



23rd of January 2017

practiX Organisation
Attention: Practice Manager

CSC Australia Solution Advisement Notice
for
practiX – All Versions

Dear Practice Manager,

As part of an internal portfolio review recently undertaken CSC Australia (CSC) have decided to consolidate their product offering with respect to the practiX solution. As such CSC will cease continued provision of development, support and maintenance services for the practiX – (*All Versions*) solution as further outlined in this letter. The ongoing costs to maintain such a solution in the market, with associated legacy technology and limited suitably skilled resources, has been assessed by CSC to be unsustainable in the longer term. This has led CSC to decide to withdraw the practiX software and the services from our product and service portfolio.

In light of this product consolidation, CSC is very excited to partner with MedTech and MediRecords who are both offering migration opportunities to all existing CSC practiX clients. This partnership represents CSC's continued commitment to service the Healthcare market and provide organisations with the best possible software transition opportunity. An email has been sent to your organisation with a copy of this notification including introductions from both MediRecords and MedTech and their associated offerings.

CSC will be coordinating a number of overview sessions with both partners to introduce themselves and showcase their respective software solutions to existing practiX clients. These will be offered both in person in certain locations and via web conferences to allow for 'Online' attendance.

Solution Sunset Notification

The '**Sunset Date**' for this solution will be the **31st of January 2018**.

Your organisation may continue to use their practiX Solution, inclusive of any interface(s) represented by CSC Software licences 'as is' indefinitely beyond the Sunset Date however it will be considered as "Unsupported Use" by CSC. This will allow your organisation to utilise the Software for any historical reporting or data retention requirements it may have into the future.



Your organisation may not continue to use any third party software (*previously covered under practiX Support and Maintenance arrangements*) associated with the practiX solution beyond the Sunset Date without your organisation obtaining permission from the relevant owner of any licensed material.

For the avoidance of doubt, no maintenance will be undertaken for the Software after the Sunset Date and no patches or enhancements to existing versions installed, will be developed or implemented. Updates to third party items (e.g. MIMS, ICPC-2 PLUS) will also no longer be provided. This is including (but not limited to) implementation or development of patches or enhancements for the practiX software inclusive of the Client, Server software and associated Database(s), any interfaces, or any legislative requirements from the 1st of February 2018 onwards.

Notice of Contract Termination – Termination of Development, Support and Maintenance Services

We refer to the agreement between CSC Australia (“CSC”) and *practiX Organisation* (“**Agreement**”) for the licensing of and provision of development, support and maintenance services in respect of the practiX – (*All Versions*) solution, (“**Software**”).

Notice of Termination of Agreement

CSC hereby gives *practiX Organisation* notice from the date of this letter, of termination by CSC of the Agreement with the effective date of termination being **31st of January 2018 (“Termination Date”)**. What this will mean practically is that on and from the Termination Date, CSC will cease to provide your organisation with any development, support and maintenance services (“**Services**”), as outlined in the Sunset Notification section above, from the 1st of February 2018 onwards.

Note however, that your organisation may still elect to continue using the Software ‘as is’ indefinitely beyond the Termination Date, but such use will be at your organisation’s own risk with no liability on CSC’s part and without any obligation on CSC to provide your Organisation with any Services for such continued use.

Transition Arrangements

This decision has not been made lightly or without thought to the business impact this may have on our clients, particularly given this Software has been in use by some of our existing clients for many years.

To assist your organisation, make the transition from the CSC Software and Services with minimal disruption and business impact, we have set up a process for you to consider an alternative replacement product offering from both MedTech and MediRecords. Other than the offering of these alternative replacement solutions available to your organisation, CSC will not be liable to your organisation in respect of any losses, costs, expenses or damages arising from or relating to CSC’s termination of the Agreement and the cessation of provision of the Services. Your organisation, of course, may also elect to select another suitable solution from the open market based on your independent evaluation.

Billing and Invoicing Arrangements



CSC is willing to negotiate flexibility with respect to your transition of Services requirements as well as future maintenance invoicing arrangements according to your organisations approach and time line to an alternative solution within this notice period, prior to the Termination Date. Please contact CSC practiX Support Management – Lisa Malley to discuss your individual organisation requirements in relation to invoicing for alternate periods for Software maintenance and support. Note, that in order to receive continued provision of the Services up to and including the Termination Date, CSC must have received payment in full of all charges relating to the Services as per our existing Agreement.

Further Communication

CSC will contact practiX clients in the near future with the proposed dates / times, locations and remote access connection details of the proposed Overview Sessions.

CSC recognises that this notification may present your organisation with a transitional challenge. Lisa Malley will be available to discuss this notification, support and maintenance options and any issues or matters you may wish to raise in response to this letter.

If your organisation does not receive the above indicated email with a copy of this notification including introductions from both MediRecords and MedTech and their associated offerings, please contact the CSC iResponse team (see below contact options) and provide your email address so one can be sent to you.

If you have any other questions regarding this advisory, please log them with the CSC iResponse help desk on 1300 36 47 47 or email HG-iResponse@csc.com so that management can respond to your queries.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MPitney', is positioned above the printed name and title.

Madeleine Pitney
Manager, Product Group
CSC Australia

Contact Details:

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