G-Cloud 13 Service Definition for Dragon Professional Anywhere and Dragon Mobile App

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What is Dragon Professional Anywhere (DPA)?

Dragon Professional Anywhere (DPA) is a cloud hosted subscription speech recognition solution. This solution enables end users to access lightweight speech recognition software compatible with IT environments which include remote desktop, thin clients and Citrix – these are not ordinarily supported by previous 'traditional' Dragon speech recognition software ranges.

DPA can be used for front-end speech recognition requirements at the cursor: within any Microsoft Office, case management, CRM or bespoke application on the desktop, or back-office application across the organisation.

DPA provides cloud-based speech recognition across Windows-based devices, including virtualised and remote-access PCs. The lightweight Windows client application downloads and installs in minutes and provides a secure connection to the UK hosted cloud environment.

DPA is a versatile platform and provides the capacity to deploy speech recognition across the enterprise in multiple settings and in manageable stages. Historically, the Dragon speech recognition solutions have used a large number of resources on user's computers, no more!

Organisations can streamline repetitive and manual documentation processes, whilst also saving time for IT staff and boosting productivity and efficiency for busy professionals across the organisation.

DPA's speech engine includes state-of-the-art speech recognition algorithms designed to cope easily with minor variations in users' speech. The continuous adaptation process recognises these variations and compensates accordingly. This technology is supplemented by a speech AI to ensure extremely high accuracy from first use is often 99%. It requires no user voice profile enrolment and continues to adapt and improve over time ensuring an optimal experience to users from the start.

What is Dragon Anywhere Mobile (DAM)?

Dragon Anywhere Mobile is a professional grade, cloud based dictation app for busy professionals who want to work faster and smarter using their mobile device. DAM lets you customise words and create standard automated text or commands to dictate and edit documents of any length by voice – quickly and accurately – directly on your iOS or Android device. Your documents can be shared and custom words and auto-texts synced up with your Dragon desktop, so you can continue your work seamlessly wherever you go. By being more productive on the road, you can focus more time on clients, customers and core business tasks.

Who is VoicePower Ltd?

VoicePower Ltd is a Nuance Premier Partner, certified to supply the Nuance Dragon range of speech recognition and Winscribe digital dictation solutions. VoicePower provides pre-sales consultancy, trails, installation and configuration services where required, Training and ongoing Support services. Training is delivered by remote, on-site and e-Learning methods. VoicePower's trainers are all certified Nuance Dragon and Winscribe Trainers. VoicePower was established in 1993 and has worked with the government and NHS for many years and is Cyber Essentials Plus certified. All users undergoing VoicePower training can received Continued Professional Development (CPD) credits.

See www.voicepower.co.uk for further details.

Licensing

DPA is licenced per user, this is an annual subscription, a DAM mobile app licence is included within the DPA annual subscription when cloud hosted subscription is purchased.

On-boarding

In order to be on-boarded users need credentials to access the software, these are provided once an order has been received from the procuring organisation. VoicePower will require the user details which include name and email address, the user is then created in the hosted environment and access credentials granted.

Upon receiving an order for a Dragon subscription we would liaise with the client's IT contacts to organise access to the solution and to check hardware specifications. We also liaise with the end users themselves in order to understand their workflow and what they wish to achieve with the software and with which applications. We can provide end user training which is at an additional charge to the monthly subscription charge. This training is typically carried out remotely, this can be 1 hour sessions or 30 minute sessions at a charge of £95 plus VAT per hour or part thereof (2 sessions recommended). We also have access to our e-Learning platform at £25 per user per annum. If users take one to one training they will receive support services for the remainder of that terms subscription, this is charged at £5 per user per month if no training taken (Support and training services are optional but recommended).

Documentation is supplied along with prompt sheets.

Deployment

DPA can easily be deployed through your Virtual Desktop Infrastructure (VDI), as a virtual app, or install on any local workstation or laptop in just minutes without the need for complex configurations. Automatic updates, quick deployment, and minimal software footprint mean less work for your IT teams and less disruption for your clinicians. DAM is deployed via link.

Maintenance

Maintenance would be scheduled for periods of minimal disruption, this would be advised to users in advance.

Customisations

Customisations within the Dragon Professional Anywhere include customising individual vocabularies and adding words and phrases at the client side with no restriction. Users can also create their own shortcut commands which are individual to them and saved within their own voice profile.

Dragon voice commands are an extremely powerful tool enabling workflow customisation for an enhanced user experience. Add to that, speech driven auto-texts to insert frequently uttered statements into narratives in the chosen application for a further increase in efficiency. Auto-texts can be very rich in content and are completely customisable per user or department. Users can easily customise texts they frequently use by issuing a voice command: "make that an auto-text". Auto-texts are centrally stored on the DPA platform, can be centrally managed and distributed, and accessible from any Dragon end-point: on the DPA desktop or within the embedded application.

Training

The product can be used without additional training, however this will not enable users to utilise the software in the most efficient way. VoicePower can supply one to one remote training for each user on a per hour or per half hour basis and £95 per hour. Training is also available via the VoicePower e-Learning Community where resources are available for users to self-teach independently at £25 per user per annum.

Should and organisation require a Train the Trainer type approach, VoicePower can offer this too.

Usage Metrics

Due to the nature of DPA being centrally hosted it is possible to supply the organisation with usage statistics to enable them to evaluate the return on investment from deploying the solution. The data also provides the ability to identify training needs and support issues if users are not using the solution or may not be utilising features which will save them further time. Usage data is supplied to the organisation monthly by VoicePower.

Hardware for end users

End users using the Dragon Professional Anywhere software will require a microphone to dictate, VoicePower can supply a range of headsets or hand held devices depending upon a user's requirements. If users are already using headsets for Teams calls or for digital dictation, their microphones may be compatible – please check with VoicePower.

Basic Headset (not recommended for prolonged use) = £45 plus VAT

Superior Headset = £75 plus VAT

Handheld all in one microphone device = £186 plus VAT

If users have existing microphones it is advisable to check compatibility, contact VoicePower to check.

Ordering and invoicing process

VoicePower will accept official organisational purchase orders.

Trial service available

VoicePower can arrange for free 7 days non-clinical proof of concept trails, these are free of charge. A user will require a microphone in order to dictate and use the software, this can be purchased from VoicePower (as they cannot be loaned due to hygiene) or a user maybe able to use an existing microphone which they already have, compatibility will need to be checked.

To arrange a trail please contact vicky@voicepower.co.uk with details of the users.

Hosting information and Locations

The Microsoft Azure Platform is in the UK and is not distributed or backed up to any other geography.

High Availability, Back up and Disaster recovery

Ordiginal has partnered with Microsoft Azure UK to host DPA and DAM out of the Azure primary and secondary data centres. Microsoft Azure is the world's largest multi-terabit global network and

provides 24x7x365 high availability and guaranteed 99.99% uptime by operating through a network of secure, redundant data centres.

Hardware requirements:

Operating systems
- 32-bit: Microsoft Windows 8.1 and Windows 10. Make sure that the latest service pack is always applied.

- 64-bit: Microsoft Windows 8.1, Windows 10, Windows Server 2012 R2, Windows Server 2016 and Windows Server 2019. Make sure that the latest service pack is always applied.
- Microsoft .NET Framework 4.7.2 (or higher) is required.
- In Microsoft Windows 8.1 and 10, you can only use Dragon Professional Anywhere in the
- desktop environment, the Microsoft design language-based user interface (Start screen) is not supported.

Processor speed
- Minimum: 1.7 Ghz
- Recommended: 2.8 Ghz RAM
- Minimum: 512 MB
- Recommended: 2 GB

DAM Mobile App: iOS 8.0 or higher, Android 4.3 or higher

Monitoring, Maintenance and Support

DPA and DAM are designed as cloud-based services ensuring all infrastructure aspects of the solution are managed by Ordiginal on behalf of Nuance with the additional support from VoicePower as the reseller. There is no need for the organisation to monitor or support this infrastructure.

Off-boarding

When a user is no longer requiring access to the software they can be off-boarded and hence removed from the system. This licence for DPA can be reallocated if required at any time, this may be preferred if the annual subscription still has time left to run. Once a user is removed from the system there is no access to their voice profile data and hence they are no longer in the system.

Data Extraction / Removal:

Historical audio logs will be stored and deleted in accordance to Nuance's and Ordiginals standard data retention policy as stated in the customer contract. It can be returned at the end of a contract upon written request. However, standard practice is not to return data but to securely destroy it.