

Ambient AI Meeting Intelligence for UK Public Sector Case Management

AI-powered ambient voice and meeting intelligence for public sector casework and governance

Secure, compliant transcription and action tracking for UK government and wider public services

Productivity uplift

Frees staff from manual note-taking so they can focus on service users, speeding up case handling and

Compliance and transparency

Creates accurate, time-stamped records that support audit trails, FOI responses, and regulatory reporting.

Actionable follow-up

Automatically surfaces actions and decisions, reducing missed tasks and delays in public sector follow-up.

Transform Public Services

- Purpose-built for UK public sector case management, governance, and compliance workloads.
- Delivers secure, UK/EEA-based data handling with strong encryption, access controls, and audit trails.
- Reduces risk by standardising records of complex meetings and decisions across departments and partners.
- Accelerates case throughput and decision-making with automated transcription, action capture, and analytics.

Service Overview

This cloud-based SaaS service captures spoken discussions in real time, transcribes them, and converts them into structured, searchable records that plug into UK public sector case management and digital workflows. It is designed for compliance-focused environments, combining secure UK/EEA data handling, accessibility, and integration with existing government systems.

Core Capabilities

- Real-time transcription and automated note-taking for meetings and case discussions
- Automatic detection of actions, decisions, and follow-ups with audit-ready records
- Secure storage, analytics, and reporting tailored to public sector governance and case management

Key Features

Secure cloud platform for sensitive UK public sector meeting and case data

Real-time transcription for case management and government meetings

Automated action item detection for decisions and compliance tracking

Custom vocabulary tuned to public sector terminology, policies, and local context

Advanced analytics for stakeholder engagement and government reporting

Multi-language support for diverse citizen and staff communication needs

Accessible web interface compliant with UK WCAG 2.2 AA guidelines

Seamless integration with case management, CRM, HRM, and digital government platforms

Service Benefits

Productivity uplift

Frees staff from manual note-taking so they can focus on service users, speeding up case handling and reducing administrative load.

Compliance and transparency

Creates accurate, time-stamped records that support audit trails, FOI responses, and regulatory reporting.

Actionable follow-up

Automatically surfaces actions and decisions, reducing missed tasks and delays in public sector follow-up.

Better collaboration

Improves knowledge sharing and continuity across teams working on sensitive cases and cross-agency projects.

Faster onboarding

New staff gain rapid context from searchable meeting histories and structured summaries, shortening ramp-up time.

Summary & Key Advantages

Why Choose This Service

- Purpose-built for UK public sector case management, governance, and compliance workloads.
- Delivers secure, UK/EEA-based data handling with strong encryption, access controls, and audit trails.
- Reduces risk by standardising records of complex meetings and decisions across departments and partners.
- Accelerates case throughput and decision-making with automated transcription, action capture, and analytics.
- Integrates with existing government digital estates (case management, CRM, HRM, APIs) without requiring new client installs.
- Meets modern accessibility expectations so all staff can benefit from AI-powered meeting intelligence.

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