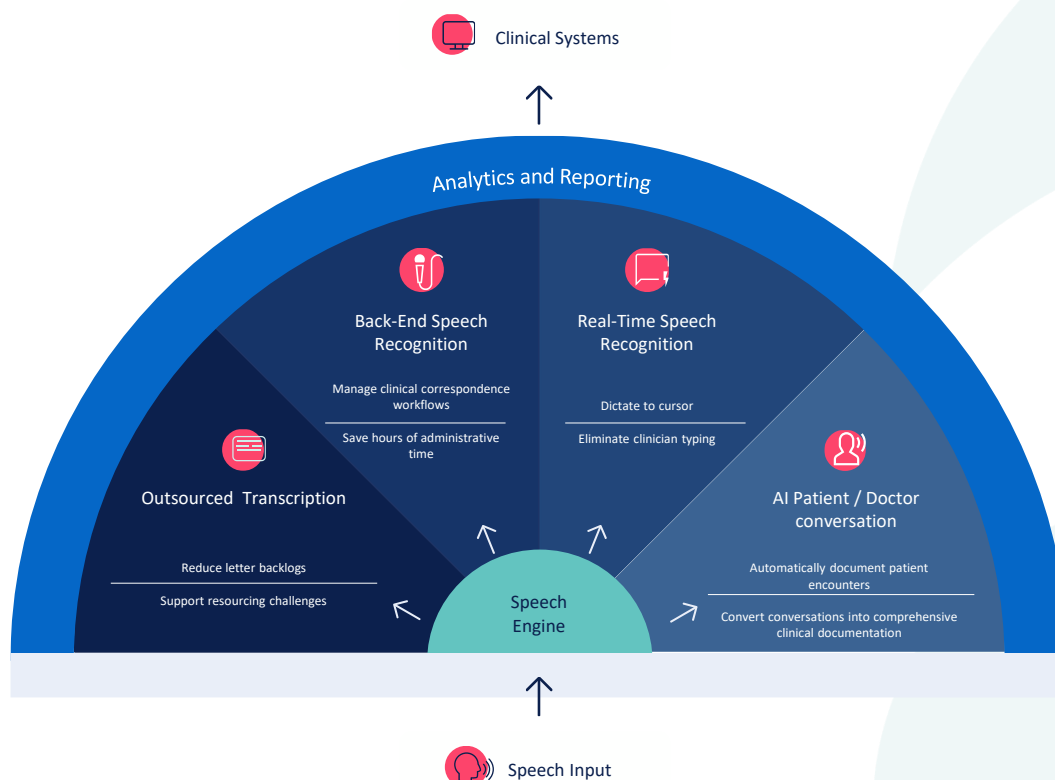


SERVICE DEFINITION

Digital Dictation, Speech Recognition, Outsourced Transcription, and AI solutions

Dictate IT are a UK based provider of digital dictation, outsourced transcription, speech recognition and AI solutions, supplying NHS customers since 2003. Our solutions are applicable to all healthcare settings including GP practices, pharmacies, acute hospitals, mental health trusts and many more

Dictate IT provides services and products across the whole transcription and speech recognition ecosystem, enabling customers to select the most appropriate or combination of products, all built on our innovative speech engine.



Dictate IT have been developing their proprietary NHS medical speech models for 9 years, and our single-speaker recognition is we believe the most accurate available for NHS users, with our products regularly displacing major US brands at NHS Trusts. Most single-speaker jobs should see 99-100% accuracy. This figure is based on regular speech quality audits. These are a standard part of a customer contract and usually run monthly on random samples. Our speech models are continually refined by Dictate IT's speech science team, with multiple updates per year provided free of charge.

Our Real-Time Speech Recognition (Live) is immediate speech to text conversion, so as the user speaks, the text appears on the screen. This works with any third-party system, including EPRs and Microsoft applications. It contains common presets (canned text), navigational commands, and is designed for healthcare.

Our Ambient Voice Technology (AVT) enables doctor/patient conversations to be recorded, with real-time summarisation of the conversation into pre-defined template clinical documents. Users can reformat the summary to provide a variety of outputs.

Dictate IT's Digital Dictation Workflow Platform is a workflow-based speech recognition solution supporting existing letter production processes. The mobile app supports dictation of full audio files, enabling remote working and results in improved turnaround times of letters.

Implementation and On-boarding

Dictate IT are extremely experienced with deploying the platform to large multi-site NHS Trusts, with currently 40 Trust. We have a proven, successful, scalable approach. Our delivery model utilises a lean methodology with a phased approach covering clinical and non-clinical staff. Implementation is managed by a dedicated Project Team of at least 10, including a Digital Transformation Consultant, Product Manager, and multiple Implementation Consultants, overseen by experienced Prince 2 Project Managers and our Leadership Team.

We offer onsite training and online training. Also customised User Guides and an e-learning platform which includes videos and feature cards. Users can access the e-learning platform within the product itself or via a separate URL

Service Levels

The standard SLA for our services include:

- KPIs (e.g., availability, operational hours, response time, and incident management)
- Prioritisation and classification criteria for incidents
- Business-As-Usual support process
- Contact information and methods of communication
- Escalation paths
- Roles and responsibilities
- Reporting procedures
- Change request process

Each SLA is tracked by an Account Manager (AM) and a Customer Service Manager (CSM) at Dictate.IT, reporting to the Director of Operations for senior oversight. Monthly service review packs with performance dashboards, reporting on metrics are supplied.

Support SLAs include:

- 80% of support requests resolved within 24 hours
- 100% of support requests resolved within 72 hours
- 100% of critical incidents responded to within 1 hour, and resolved within 4 hours
- 99.9% uptime (outside planned maintenance)
- 8am-5:30pm support desk availability
- Includes ongoing post product implementation support and upgrades/updates

Support

Support costs are built into the customer contract, and SLA is bespoke to each customer's requirements. Support is available for unlimited (non P1) third-line support queries such as network functioning problems, system problem and system modifications from 08:00 – 17:30, weekdays, including bank holidays. Support cases raised outside these hours will be automatically logged ready for action the following day.

The helpdesk work to KPIs that include resolving 80% of in-scope cases in 24-hours and 100% of in-scope cases in 72-hours of receipt. This is measurable and reportable. Support agents are all ITIL certified and experienced in all aspects of the system. Each customer is allocated an account manager and has access to the customer support manager for escalations. Dictate IT categorise each support case by Priority levels, based on severity (1-5). P1/P2 are classed as HIGH with response time within 1hr and resolution within 4 hours, as an example.

Dictate IT's monitoring software will automatically alert the production support team if it detects any critical incidents affecting the availability of the platform. Out of hours, the receiver of the alert will validate whether the alert is a P1 critical issue and will then invoke the critical incident process.

Security

- Dictate IT are ISO 27001 accredited, and have policies, systems and procedures:
 - To ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services;
 - To comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data;
- Dictate IT are Cyber Essentials Plus Certified
- Dictate IT product is registered with the MHRA as a Class I medical device
- Personal data is not transferred outside the EU;
- Dictate IT maintain records of personal data processing activities which are available on request
- As part of our ISO 9001 and 27001 Management System Dictate IT regularly test, assess and evaluate the effectiveness of the above measures
- Data retention periods are agreed with the customer and enforced across the platform instance ensuring data is deleted when no longer required
- The platform implements role based access controls (RBAC) which is managed by Dictate IT admins or by suitably trained Trust system admins
- Two-factor authentication, encryption and auto sign out rules as standard
- The platform has a comprehensive audit capability that logs all access and activity in the system including views and edits. Logs are immutable and exportable.
- The large language model (LLM) used for summarisation of patient conversations is deployed in a private deployment on a server where we hold the encryption keys. This means that we do not pass customer data to a sub-processor for AI processing.