Data to the Customer (in such file format as Malinko shall determine). Malinko hereby reserves the right to charge a fee to the Customer for providing the said extract in accordance with its then current applicable charges for such service. If the Customer fails to request the return of Customer Data within the thirty (30) day timeframe, then, to the extent permitted by Applicable Law, Malinko reserves the right to delete all Customer Data in its possession. In the event of termination (for whatever reason), Malinko shall (for a period not exceeding 60 (sixty) Working Days after the date of termination or expiry) provide the Customer with reasonable co-operation to enable the Customer to make arrangements for the transition of

the supply of the Service to an alternative provider. Malinko shall be entitled to charge the Customer at its prevailing day rate (as notified to the Customer from time to time) in respect of such assistance and co-operation.

Service constraints

Maintenance

The Service is subject to a planned maintenance strategy. Planned maintenance where possible will be accommodated outside of Service Hours without impacting the availability of the Service to Named Users.

All planned maintenance will be subject to agreed change control procedures and will be communicated to the Customer within a reasonable notice period. A copy of change control procedures can be provided on the request of the Customer.

Customisation

Full configuration support including account configuration, rules configuration, services configuration, custom fields for clients and users. There are two levels of configuration - account level, configured by Malinko internal staff Account manager level - elements such as new service types can be set up by client side staff with appropriate permissions

Service levels

Support

Hours of Business (Standard Support Plan): Malinko Helpdesk is open and contactable on Working Days between 09:00 and 17:00 (Service Hours) for all helpdesk calls.

Target Uptime

99.99% in Service Hours (excluding planned maintenance set out in the Hosting Service Terms)

Refund in case of failing to meet service levels

Upon request we are able to refund on a prorata basis for any unplanned downtime which falls outside the 99.9% uptime availability.

Terminating a contract

Please refer to Section 21 and Section 22 of our Terms and Conditions.

Technical requirements

Web Application

In order to use MISS web app, you will require an internet connection. Although there is no minimum requirement in terms of bandwidth, as with any other web app the faster the connection, the faster the pages will load within the system. Access to the web application requires Microsoft Internet Explorer 11 Microsoft Edge (most up to date version) Chrome (most up to date version) Firefox (most up to date version) Safari (most up to date version) No additional plug ins are required.

There may be some firewall configuration needed for full application functionality

Mobile Application

The mobile app can be run on iPhones iOS 7.1 and Android 2.3 and above (4.0 and above is recommended). Windows Mobile not currently supported.