

## Service Definition Document – SpeechAmbient

G-Cloud 15 Framework - Lot 2b Software as a Service (Saas)

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## 1. About G2 Speech

G2 Speech is a digital dictation and speech recognition software supplier specialising in developing solutions for the medical sector. With over 25 years' experience supplying, implementing, and integrating speech technology solutions across the UK and Europe, we provide state-of-the-art solutions that meet the requirements for all use cases within a Trust.

We have successfully delivered over 100 large-scale NHS projects, many Trust-wide / Health Board wide, and were the first company in the UK to implement Trust-wide speech recognition across every department of a hospital.

With AI-driven innovation at the core, we are transforming traditional ways of working in a safe, mindful, and meaningful way. Customers partnering with G2 Speech benefit from enhanced accuracy, improved digital literacy, streamlined processes, automated admin tasks, reduced backlogs, cost savings, and greater efficiency. Above all, our ethos is built on collaboration – working closely with healthcare providers to improve digital efficiency, enhance patient engagement, and deliver better quality care for the future.

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## 2. Our AI-driven, digital dictation & speech recognition solutions

G2 Speech delivers innovative, customer-focused solutions. We pride ourselves in offering a complete suite of document creation solutions which creates cost savings and improves productivity.

With a single platform and a range of additional modules which can be used as add-ons, Trusts and Health Boards can build a customised suite that evolves with the needs of healthcare professionals across all specialties, eliminating the overhead of multiple suppliers and streamlining software management and consolidation.

We work in partnership with each one of our customers to deliver solutions which are fit for purpose, and also offer continued support to each customer, ensuring we monitor ROI, performance and to identify the future cost saving opportunities.

### 2.1. SpeechAmbient

Powered by advanced ambient speech intelligence, SpeechAmbient captures real multi-speaker conversations (such as patient-clinician interactions), with speaker identification, and transforms them into accurate, structured documentation in real time. The solution's purpose-built medical speech recognition engine utilises AI with Neural Networks and Deep Learning Technology; it has been developed using extensive UK clinical data, ensuring high transcription accuracy from first use.

With SpeechAmbient, transcription and document creation are very simple: A multi-speaker conversation is recorded and transcribed in real time by our medically-based speech recognition engine; the recording occurs in the background, without the user's intervention. The transcription is then converted into the required report(s) at the click of a button, and the report(s) can be distributed, e.g. into a third-party clinical system.

SpeechAmbient reduces the administrative burden and improves the quality and consistency of records. It is fully compatible with NHS workflows and can be integrated with electronic patient record systems, ensuring seamless data flow and supporting continuity of care.

The features & functionalities of SpeechAmbient are:

- Ambient speech recognition

- AI-powered voice technology utilising our in-house developed conversational speech engine
- Neural Networks and Deep Learning technologies
- Live multi-speaker transcription, with speaker identification
- Automatic note and summary generation
- Intelligent template automation
- Remote access and mobility (desktop PC/laptop, mobiles, standard mics)
- Multi-lingual support and translation
- Intelligent management via voice command: summarisation, formatting, content simplification, etc.

#### Integrations:

SpeechAmbient can be integrated into clinical systems using various methods, which can support contextual launch of SpeechAmbient and distribution of the summary/report created.

#### Mobility:

As SpeechAmbient is web-based, the solution is also available on mobile devices (smartphones/tablets), supporting flexible working and timely record keeping.

### **3. Speech recognition technology**

All G2 Speech solutions – SpeechReport, SpeechCursor, and SpeechAmbient – include our integrated medical speech recognition engine designed to accurately transcribe clinical dictation with minimal setup.

No voice profile training is required. The engine, based on neural network technology and deep-learning, delivers upwards of 98% accuracy out-of-the-box, with immediate support for medical and NHS-specific terminology.

To further tailor recognition to local needs, custom vocabulary entries can be added at any time – for example, names of clinicians, wards, or hospitals. Each custom entry can include multiple spoken forms, allowing the system to recognise variations in pronunciation, accents, or phrasing with no delay in deployment. These updates apply immediately and are available to all relevant users.

The recognition engine is optimised for a wide variety of English dialects and accents including those of non-native English speakers, and includes built-in noise filtering to support dictation in typical clinical settings, including busy or shared environments.

### **4. Hosting, mobility, scalability, offline working & hardware**

Hosting: SpeechAmbient is hosted via MS Azure.

Mobility: SpeechAmbient can be used on any iOS or Android smartphone or tablet.

#### Scalability:

Our solutions are designed for high scalability in cloud-hosted environments: The underlying Microsoft Azure infrastructure supports elastic scaling to accommodate large user volumes (such as 1000s of active users concurrently) and usage spikes – ensuring performance is maintained during both routine usage and peak demand periods without any degradation in performance. Our environments are continuously monitored and automatically scaled up or down to accommodate demand.

Offline working: During normal use, user activity is continuously saved automatically in the background; in the event of a temporary loss of connectivity, browser crash, or other interruption, users are able to log back into the platform and resume their session from the last saved state. We have planned for a dedicated mobile application which will

have capacity for offline capture and will synchronise to the online version of SpeechAmbient, allowing for use when the internet connection is unavailable or when out in the community.

#### Hardware:

Our solutions are compatible with industry standard dictation and transcription hardware from major manufacturers, including Philips (SPS), Olympus (OM Digital Solutions), Jabra, Sennheiser and Plantronics; this includes tethered and wireless/Bluetooth microphones & headsets, cordless voice recorders, transcription headsets and foot pedals. An up-to-date list of supported devices is available on request.

## **5. Benefits & performance**

Customers report the following benefits when using SpeechReport, SpeechCursor and SpeechAmbient:

- Increased efficiency and productivity; reduced turnaround times
- Improved ROI and cost savings
- Improved document quality and accuracy
- Compliance with NHS standards, including Transfer of Care (ToC) requirements
- Increased data security and transparency
- Improved patient/customer care
- Support for digitisation
- Flexibility in working practices (supports desktop, mobile, digital recorders...)
- Centralisation and streamlining of services and processes
- Fully-managed service

## **6. Security & continuity**

- G2 Speech is accredited with the Data Security and Protection (DSP) Toolkit (Standards Exceeded), and registered with the Information Commissioner's Office (ICO) in the UK.
- G2 Speech holds ISO 27001 and Cyber Essentials Plus certifications.
- SpeechCursor & SpeechAmbient are registered as Class I Medical Devices with the MHRA.
- We are members of the AI Ambassador Network – an AI community for the responsible adoption of AI in health and care.
- Our solutions are compliant with the NHS Approved Cryptographic Algorithms Good Practice Guidelines, with data at rest & in transit encrypted to 256-bit at source, and RBAC.
- We adhere to the DCB0129/0160 Clinical Risk Management standard; we maintain a comprehensive Clinical Risk Management System, overseen by an external CSO, and which includes: a live Clinical Risk Management Plan; a Clinical Safety Case Report; and a Hazard Log and Risk Assessments.
- Solutions can be integrated with Active Directory and EntraID
- Our G2 cloud servers are located in the Microsoft Azure Datacentres in the UK and Ireland. No customer data will be stored outside of the UK or the European Union.

ISMS and approaches to protective monitoring, vulnerability management & incident management:

- G2 Speech operates an ISO 27001-certified ISMS, subjected to regular audit. Internally, we complete annual security audits, to ensure continued adherence to required standards.
- As part of our ISO accreditation, all staff are regularly trained in security standards, including Information Security Awareness. Employees cannot perform any installation/configuration activities unless they have completed this training. Access is only via secure username and password credentials (complexity set by the ISO 27001 standard).

- Microsoft Azure monitors and protects the underlying platform, while G2 Speech maintains responsibility for application-level management.
- Protective monitoring approach – Potential compromises are identified through Azure security alerts, application logs, automated monitoring, anomaly detection and daily review of security events. High-risk incidents are investigated and actioned without delay, including containment, remediation and customer notification.
- Vulnerability management procedure – Vulnerabilities are identified through daily automated scanning, Azure security alerts, vendor advisories and recognised threat-intelligence feeds. Risks are assessed using our internal risk-management process. Patches to supporting infrastructure are deployed within our monthly maintenance window, with urgent security patches applied out-of-band where required. Customers are notified promptly of any material risks or required actions.
- Incident management procedure – G2 Speech operates a documented incident management procedure aligned with ISO 27001 and ITIL. As part of this, pre-defined processes exist for common events including service disruption, security alerts and suspected data breaches; high-priority incidents are addressed immediately.

#### Microsoft Azure:

As our cloud environment is hosted on Microsoft Azure, we automatically gain the benefits of the disaster recovery procedures Microsoft has in place to ensure maximum uptime and availability of our entire environment. This means risks regarding network, server or storage failure are minuscule as Microsoft can guarantee an availability percentage of 99.95% on the underlying infrastructure. To cover for the remainder, a template of the complete environment allows the full migration of the entire cloud infrastructure to another Microsoft datacentre within a day if a natural disaster were to occur which could cause our services to be unavailable for a longer period of time.

The entire cloud infrastructure is monitored – including the networks, all servers, the databases and storage facilities, internet facing endpoints, Service and Process monitoring and Operating System essentials like CPU, RAM and disk space. Due to the nature of Microsoft Azure, Microsoft is responsible for monitoring the physical hardware and external infrastructure, and detect and mitigate for example DDOS attacks. Microsoft has various preventative measures in place to fight off these kinds of attacks to ensure their customers (i.e. G2 Speech) as well as G2 Speech's customers are not affected.

## **7. Fully-managed support**

In addition to the software, G2 Speech will provide professional services, before and after sales – including:

- Project and contract management
- Pre-sales support
- On-boarding support (setting up the new customer in the cloud environment)
- Full implementation services, including future roll-outs
- Development of integrations and interfaces
- Installation and configuration (including migration from competitors' products)
- Testing and quality assurance
- Training (including on upgrades/new functionalities).
- Floorwalking
- Technical support, including software maintenance
- Business continuity & disaster recovery
- Upgrades and developments
- Performance management and ROI analyses/reviews
- Offboarding support

- Full, bespoke supporting documentation (technical and training) is provided

We provide a comprehensive, fully-managed service to the customer, proactively; this encompasses continuous support for all the server infrastructure (24/7), operating systems, solution software, integrations, backups, updates, patching, anti-virus and anti-malware, monitoring, as well as on-going service, maintenance and support. We will ensure that our solutions are consistently updated with the latest security releases.

## **8. Main contact for enquiries**

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