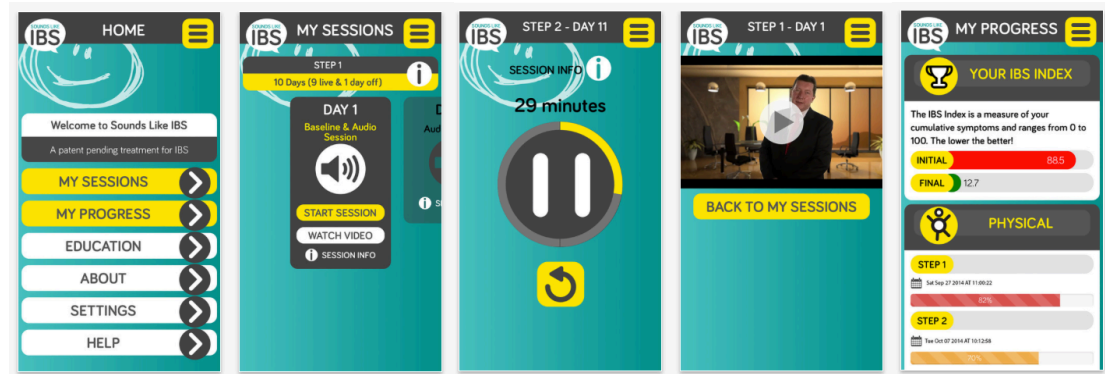


Service Definition

An overview of the GCloud Service (functional, non-functional)

SoundsLikeIBS delivers a proven IBS treatment[∞] method, tried and trusted with users in 48 countries. Developed by Michael Mahoney, internationally acclaimed and respected authority of IBS treatments, SoundsLikeIBS is a full and complete IBS treatment method. With up to 90%* or more success rate, this dynamic integrated IBS solution is much more than an App.



At its core is the proven IBS Audio Program, hours of therapeutic audio recording, pre session videos, and educational videos (14 in all). Send a video link to family and friends explaining IBS to them, so you don't have to. SoundsLikeIBS gives you Day One base-lining and then monitors your progress in 4 key areas (Physical, Emotional, Social & Other), covering 52 symptoms, throughout the program establishing your IBS Index at the beginning and the end of your journey and providing an in depth personal analysis of your condition. The App includes automatic scheduling of sessions, email reminders, optional daytime and night time endings and the ability to listen to your sessions with or without background music. Synced for use between iPad and iPhone, forget one – simply pick up where you left off on the other.

- No delay in treatment and No side effects
- Reduces or eliminates IBS physical symptoms of Diarrhea, Constipation, Pain and Cramping and the accompanying worry, anxiety and emotional burdens
- Keep track of your symptoms and progress for both you and your healthcare professional.
- Effectively used in the private clinical setting since its initial development in 1992
- Is measurable against our patent pending IBS Index
- Requires no travel worries or toilet anxiety
- No waiting room delays or car park expense
- Proven IBS Audio Program at its core

One in five people will suffer from IBS at some point in their lives and there is no known cure. Around the world it has been extensively researched and acknowledged that psychological interventions are immensely successful in reducing or even eliminating IBS symptoms, but there are a lack of trained therapists and the cost of one to one sessions is very expensive.

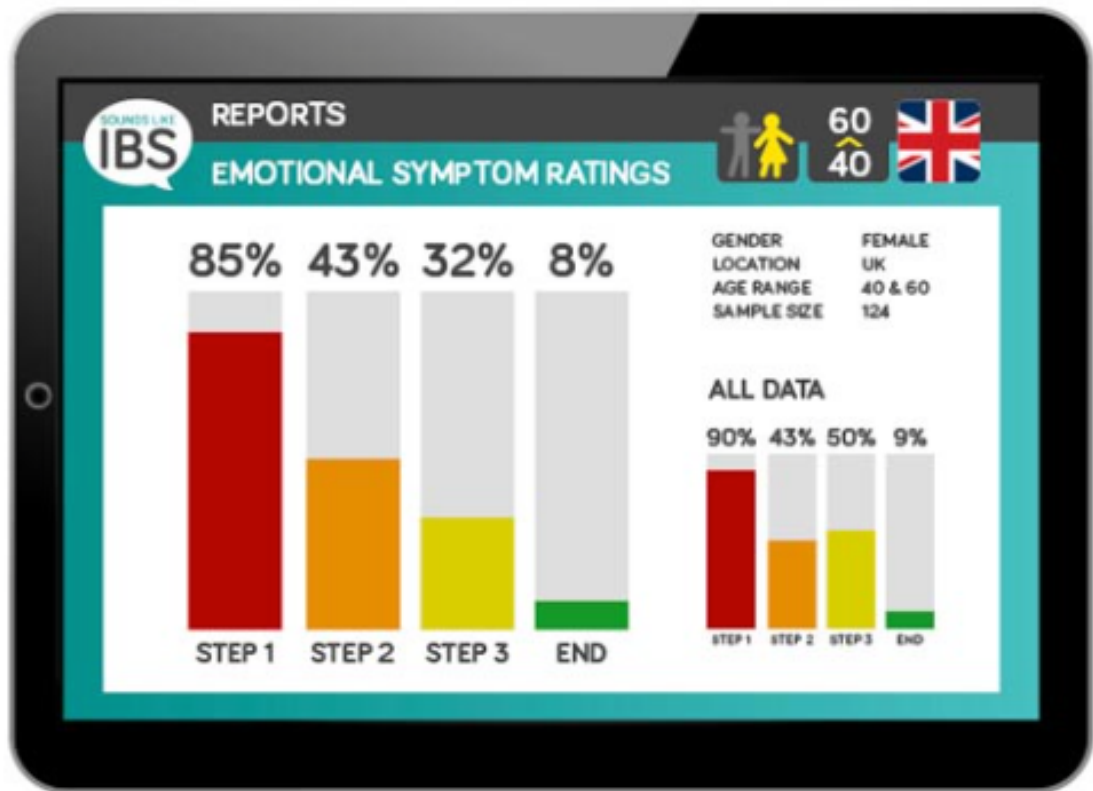
The SoundsLikeIBS Program was developed by Britain's leading Clinical Hypnotherapist Michael Mahoney CMH CHyp. Michael has built a reputation for bringing genuine caring services to his patients since his first days in practice in 1986.

When asked by the UK NHS to participate in a 12 month medical research study into IBS, SoundsLikeIBS recorded an 80% reduction in symptoms. Further trials over three years reported in excess of a 90%* average reduction in symptoms. Independent patient feedback for over a decade, further validates clinical trial results, with many users reporting that they have virtually walked away from their IBS symptoms.

Now you can bring Michael’s safe, enjoyable experience of gentle therapy into the privacy, confidentiality and comfort of your own home. Getting better, and effectively treating your IBS, has never been easier or more cost effective.

Hundreds of thousands of users worldwide have reported remarkable success, eliminating IBS pain, worry, anxiety, diarrhea and constipation

For the Healthcare Professional, SoundsLikeIBS delivered as SaaS enables those managing rising risk populations to monitor the progress of each patient (with permission) and have access to all data within the IBS population, giving valuable reporting tools to help the treatment program and provide the best care that suits the individual. SoundsLikeIBS is also able to amalgamate data for anonymised reporting purposes from the level of grouping individual GP’s data for reporting purposes at a GP Practice Level, right up to Department of Health level.



* Individual results may vary.

∞ Not a substitute for professional advice.

Details of the level of backup/restore and disaster recovery that will be provided

All backed up data is compressed and encrypted with AES 256bit encryption at rest and in flight. We retain detailed backup logs for 5–7 years and retain every single end of day version for 5–7 years of files and databases. All backups files are stored in WORM format.

Onboarding and Offboarding processes/scope etc.

Onboarding

There are two different types of SoundsLikeIBS user, Patients and Healthcare Professionals...

Patients can download the iOS or Android app, from either the Apple App Store or Google Play, and setup their own SoundsLikeIBS account and create their own username (email address) and password and then authenticate and use SoundsLikeIBS.

For the Healthcare Professional, SoundsLikeIBS delivered as SaaS enables those managing rising risk populations to monitor the progress of patient groups. Accounts can be created through soundslikeibs.com and access is via username and password.

Onboarding Support

Depending on the size and complexity of an organisation SoundsLikeIBS can provide a dedicated member of staff with telephone support to facilitate the setup process. There is also email support, an FAQ section within the logged on area and context sensitive help on each screen.

For app users there is a feedback section within the app allowing users to get in touch via email with a 24-hour response time. There is also an FAQ section within the app and context sensitive help on each screen.

Offboarding

If a user decides to leave the service, then they can inform SoundsLikeIBS via email. If they make a request SoundsLikeIBS users can make sure that their username and password are no longer able to access the system. If they are an organisational customer, i.e. they have multiple logons for that organisation, we can make sure that all logons are disabled at an organisational level.

Service management details

The Service is managed to ITIL Framework Standards.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

If there is ever a need to carry out maintenance that effects service availability, then this maintenance will be scheduled and all users will be notified of any downtime and the estimated duration of the interruption to service. SoundsLikeIBS utilizes a high availability server setup, however, should there be any issues that affect system availability then we have a 1-hour hardware replacement guarantee.

If there are specific user requirements that SoundsLikeIBS doesn't cater for then users should email SoundsLikeIBS and all feedback will be collated and evaluated on a case by case basis. It may be that new features will be incorporated into the rolling program of development for the benefit of all users or a specific piece of work carried out for an individual user / organisation to accommodate their request for change.

If there are ever any features / functionality that are to be deprecated from the system then SoundsLikeIBS will provide as much notice as possible via email to all users explaining timeframes and rationale behind any such decision.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

SoundsLikeIBS utilizes a high availability setup with no single point of failure but with respect to a hardware disaster we have a 1-hour hardware replacement guarantee giving us minimal downtime in this situation. Our network has a 99.99% uptime guarantee.

SoundsLikeIBS provides email support and a support forum. Any support issues raised are prioritised and a response time is given depending on the severity of the issue as per ITIL guidelines.

Large organisational customers will have a dedicated SoundsLikeIBS member of staff with telephone support.

Data restoration / service migration

All data is backed up daily and held off site for a period of 5 – 7 years. SoundsLikeIBS can restore any data from this period if required to do so.

SoundsLikeIBS is a proprietary service and there is no migration path.

If customers choose to use SoundsLikeIBS on their own servers then data restoration and backup issues become the responsibility of the customer.

Customer responsibilities

Customers must abide by the SoundsLikeIBS terms and conditions.

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

SoundsLikeIBS is available as a SaaS solution so customers will need a browser with a broadband internet connection to logon. Browsers supported are Microsoft Internet Explorer 7 and greater, Chrome, Firefox, Opera and Safari.

SoundsLikeIBS is available as an iOS App (iOS 7 and up) and an Android App (Android 4.2 and up).