

## Brillians – Business Info and FAQ

This document answers the common business questions for the future customers.

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### Basics of Brillians acquisition by a VAMC or VISN

Brillians is licensed to the VA medical center, or the VISN. There is no licensing model for purchasing a license for the named users, or a specific number of users (e.g., for use by a given service only).

Once a VAMC or VISN decide that they would like to purchase a license, they contact the vendor at [support@supravista.com](mailto:support@supravista.com) for pricing and general information like this document. Barring unusual circumstances, we respond to emails within 24 hours. If you have not received a response with 24-48 hours, please **check your Outlook Junk mail folder**.

We are happy to assist with much of the documentation required by the COR to put together a package for the contracting officer.

### Preferred method of communication

Email is the preferred method of communication because of the spotty cell service in our geographic area. If you call our phone help line (740-339-0080), please leave a detailed voice message including your contact phone and email. We monitor this line as best as we can. In most case, you will get a response by email within 24-hours.

### Vendor Staff's Access to the VA Network and Clinical Data

**None** – neither needed nor requested. Note: This is also part of the information security– the vendor cannot lose or disclose what they don't have!

**Why?** Due to VA's information security rules, it is difficult for small vendors to get and maintain access to VA resources (e.g., network login). It is even more difficult to get access to the sensitive patient-level clinical data which a clinical App like Brillians requires.

To overcome the above limitations, Brillians depends on the knowledgeable, volunteer VA employees to configure, provide training, and support the app. Please see more details on these aspects later in this document.

As of this writing, this model has worked well for over 11 years in nearly 30 VAMCs.

## IT Resources and Setup

Brillians is a Windows desktop App like CPRS. Therefore, all it needs is a network folder to install the executable and the supporting files. The end-users execute the App from this folder using a link on the CPRS Tools menu. The access to App is controlled by two Active Directory groups setup by the IT staff. We provide guidance to the IT staff regarding properly setting up the folder and assigning permissions.

No other IT resources are needed. Specifically, there is no need for any new hardware/servers, SQL databases, HL7 configuration, etc. There are no web servers and no dashboards. There is nothing to update or maintain by the IT.

Nothing is installed on the workstation/GFE laptops. Nothing is stored in Windows registry. Therefore, replacing a workstation does not involve any Brillians-related work on part of the IT.

Please see more details here: [FAQ – IT Staff | Brillians](#)

## Configuration and Installation

Once the purchase decision is made and the contract is in progress, we encourage VAMCs to start working on configuration and installation.

The configuration involves **creating various configuration files specific to the VAMC** which inform the App about nuances of the given VistA instance. For example, lab names and imaging names vary. The same lab test may have multiple names, including retired lab names.

Obviously, the configuration requires access to the clinical data. Due to vendor staff's inability to access the VA network and clinical data, the configuration must be done by the VAMC/VISN using VHA's internal resources. There are knowledgeable VA employees who volunteer their time to do the configuration for their own VAMCs as well as others.

Once the configuration is complete, installation simply requires copying the configured files to VAMC's designated network folder as detailed under the "**IT Resources and Setup**" section above. We provide additional guidance to the IT staff regarding properly setting up the folder and setting permissions.

Nothing is installed on the end-users' workstations. All authorized users can access the App from any network-connected workstation in the VAMC.

How long does it take? As a rough estimate, from the time the VAMC/VISN informs us of their firm decision to purchase the license, it takes about 30 days to install the fully functional App in the VAMCs. For multiple VAMCs, it may take a little longer.

Once the App is installed, it can be used for testing by the superusers and informatics staff. However, *we do not recommend releasing it for wider use until the end-user training is completed* so that the users understand the benefits, the workflow, and proper use of the rich feature-set. Having training beforehand ensures that the first impressions are not negative.

## Information Security FAQ

Brillians is compliant with VHA's information security guidance including 2FA login and idle time-out. It uses the same RPC broker as CPRS. This means that Brillians' communication with the VistA database is as secure as CPRS.

Brillians supports login using PIV/PIN or Access/Verify codes. Likewise, Brillians supports single sign-on (SSOi).

Please see more details here: [FAQ – Info Sec | Brillians](#)

## Clinical FAQ - Features and Patient Safety

For list of features: please see [Features | Brillians](#)

Cognitive support and Patient Safety Advisories: [Cognitive Support | Brillians](#) and [Advisories: Logic and Scope | Brillians](#)

For differences between CPRS and Brillians, workflow, and similar discussion, please see this page: [FAQ – Clinical | Brillians](#)

## Licensing Model

SupraVISTA products are licensed using the “Software-as-a-Service” (SaaS) model.

- There is one, clearly defined annual licensing fee which pays for the unlimited use of the software by the licensing entity including all its OPCs and CBOCs. Specifically, there is no limit on the number of users or the workstations.
- There is no large upfront fee, and there are no additional piecemeal or nickel-and-dime fees.
- The annual license includes software updates, and Tier-2 and Tier-3 email support as described later in this document.
- Purchase of Add-on modules is optional. Their licensing fee is disclosed upfront and is included in the annual licensing fee for the contract.

As with all SaaS licensed products, the customer is authorized to use the software only while the license is active.

## Pricing Structure

The Brillians' annual licensing fee is based on several factors. Effective 1/1/2022, our old model, which used the number of unique veterans as the sole metric to calculate the licensing fee, is no longer valid for cost estimates.

We are happy to provide a quote for a VAMC or a VISN at request. We offer discounted price for the VISN-level licensing.

## Assistance with Documents needed for Contract Processing

Once the VAMC/VISN has made a decision to license Brillians, please ask your COR to contact [support@supravista.com](mailto:support@supravista.com). We are happy to provide various documents to put together a package for the Contracting Officer.

## User Training and Resources (Also see: Appendix A)

Due to vendor staff's inability to access the VA network and clinical data (see above), the user training must be provided by the VAMC/VISN using VHA's internal resources. There are knowledgeable VA employees who volunteer their time to provide training to their own VAMCs as well as others. For the VISN purchase, multiple VAMCs can coordinate their training sessions.

The vendor provides extensive training resources in electronic format including training videos as noted below.

The training and informational videos are here: [Brillians \(SupraVISTA\) Video Tutorials - YouTube](#)

The vendor's website provides large volume of information about the product: [Brillians | The most advanced Cognitive Support System for VistA/CPRS](#)

Extensive help is included with the App. This is available from within the App using the conventional "Help" menu.

We are also looking into setting up a Q/A forum on our website. The link to the Forum will be displayed prominently on the website when the Forum is available.

## Technical Support (Please see: Appendix B for more details)

Due to vendor staff's inability to access the VA network and clinical data for troubleshooting (see above), the Tier-1 technical support must be provided by the VAMC/VISN using VHA's internal resources.

The vendor provides Tier-2 and Tier-3 technical support via email within two working days except in case of a natural disaster or breakdown of electronic communication systems beyond the vendor's control.

## "Free Trial" versus limited time "Free Use"

In the past, we offered 90-day "no-cost trial period". However, in 2022, Brillians is well established and well regarded in VHA. It is installed in about 30 VAMCs. Many VISNs are pursuing VISN-wide licenses.

Therefore, a "trial" to see if the product works is not a valid justification for a "trial period." Based on 11+ years of experience and use in over two dozen VAMCs, there is sufficient evidence that Brillians works as advertised! Brillians was recognized by OIG as an "*Organizational Strengths*" way back in 2009. See the OIG CAP review, page 3 - [Department of Veterans Affairs Office of Inspector General Combined Assessment Program Review of the Salem VA Medical Center Salem, Virginia; Rpt #08-03077-04](#). The App is greatly improved since then.

However, once a purchase decision is made and the contract is in progress, we offer **90-day "free use"** of the application while the contracting process is in progress.

**VA TRM Approval**

All desktop applications intended for use on the VA systems must be approved on the VA TRM site. Brillians is approved for the foreseeable future.

[Brillians \(va.gov\)](https://www.va.gov)

**Business email:**

Support@SupraVISTA.com

**Mailing Address (Registered Agent):**

SupraVISTA Medical DSS, LLC  
Registered Agents Inc  
4445 Corporation Ln, STE 264  
Virginia Beach, VA 2346

**Business Information:**

SAM/CCR Registration Status: Active  
DUNS: 833015998  
CAGE/NCAGE: 5UAA5  
NAICS: 511210 – Software Publishers

**Legal Business Name:**

SUPRAVISTA MEDICAL DSS, LLC  
Doing Business As (DBA): SUPRAVISTA

**Company Website:**

[Brillians | The most advanced Cognitive Support System for VistA/CPRS](#)

## Appendix – A: End-user Training

The vendor provides extensive help and training resources in form of:

- Written documentation including many help documents directly accessible from the conventional Help menu.
- Training Videos - expanding library of training videos on YouTube.
- Informational materials on the vendor's website.

The end-user training is provided by the VA's internal resources and is not part of the price offered in the vendor's quote

The local VAMC or the VISN staff will provide Brillians trainings, refreshers, and version/feature update information, etc., just as they do for CPRS and other VA applications for new users, refreshers for existing users, training/communication following feature updates, etc.

## Appendix – B: Technical Support

### Tier-1 Technical support

The Tier-1 support is provided by the organization's informatics or other designated staff.

The Tier-1 support includes, but is not limited to, the following:

1. Historically, most of the help requests are minor and typically relate to:
  - a. New users: How to access the application (typically, a link on the CPRS Tools menu).
  - b. New users: Request access to the application using an established request process (typically, OIT staff grants privileges via Active Directory).
  - c. How do I do X, or can Brillians do X? (Typically, informatics staff provides brief information, or points the user to the appropriate training resources).
2. Verify and reproduce the user-identified issues/errors and communicate to the vendor for resolution.
3. Network, Operating System, and other IT infrastructure related issues are beyond the vendor's control. These are handled by the local IT staff and are transient in most cases.
4. General issues which can be addressed via training, e.g., misunderstanding or misuse of features resulting in unexpected results.
5. Local configuration issues including initial configuration, and the subsequent need to tweak the configuration due to changes to the VistA system, e.g., lab names are changed, or new document titles are added. Historically, after the initial configuration, such needs are rather infrequent.
6. Any support issues which are not specifically listed under the Tier-2, or the Tier-3 support below.

### Tier-2 Technical support

The Tier-2 support includes the actual or perceived application error(s) in one or more features which the VA staff can reproduce but cannot explain or solve. However, the rest of the application remains fully functional.

In majority of the cases, such issues are related to configuration errors. Rarely, such errors may result from regression following a major update.

For Tier-2 technical support needs, the vendor provides support via email within two working days.

**Tier-3 Technical support**

Typically, this will be *something which causes the application to become unstable or unusable*. The resolution requires highest level of technical skill and often includes the developers. Over the past 10+ years, we have NEVER received a Tier-3 request. For Tier-3 technical support needs, the vendor provides support via email within two working days.

**Bug fixes**

The help system includes a Form for the end-users to report any [perceived] bugs to the local Tier-1 support staff who can test and try to reproduce, and if necessary, escalate the bug report to the vendor via email.

**Requests for enhancement:**

We are always happy to entertain the "in scope" requests for enhancements. Unless the enhancement is extremely complex or out-of-scope, there is no charge to implement such enhancement. Whether an enhancement request will be accepted for implementation is at the sole discretion of the vendor.