



# Fact sheet

## Web-based access

With your Recordbase online login you'll get secure access to all your information and reporting, wherever you are. Recordbase is web-based, which means there's no need for an up-front investment in expensive equipment.

## Supported browsers

Recordbase requires an up-to-date web browser to make sure that you can use all of Recordbase's features. We recommend using the most recent version of your browser to improve security, performance and stability.

Recordbase supports these web browsers:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Safari

Recordbase may work in an older version or different browsers to those listed above. However, these may not provide an excellent user experience, so they are not officially supported.

## Release cycle

Quarterly releases are provided as part of your monthly licence fee and include feature additions, updates for compliance, and bug fixes. You will be upgraded automatically by the Wild Bamboo team, requiring a small out-of-hours outage. We'll give you plenty of notice in advance.

## Security and privacy

**At Wild Bamboo we take the security of information we store seriously. We understand that it's more than just data, it's people's lives.**

- All traffic over the web to the database is encrypted so no one can gain access to your information or passwords.
- Backup systems are in place to avoid any unplanned down time.

Recordbase undergoes regular security testing. At a minimum, we make sure it meets all data protection and compliance requirements in the Privacy Commission guidance and the guidelines of the Health Information Governance Expert Advisory Group for organisations using cloud-based systems and operating in the mental health and wellbeing sectors.

Recordbase also has a sophisticated security model that supports very granular access permissions. Everything is logged, including what was viewed (not just what was edited). To protect the privacy of those who work for you and who also receive your support, Recordbase includes extensive blacklist and whitelist functionality.

For more detailed information, please get in touch by email: [info@wildbamboo.co.nz](mailto:info@wildbamboo.co.nz).

## PRIMHD compliance

New Zealand customers have benefited from Recordbase being PRIMHD compliant since 2008. We understand PRIMHD requirements and work closely with the Ministry of Health to ensure your Recordbase reports are compliant.

When you choose Recordbase you also get our Ministry of Health approved secure connection to PRIMHD, and the convenience of having your monthly PRIMHD reports organised for you.

## Licencing and pricing

We believe in providing a cost-effective solution for community and non-government organisations. That's why we work closely with you to help identify the best solution to fit your organisation, and your budget.

There is a one-off implementation fee for the work we do to make sure Recordbase is set up to meet your needs, based on the agreed project scope. Implementation includes a Wild Bamboo project manager to oversee the implementation project from start to finish, business analysis, an implementation consultant, and training for your trainers (excludes data migration, custom development, and travel costs).

There may be additional implementation charges, depending on your requirements. You can choose the basic setup for Recordbase, or select from a number of advanced features that are relevant to your service, for example:

- Custom development for reports, dynamic forms and dashboard KPIs.
- Business analysis for new service set up or custom reports or assessments.
- New service configuration.

Once you're all set up with Recordbase, there is a monthly licence fee per user.

## Ongoing support

Wild Bamboo will work with your organisation to ensure Recordbase continues to meet your contractual needs, including data entry and reporting capability.

Your implementation package includes one Recordbase training session for the super users within your organisation. Your super user will provide support for day-to-day queries from the rest of your workforce and keep things humming.

We also have excellent user guides with lots of good information, handily found in the Recordbase Help menu.

For more advanced queries and routine support, you can contact our friendly team at the Wild Bamboo helpdesk by phone or email.

We'll always let you know about any added support or development costs.

