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attendanywhere®

Attend Anywhere

From Involve

Service Definition

See success

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Collaborate at will

1. Service Overview

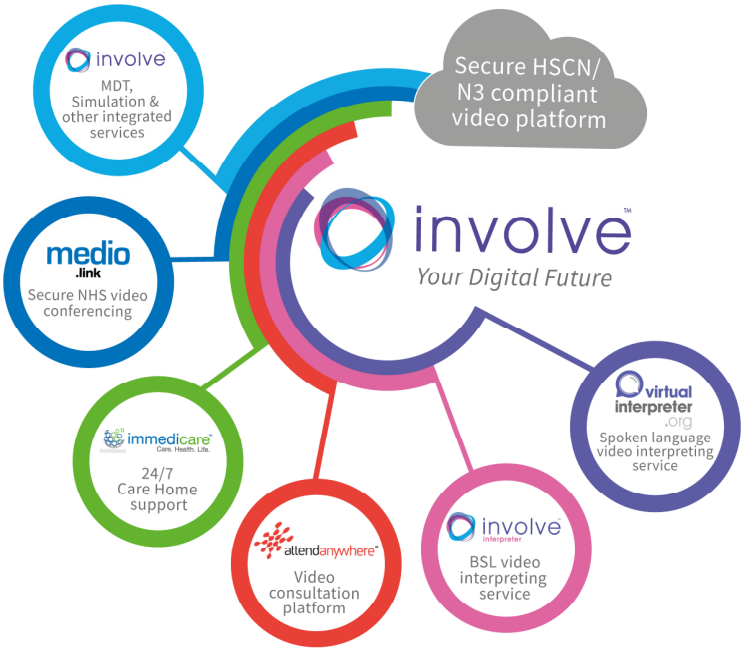
Attend Anywhere is a unique video consultation platform, with the user experience at the heart of the operation.

For video call attendance to be a standard, everyday option, it must be painless for service providers, easy for users (patients), scalable, and sustainable.

The goal is to mimic, as closely as possible, the way things work today, without extra processes or resources.

Attend Anywhere Features & Benefits

Features	Benefits
Replicates traditional visitor (patient) to specialist (doctor) journey	Make travel optional for users (patients)
Full Cloud Service	Reduced requirement for extra resources to support video consulting
Attend Anywhere Button	Embed a simple one touch dial button into your website / workflow. No business change required.
Multi-Platform Connectivity	Connect From Anywhere
UK Hosted	UK Business, Adds to Security & Compliant
99% Availability	Always On



Services

***Active Waiting Area*:** A Service Provider User is an individual with an account enabled to join a video session. Active user status is registered once the individual has joined a video session for longer than 2 minutes in any one month period.

Active Users: An Active Waiting Area is an always on holding area for clients to join a Video session. The Waiting Area is managed by Service Providers and allows for clients to be directed either through a reception style method or to a dedicated Waiting area

Associated Services

Involve Medio professional services are available to support your organisation such as:

- **Consultancy Services** to support Attend Anywhere deployment
- **Training Services** from **Involve Academy** to drive adoption even further

2. On boarding process

Service requirement

The Account Manager will notify the service team of the account requirement and will include the end user administrator details.

User List

The user list will be provided by the customer.

Network Requirements

Involve will provide information and advice on port management when using Attend Anywhere The information will cover Firewall port requirements and recommended network designs to ensure security and flow of traffic and is a one-time set up.

3. Service Provisioning

The user will be provisioned with Account Details per the agreed On Boarding process. All Services are available 24/7/365.

4. Reporting

Standard reporting available upon request

5. Service Levels

The Involve Cloud service is available 24 / 7 / 365 at an uptime of 99.999%. The helpdesk facility Involve shall provide effective support of in-scope services as a result of maintaining consistent Service Levels. The following sections provide relevant details on support services availability, monitoring of in-scope services and related components.

Support	Times
Telephone	08:00 – 18:00 Monday – Friday (excluding bank holidays)
Email	08:00 – 18:00 Monday – Friday (excluding bank holidays)
Video	08:00 – 18:00 Monday – Friday (excluding bank holidays)

(Out of hours support is available at an additional cost.)

Service Availability and Resilience

Guaranteed availability

- The service availability is based on the aggregate SLAs of the service components from the underlying cloud hosting provider. This is 99.95%.

Approach to resilience

- The system is provided as a resilient, high availability service.
- Underlying infrastructure is provided by accredited cloud providers, with redundant and resilient internet connections and local utilities.
- The system is designed for continuity with resilience to both site and component failures.
- Redundant sets of components are deployed into geographically-separated sites. These redundant components are configured for cross-communication, so that if a component fails in a given zone, its functions will be fulfilled by surviving components in another site.
- The design is scalable with additional component units able to be added for resiliency, and capacity.

Outage reporting

- The following outage reporting methods are employed:
- Publicly accessible Service Status Dashboard
- API available for individual component status
- Email alerts to nominated Customer Contacts

Service Updates

The service desk will provide Service Updates dependant on the following severities:

Service Product	Service Level Response (service update frequency)
Priority - High	Every four working hours to nominated contact.
Priority - Medium	Every four working hours to nominated contact.
Priority - Low	As required

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Incident Response Times

Priority	Description	Service Affected	Business Hours Target		After-Hours, Weekends & Holidays Target	
			Response	Resolution	Response	Resolution
P1	Full outage for all, or significant portion of users, including performance degradation that is effectively a full outage or a security incident.	Core Functionality not available Examples: • Data corrupted • System hangs indefinitely, causing unacceptable or indefinite delays in response	30 minutes	1 hour	1 hour	2 hours
P2	Outage for subset of users or serious performance degradation	Serious performance degradation, or service disruption in relation to Core Functionality	1 hour	2 hours	1 hour	4 hours
P3	Bug impacting users but core functionality not impacted	Service is degraded for 2 or more users, but Core Functionality is available	4 hours	N/A	N/A	N/A
P4	Query, suggestion, or very minor bug	N/A	8 hours	N/A	N/A	N/A

6. Pricing

Pricing for all services is listed in the **Involve Attend Anywhere Pricing Schedule** document.

7. Training

Full training can be provided to end users to ensure awareness of functionality and adoption of the service, remotely in live sessions where possible. An on-demand service is also available. Users will be provided with a step by step user guide supporting the service.

8. Additional information

Further information or additional clarification can be obtained through contacting the sales team by email **sales@involve.vc** or **0845 805 345**, alternately please visit **www.involve.vc**