

SERVICE DEFINITION DOCUMENT

Purple Scribe



Crown
Commercial
Service
Supplier



SERVICE DEFINITION DOCUMENT

Purple Scribe



Purple Scribe is an intelligent audio and video processing solution that can handle any form of audio or video file, scanning it within minutes for keywords or phrases. It provides your team with easy-to-read summaries and documents that highlight points of interest, saving thousands of man-hours.



TRANSCRIBING MORE EFFICIENTLY

As organisations across various sectors embrace digitalisation and remote communication becomes more prevalent, Purple Scribe helps your team efficiently monitor, transcribe, and analyse communications. Whether it's interviews, meetings, customer interactions, or any recorded conversations, our solution enhances your ability to extract valuable insights quickly.

Purple Scribe also offers an offline, purpose-built application that allows you to easily and securely capture audio from face-to-face meetings, transcribing and summarising the interaction. This ensures that important information is documented accurately, even when internet connectivity is unavailable.

Contact us - hello@madepurple.com

SERVICE DEFINITION DOCUMENT

Purple Scribe



FEATURES

- **API Access:** Programmatically send your files for processing.
- **Secure Web Portal Access:** Manage and review transcriptions through a user-friendly interface.
- **Offline Audio Capture:** Securely capture audio from face-to-face meetings without internet access.
- **Online Audio capture:** Securely capture audio from any online communications tool.
- **Compliance reports:** Compliance and continuous improvement analysis
- **Instant Alerts:** Receive notifications for keywords or phrases of interest.
- **Rapid Processing:** Scan and transcribe audio in minutes.
- **High-Speed Processing:** Processes audio at up to 6 times playback speed.
- **Scalable Processing:** Handle up to 10,000 concurrent files.
- **Highlighted Keywords:** Keywords and phrases are clearly marked for easy attention.
- **Easy-to-Use Interface:** Intuitive UI for efficient navigation and use.
- **Sentiment Analysis Reporting:** Gain insights into the emotional tone of conversations.
- **Data Integration:** Input data from any source using our API.
- **Programmatic Data Analysis:** Support proactive interventions and decision-making through automated analysis.

SERVICE DEFINITION DOCUMENT

Purple Scribe



Additional Benefits:

- **High Accuracy Transcriptions:** Achieve over 96% accuracy in transcriptions across various accents and languages.
- **Speaker Separation:** Identify and separate multiple speakers within recordings.
- **Template Output:** Transcribe directly onto custom templates relevant to your organisation.
- **Security and Compliance:** ISO27001 certified to ensure data protection and regulatory compliance.
- **Customisable Solutions:** Tailor the platform to specific terminologies and requirements unique to your sector.
- **Human-in-the-Loop Editing:** Edit and verify transcriptions with full revision history for transparency.
- **Seamless Integration:** Integrate with existing systems like NICE or case management platforms via robust APIs.
- **Scalability and Flexibility:** Adapt to increasing volumes of data as your organisation's needs grow.
- **Comprehensive Support and Training:** Receive dedicated support and training to maximise the solution's effectiveness.
- **Continuous Improvement:** Benefit from ongoing updates that incorporate the latest advancements in AI and transcription technology.

SERVICE DEFINITION DOCUMENT

Purple Scribe



Applications across various sectors

**Law Enforcement:**

Efficiently transcribe and analyse interviews, evidence recordings, and body-worn camera footage.

**Healthcare:**

Accurately document patient consultations, MDT meetings, and telemedicine interactions.

**Legal Services:**

Process depositions, court proceedings, and client meetings with high accuracy.

**Local Authorities:**

Transcribe council meetings, public hearings, and community consultations for transparency and record-keeping.

**Education:**

Transcribe lectures, seminars, and focus group discussions for accessible learning materials.

SERVICE DEFINITION DOCUMENT

Purple Scribe



STANDARDS AND ACCREDITATIONS

ISO 27001 CERTIFIED

Made Purple Systems and processes have been audited by a UKAS approved certification body and we were awarded our ISO27001 certification in July 2020.

PCI CERTIFICATION

All payments collected online are collected within a PCI compliant environment, using a third-party provider such as Stripe or SagePay to process payments on our behalf. No Payment data will be visible by our systems or be stored in any way.

PENETRATION TESTING

Systems are tested regularly by our team of cyber security experts, this team is on hand to support any third party testing required by your organisation.

CYBER ESSENTIALS PLUS

We are pleased to confirm that our systems fully comply with the Cyber Essentials Plus certification scheme and our certificate is available upon request.



SERVICE DEFINITION DOCUMENT

Purple Scribe



SUPPORT AND DOCUMENTATION

Made Purple provide dedicated support managers to assist with your everyday use of any service that we provide. We take pride in assisting our customers and service users in getting the most value from any of our services.

ON-BOARDING

Our online documentation and on-boarding videos show how to set up your account. Our management portal is intuitive and the on screen tour will introduce you to the various features of our service. If you get stuck we're just a phone call or email away!

TERMINATION

Made Purple will destroy all information from the sites environment and it will be permanently removed. Users will have access to all data that they are the controllers of for 93 days beyond the contract end date. There are no end of contract or data extraction charges.

PRICING

The Pricing document alongside this service definition document outlines the standard pricing for the service. From time to time Made Purple run flash sales and offer customised discounts based on volume / bulk orders so please get in touch with your requirements and we will do our very best to help.

SERVICE DEFINITION DOCUMENT

Purple Scribe



SOCIAL VALUES

FIGHTING CLIMATE CHANGE

Made Purple is committed to reducing environmental impact through the use of efficient, cloud-based technologies and digital service delivery. By enabling secure digital alternatives to physical processes, our services support reduced travel, lower resource consumption, and more sustainable public sector operations. Our infrastructure is hosted within UK data centres that prioritise energy efficiency.

COVID-19 RECOVERY

Made Purple supports organisational resilience through flexible, secure digital services that enable continuity of operations during periods of disruption. We operate flexible working practices for our staff and design our services to support remote access, service continuity, and workforce wellbeing across the public sector.

TACKLING ECONOMIC INEQUALITY

Made Purple is committed to improving digital inclusion by delivering accessible, scalable technology solutions within the public sector. Our services are designed to reduce barriers to access, support fair participation, and provide cost-effective digital alternatives that help organisations better serve diverse and disadvantaged communities.

SERVICE DEFINITION DOCUMENT

Purple Scribe



SOCIAL VALUES CONTINUED

EQUAL OPPORTUNITY

Made Purple is an equal opportunities employer and is committed to inclusive employment practices. We value diversity and ensure that recruitment, development, and progression are based on ability, attitude, and commitment, without discrimination.

WELLBEING

Made Purple places wellbeing at the centre of its service delivery and employment practices. We design user-friendly digital services that reduce administrative burden and operational stress, while promoting positive user experiences. We also support staff wellbeing through flexible working arrangements and wellbeing-focused internal initiatives.

SERVICE DEFINITION DOCUMENT

SCAN MY AUDIO



MADE PURPLE CUSTOMERS INCLUDE



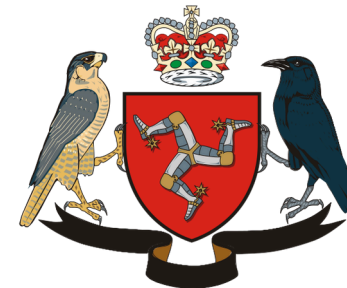
HM Prison &
Probation Service



Ministry
of Justice



States of
Guernsey



Contact us - hello@madepurple.com