

Care Cloud Warranted Environment Specification (WES)

Care Cloud Residential Care - Warranted Environment Specification (WES)

The application is delivered through a web browser and has been developed for use with PCs and laptops and in addition can be run on a mobile device using a web browser as per the specifications below.

This document specifies the client environments that Care Cloud has been assured against and will cover the following components:

- Operating Systems
- Software Recommendations
- Hardware Specification

The definition of a warranted environment is; an environment in which the supplier supports their product in the live environment with fixes.

This specification will be reviewed regularly in line with product upgrades and updates to supporting components.

User PC

The following table lists the recommended specifications for users' PCs:

Specification	Recommended
Operating systems	Windows 10 / 11
Internet browser	For Windows 10 / 11 operating system: <ul style="list-style-type: none">• Google Chrome• Firefox• Microsoft Edge
Display resolution	1280 x 768+ 1600 x 1200 if a screen magnification accessibility tool is used.
Microsoft Office	If using the MS Word add in and/or to open outputs from the product: Office 2013 or Office 2016 and Office 365

The following table lists the requirements for care Cloud users that use the Microsoft Word add-in to create or modify document templates:

Requirement	Minimum Version
Microsoft .NET Framework	4.7.2

User Tablet (with internet browser not an app)

The following table lists the recommended specifications for users' Tablets:

Specification	Recommended
Operating systems	iOS v15+ , Android v12+
Internet browser	<ul style="list-style-type: none">• Safari (iOS)• Samsung Internet (Android)
Screen Size	10" or larger
Microsoft Office	Office 2013 or Office 2016

User Mobile Device (with internet browser not an app)

Not currently supported but future work intended in v631 for 6" devices

TLS Protocol

Users must use web browsers and operating systems which support version 1.2 or higher of the TLS protocol.

Network and Bandwidth requirements

The product has been tested in a controlled environment against a variety of bandwidth connections. Based upon this controlled testing we can demonstrate that the product works with a minimum network link that has speeds of 0.5Mbps Upload and 2Mbps Download. Our recommendation however would be to have an network link that has speeds of 2Mbps Upload and 5Mbps download. Whilst link speeds slower than this will work, the response times of the system will be degraded and system performance overall will not be optimum.

	Upload Speed	Download Speed
Minimum	0.5 Mbps	2 Mbps
Recommended	2 Mbps	5 Mbps
Optimum	10 Mbps	10 Mbps

These figures are a guideline only as system performance is also dependent upon several other factors outside the control of the software e.g. large files transfers, local LAN traffic / network profiles, network traffic and user activities that impact on network usage.

Firewalls & Networking

Advanced Care Cloud Application

Service	Port	URL	Customer Type
Web Application	443	https://*.advancedcarecloud.com	All Customers